



Report of Results

for

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue (Child Population)

2020 CAHPS® 5.0H Medicaid with CCC Measure Member Experience Survey

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INTRODUCTION

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and provider communication skills.

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. The Health Plan CAHPS survey represents the patient (member) experience component of the HEDIS measurement set. The survey measures patient experience of care and gives a general indication of how well the health plan meets members' expectations. Parents or caretakers of surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months.

EXECUTIVE SUMMARY

In 2019, Anthem contracted with the Center for the Study of Services (CSS), a National Committee for Quality Assurance (NCQA)-certified survey vendor, to administer the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Child Medicaid with CCC Measure Survey. The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide performance feedback that is actionable and that will aid in improving member experience.

CSS administered the Child Medicaid with CCC Measure version of the 2020 CAHPS Health Plan Survey on behalf of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue between February 12 and May 11, 2020. The final survey sample for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue included 4,728 members (2,888 from the general population and 1,840 from the CCC population). 190 members from the general population completed the survey, resulting in the NCQA response rate of 6.58 percent.

Except for the five measures designed for children with chronic conditions (the CCC population), the results presented in this report pertain to the general Child Medicaid population only. CCC measure results are based on 149 completed surveys from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set, based on survey responses.

This section highlights some of the key survey findings for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue, including trends in key performance metrics, comparisons to relevant national benchmarks, and estimated star ratings based on NCQA's *2020 Health Plan Rating* methodology. Results are based on the rates of members answering 9 or 10 for the overall rating questions and *Usually* or *Always* for all other CAHPS measures. Up to five organizational priorities for quality improvement are identified based on CSS's *Key Driver Analysis*.

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2019

Reportable Rate IMPROVED	Reportable Rate DECLINED
Rating of Personal Doctor (from 78.02% to 86.59% [+8.56 points])	No statistically significant declines

Includes CAHPS ratings and composites that achieved a reportable result (100 or more valid responses). Excludes Children with Chronic Conditions (CCC) measures. The following measures are not reportable by NCQA due to insufficient denominator (less than 100 valid responses): Rating of Specialist Seen Most Often, Coordination of Care, Customer Service.

STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARKS

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
2020 Anthem National Child Medicaid Average	
Rating of Personal Doctor (86.59% vs. 77.46% [+9.12 points])	None
Rating of Health Plan (82.07% vs. 69.05% [+13.02 points])	
2020 CSS Child Medicaid Average	
Rating of Personal Doctor (86.59% vs. 78.55% [+8.04 points])	None
Rating of Health Plan (82.07% vs. 71.21% [+10.85 points])	
2019 NCQA Quality Compass National Average (All LOBs)	
Rating of Personal Doctor (86.59% vs. 77.32% [+9.27 points])	None
Rating of Health Plan (82.07% vs. 71.74% [+10.33 points])	

Includes CAHPS ratings and composites that achieved a reportable result (100 or more valid responses). Excludes Children with Chronic Conditions (CCC) measures. The following measures are not reportable by NCQA due to insufficient denominator (less than 100 valid responses): Rating of Specialist Seen Most Often, Coordination of Care, Customer Service.

ESTIMATED 2020 NCQA HEALTH PLAN RATINGS

Estimated 2020 NCQA Health Plan (Star) Rating	
★★★★★	Rating of Personal Doctor, Rating of Health Plan
★★★★☆	Getting Needed Care, Getting Care Quickly, Rating of All Health Care

Health Plan Ratings (HPR) for applicable measures were estimated using NCQA's Health Plan Ratings 2020-2021 methodology (<https://www.ncqa.org/hedis/reports-and-research/ratings-2020/>). **Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.**

Results are limited to HPR measures that achieved a reportable rate (based on 100 or more valid responses). The following measures had an insufficient denominator for reporting (less than 100 responses): Rating of Specialist Seen Most Often, Coordination of Care.

TOP PRIORITIES FOR QUALITY IMPROVEMENT

CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of their health plan. To the extent that these experiences can be improved, the overall rating of the plan should reflect these gains. Below is a set of quality improvement opportunities with the highest return on investment for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue. Effective interventions in these areas would have the greatest potential impact on the *Rating of Health Plan* score.

Top Priorities for Quality Improvement
1. Improving the quality of physicians in health plan network (specialists)
2. Improving member access to care (having a personal doctor)
3. Improving member access to care (getting an appointment for urgent care as soon as needed)
4. Improving member access to care (ease of getting needed care, tests, or treatment)
5. Removing reasons for members to contact customer service

The remainder of this report examines these and other findings in greater detail.

WHAT IS NEW IN 2020

CAHPS SURVEY UPDATES

NCQA shortened the 2020 HEDIS/CAHPS 5.0H surveys to reduce the burden for health plan members and sponsors. The following questions were removed from the survey:

- *Shared Decision Making* and *Plan Information on Costs* (adult Commercial only) questions and the associated composite measures
- *Health Promotion and Education* question
- *Written Materials or Internet Provided Needed Information* question (adult only)
- Chronic conditions (adult only) and proxy questions

2020 NCQA HEALTH PLAN ACCREDITATION AND HEALTH PLAN RATINGS (PLANNED PRIOR TO COVID-19)

NCQA also planned a substantial update to the Health Plan Accreditation and Health Plan Ratings¹ in 2020 and beyond.

Historically, NCQA has reported health plan quality to the public through two programs: Health Plan Accreditation (HPA) and Health Plan Ratings (HPR). Each program had its own scoring methodology and online reporting tool. HPA results have been reported on NCQA's *Health Plan Report Cards* website (<https://reportcards.ncqa.org/#/health-plans/list>). HPR results have been reported on the *Health Insurance Plan Ratings* website (<http://healthinsuranceratings.ncqa.org>).

With its planned rollout of the 2020 Health Plan Ratings, NCQA sought to consolidate public reporting under the umbrella of HPR. Under the new HPR program, accredited plans must report CAHPS results to NCQA, but the CAHPS scores do not directly affect the plan's Accreditation status². Instead, they are translated into Health Plan Ratings and are reported to the public on a 5-star scale.

¹ For more information, see:

<https://www.ncqa.org/programs/health-plans/health-plan-accreditation-hpa/current-customers/hpa2020/>
<https://www.ncqa.org/videos/state-briefing-on-hpa-and-hedis-changes/>
<https://www.ncqa.org/videos/health-plan-accreditation-2020-updates/>

² This means that CAHPS measure scores will no longer be translated into points toward Accreditation.

Below is the list of CAHPS survey measures³ included in NCQA's Health Plan Ratings. The *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are also scored and reported as star ratings.

Measure Name	Individual CAHPS Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (<i>Usually</i> or <i>Always</i>)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (9 or 10) Coordination of Care (<i>Usually</i> or <i>Always</i>)
Satisfaction with Plan Services	Claims Processing (Commercial only) (<i>Usually</i> or <i>Always</i>), Rating of Health Plan (9 or 10)

Note that for the overall ratings NCQA uses the 9 or 10 question summary rate for benchmarking performance and calculating star ratings. Also note that NCQA does not include *Customer Service* in HPR. This is consistent with how this measure has been treated in HPR prior to the 2020 refresh. However, *Customer Service* was previously scored for Accreditation.

Additional information on NCQA's historical reporting programs and the 2020 HPR update, planned prior to the COVID-19 pandemic, is provided in the Appendix.

IMPACT OF COVID-19 ON NCQA REPORTING

In response to the COVID-19 pandemic, NCQA permitted health plans and vendors to depart from the standard CAHPS data collection protocol as needed: reduce the number of mailings and/or telephone attempts, replace the telephone interviewing portion of the protocol with an additional survey mailing, or stop data collection entirely. NCQA acknowledged that a multitude of factors, such as wide regional variation in COVID-19 infection rates, consumer experience, stay-at-home orders, social distancing guidelines, differences in vendor practices and staffing models, "essential business" designations, and protocol decisions made by individual health plans might compromise the quality and validity of the data collected. In April NCQA announced that due to COVID-19:

- It would not be publishing 2020 Health Plan Ratings for any product line⁴.

³ For more information, see https://www.ncqa.org/wp-content/uploads/2020/02/20200206_List_of_Required_Performance_Measures.pdf

⁴ For more information, see <https://www.ncqa.org/covid/>

- Accredited commercial and Medicaid plans would still be required to submit HEDIS and CAHPS measures to NCQA in order to meet annual reporting requirements.
- Organizations would not be rated on measure results.

In addition, NCQA made the decision not to report plan-level CAHPS survey results in Quality Compass⁵. NCQA cited concerns about the validity of CAHPS results because the survey was fielded during the height of the pandemic as it continued to spread unevenly across the country, with wide regional variation.

UPDATES TO THE 2020 CSS HEALTH PLAN CAHPS SURVEY RESULTS REPORT

CSS has made several updates to the 2020 CAHPS Results Reports:

- CSS recognizes that NCQA will not release 2020 Health Plan Ratings. As a courtesy to our clients, CSS implemented NCQA's 2020 Health Plan Ratings methodology⁶ and calculated **unofficial** star ratings for all applicable CAHPS measures in accordance with NCQA's scoring guidelines. **The CSS-calculated ratings should be treated as unofficial estimates and used with caution for your organization's internal purposes only.**
- The order in which measures are displayed in tables and exhibits throughout this report is aligned with HPR. Where applicable, non-HPR measures (*Customer Service* and *How Well Doctors Communicate*) are reported under a separate sub-header.
- Consistent with NCQA's approach, the *numerator* of the rate (i.e., the proportion of members selecting a certain response option) for the 0-10 overall rating questions is 9 or 10. For convenience and ease of trending, the 8, 9, or 10 rate is also included in the following sections: *Survey Results at a Glance*, *Detailed Performance Charts*, and *Cross-Tabulations*.
- The NCQA national benchmark – 2019 NCQA Quality Compass Child Medicaid National Average for All Lines of Business (LOBs) – and the 10th, 33.33rd, 66.67th, and 90th national performance percentiles that appear throughout the report are aligned with HPR. In addition to the 0-10 overall ratings and CAHPS composites, percentile comparisons are now provided on every measure in the *Detailed Performance Charts* section.
- The *Member Profile and Analysis of Plan Ratings by Member Segment* section has been updated to include more detail on the relevant national benchmark distribution(s).

⁵ For more information, see <https://www.ncqa.org/hedis/faq/?faq-kw=covid&faq-year=&faq-sort=desc&faq-program=>

⁶ For more information, see <https://www.ncqa.org/hedis/reports-and-research/ratings-2020/>

- The *CSS Key Driver Model* has been updated to reflect the shortened survey instrument. Areas that are no longer being assessed with the survey were removed from consideration as possible key drivers of plan performance.
- The 3-point-scale mean scores (which were previously used by NCQA exclusively for Accreditation scoring) are no longer reported.
- An updated *Health Plan Quality Improvement Resource Guide* is included.

ABOUT THIS REPORT

- The key features of this 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue CAHPS results report are highlighted below. Note: except for the five measures designed for the population of children with chronic conditions (CCC), the results presented in this report pertain to the general Child Medicaid population only. CCC measure results are based on responses collected from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set.
- Although NCQA will not be reporting health plan performance this year due to COVID-19, CSS calculated survey results following NCQA's guidelines in *HEDIS 2020, Volume 3: Specifications for Survey Measures* and *2020 Health Plan Ratings (HPR) Methodology*. To support Community Care Health Plan of Louisiana, Inc. dba Healthy Blue in its quality improvement efforts, results are reported regardless of whether the NCQA reporting threshold of 100 valid responses is met. Any result that NCQA would not consider reportable is marked as "NA".
- Throughout the report, the 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue survey results are compared to national benchmark scores, represented by the 2020 Anthem National Child Medicaid Average, 2020 CSS Child Medicaid Average, and the 2019 NCQA Quality Compass Child Medicaid National Average for All Lines of Business (LOBs). The 2020 Anthem National Child Medicaid Average was calculated by pooling survey responses across 26 Child Medicaid plans identified by Anthem. The 2020 CSS Child Medicaid Average was calculated by pooling survey responses across 22 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The 2019 NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of Child Medicaid plans that submitted data to NCQA.
- *Executive Summary* provides a high-level overview of survey findings, including your organization's estimated 2020 HPR scores (star ratings). This section highlights the areas where Community Care Health Plan of Louisiana, Inc. dba Healthy Blue performs significantly above or below national benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Up to five organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.
- *Summary of Survey Results* presents the 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue survey scores on key measures, including question summary rates (QSRs), global proportions, and estimated star ratings; changes in QSR and global proportion scores from the previous year (if applicable); and comparisons to relevant national benchmarks. Statistically significant differences in scores are noted.
- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results are compared to the 2020 Anthem National Child Medicaid Average and 2020 CSS Child Medicaid Average on all measures. Where appropriate, the 2020 QSRs and global proportions are also compared to the 2019 NCQA Quality Compass Child Medicaid National Average (All LOBs) and performance percentiles, calculated by NCQA. Where available, a three-year trend in scores is also shown.

- *Member Profile and Analysis of Plan Ratings by Member Segment* compares the 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue respondent profile to the relevant national reference distribution(s) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member subgroup is examined.
- *Key Driver Analysis* identifies those aspects of member experience (key drivers) that are closely related to the overall *Rating of Health Plan*. The *CSS Key Driver Model* quantifies the contribution of each key driver to the overall assessment of the plan. The 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results on each key driver are compared to the highest score among the 26 plans contributing to the 2020 Anthem National Child Medicaid Average, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the Community Care Health Plan of Louisiana, Inc. dba Healthy Blue *Rating of Health Plan* score due to improved performance on the key driver. A separate section of the report provides some helpful resources for health plan quality improvement.
- The *Appendix* includes:
 - A one-page *Survey Results at a Glance* summary
 - Score calculation guidelines
 - A glossary of terms
 - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures
 - A copy of the survey instrument and supporting materials

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Child Medicaid with CCC Measure version of the 2020 CAHPS Health Plan Survey on behalf of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue in accordance with the NCQA methodology detailed in *HEDIS 2020, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2020 Survey Measures*. The survey can be administered using a mail-only or a mixed methodology (mail with telephone follow-up). Both of these standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. Depending on the protocol chosen, non-respondents are either sent a third, final, survey package (mail-only methodology) or contacted by telephone (mixed methodology).

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue elected to use the standard mixed methodology. An optional prenotification postcard was mailed to all sample members on February 12.

Due to COVID-19, NCQA permitted health plans and vendors to depart from the original fielding protocol. Community Care Health Plan of Louisiana, Inc. dba Healthy Blue decided not to conduct any further outreach attempts after the second survey mailing.

The key milestones of the CAHPS data collection protocol are provided below:

- An initial survey package was mailed on February 20.
- An initial reminder/thank-you postcard was mailed on February 25.
- A replacement survey package was mailed on March 26.
- An additional reminder/thank-you postcard was mailed on April 3.
- The telephone outreach phase, originally scheduled to begin on April 3, was canceled due to COVID-19.
- Data collection closed on May 11.

Survey results were submitted to NCQA on May 29, 2020.

SURVEY MATERIALS

CSS designed all member-facing materials (see Appendix) for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue in accordance with the NCQA guidelines detailed in *HEDIS 2020, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2020 Survey Measures*. Standard NCQA text was used for all materials. Prior to being customized with the health plan name, logo, and other branding elements, all generic materials designed by CSS were approved by NCQA.

The survey instrument was the Child Medicaid with CCC Measure version of the Health Plan CAHPS 5.0H survey. Besides the core CAHPS questions, the survey included two supplemental questions added by the plan. The cover letter was printed in English on one side and in Spanish on the other side.

The carrier envelope used for survey mailings was marked with the message “YOUR HEALTH PLAN WANTS TO HEAR FROM YOU” printed in block type on blue background across the face of the envelope. Each survey package included a postage-paid business reply envelope.

SAMPLE SELECTION

For the Child Medicaid with CCC Measure survey (general population), sample-eligible members were defined as plan members who were 17 years old or younger as of December 31, 2019; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid. Eligibility for the Children with Chronic Conditions (CCC population) sample was determined using a pre-screen status code, which identified children likely to have a chronic condition based on claim and encounter records.

Prior to sampling, CSS carefully inspected the member file(s) and noted any errors or irregularities found (such as incomplete contact information or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up to date. The final sample was generated following the NCQA systematic sampling methodology, with no more than one member per household selected to receive the survey. CSS assigned each sampled member a unique identification number, which was used to track their progress throughout the data collection process.

The standard NCQA-prescribed sample size for Child Medicaid with CCC Measure plans is 3,490 members. NCQA’s sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrollees prior to December 31, 2019 were advised to oversample (i.e., increase their sample size by a factor sufficient to compensate for members expected to leave their plan by the time the survey was fielded). Oversampling could also be used to obtain more completed surveys. Community Care Health Plan of Louisiana, Inc. dba Healthy Blue chose to oversample by 75 percent. The final survey sample for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue included 4,728 members (2,888 from the general population and 1,840 from the CCC population).

DATA CAPTURE

Returned questionnaires were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual responses on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a pre-defined degree of certainty.

Due to the multiple contact attempts, multiple survey responses could be received from the same sample member. In those cases, only one survey response (the most complete survey) was included in the final analysis dataset.

MEMBER DISPOSITIONS AND RESPONSE RATE

Among the Community Care Health Plan of Louisiana, Inc. dba Healthy Blue general population sample members who met final eligibility criteria, 190 members from the general population completed the survey, resulting in the NCQA response rate of 6.58 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 1.

EXHIBIT 1. 2020 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	2020 Your Organization		2020 Anthem National Child Medicaid Average	2020 CSS Child Medicaid Average
	Number	Percent of Initial Sample	Percent of Total Initial Sample	
Initial Sample	2,888	100.0%	100.0%	100.0%
Complete and Eligible - Mail	190	6.6%	9.8%	12.9%
Complete and Eligible - Phone	0	0.0%	0.0%	0.0%
Complete and Eligible - Internet*	0	0.0%	0.0%	0.1%
Complete and Eligible - Total	190	6.6%	9.8%	13.0%
Does not meet Eligible Population criteria	0	0.0%	0.1%	0.2%
Incomplete (but Eligible)	3	0.1%	0.1%	0.1%
Language barrier	2	0.1%	0.0%	0.1%
Mentally or physically incapacitated	0	0.0%	0.0%	0.0%
Deceased	0	0.0%	0.0%	0.0%
Refusal	0	0.0%	0.0%	0.0%
Nonresponse after maximum attempts	2,693	93.2%	89.5%	86.3%
Added to Do Not Call (DNC) list	0	0.0%	0.4%	0.3%
NCQA Response Rate**		6.58%	9.80%	13.05%

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* The Internet response option was not offered for this plan.

**NCQA response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

This section lists all CAHPS measures for which NCQA calculates results, regardless of whether the measure is included in NCQA's Health Plan Ratings (HPR). Measures that are reported in HPR (i.e., assigned a star rating) are marked with a star symbol below. **Note: any information related to HPR reporting is provided for reference only. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.**

GLOBAL RATINGS

CAHPS Health Plan Survey (version 5.0H) includes four global rating questions that utilize the scale of 0 to 10, representing the lowest and highest possible ratings. Results are based on the proportion of members selecting one of the top two ratings (9 or 10) to align with NCQA's 2020 Health Plan Ratings Methodology. For convenience and trending, the proportion of respondents rating 8, 9, or 10 is also provided.

- ★ **Rating of Personal Doctor** (0 = worst personal doctor possible; 10 = best personal doctor possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.
- ★ **Rating of Specialist Seen Most Often** (0 = worst specialist possible; 10 = best specialist possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.
- ★ **Rating of All Health Care** (0 = worst health care possible; 10 = best health care possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.
- ★ **Rating of Health Plan** (0 = worst health plan possible; 10 = best health plan possible) is included in HPR as part of the *Satisfaction with Plan Services* sub-domain.

CAHPS COMPOSITES

NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below. The following composites are reported for the general child Medicaid population:

★ **Getting Needed Care** combines two survey questions that address member access to care. Both questions use a *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable response. This measure is included in HPR under the sub-domain of *Getting Care*. Results are based on the proportion of members answering the following questions as *Usually* or *Always*:

- *In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?*
- *In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?*

★ **Getting Care Quickly** combines responses to two survey questions that address timely availability of both urgent and check-up/routine care. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. This measure is reported in HPR under the sub-domain of *Getting Care*. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:

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

★ **Coordination of Care** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). This measure is reported in HPR under the *Satisfaction with Plan Physicians* sub-domain. Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:

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

• **How Well Doctors Communicate** combines responses to four survey questions that address physician communication. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:

- *In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?*
- *In the last 6 months, how often did your child's personal doctor listen carefully to you?*
- *In the last 6 months, how often did your child's personal doctor show respect for what you had to say?*
- *In the last 6 months, how often did your child's personal doctor spend enough time with your child?*

- **Customer Service** combines responses to two survey questions that ask about member experience with the health plan's customer service. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:

- *In the last 6 months, how often did customer service staff at your child's health plan give you the information or help you needed?*
- *In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?*

Additionally, NCQA calculates and reports the following measures for the CCC population:

- **Access to Specialized Services** combines responses to three survey questions addressing the child's access to special equipment or devices, therapies, treatments, or counseling. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
 - *In the last 6 months, how often was it easy to get special medical equipment or devices for your child?*
 - *In the last 6 months, how often was it easy to get this therapy for your child?*
 - *In the last 6 months, how often was it easy to get this treatment or counseling for your child?*
- **Personal Doctor Who Knows Child** combines responses to three survey questions addressing the doctor's understanding of the child's health issues. The questions use a *Yes* or *No* scale. Results are reported as the proportion of members answering *Yes* to the following questions:
 - *In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?*
 - *Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?*
 - *Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?*
- **Coordination of Care for Children with Chronic Conditions** combines responses to two survey items addressing care coordination needs related to the child's chronic condition. The questions use a *Yes* or *No* scale. Results are reported as the proportion of members answering *Yes* to the following questions:
 - *In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?*

- *In the last 6 months, did anyone from your child’s health plan, doctor’s office, or clinic help coordinate your child’s care among these different providers or services?*
- **Getting Needed Information** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
 - *In the last 6 months, how often did you have your questions answered by your child’s doctors or other health providers?*
- **Access to Prescription Medicines** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
 - *In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?*

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates (QSRs) express the proportion of respondents selecting the desired response option(s) on a survey question. Examples include percent selecting *Usually* or *Always* or percent rating 9 or 10.

Composite Global Proportions express the proportion of respondents selecting the desired response option(s) from a pre-defined set of two or more questions on the survey. They are calculated by first determining the relevant proportion on each survey question contributing to the composite and subsequently averaging these proportions across all questions in the composite.

Throughout the report, all QSRs and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations please refer to *HEDIS 2020, Volume 3: Specifications for Survey Measures* or consult the Appendix.

HEALTH PLAN RATINGS (HPR STAR RATINGS)

Health Plan Ratings, displayed as star ratings, were estimated by CSS based on NCQA’s 2020 *Health Plan Rating* methodology. For details, please consult <https://www.ncqa.org/hedis/reports-and-research/ratings-2020/> as well as the Appendix to this report. Results are based on the rates of members answering 9 or 10 for the overall rating questions and *Usually* or *Always* for all other CAHPS measures. **The CSS-calculated HPR star ratings should be treated as unofficial estimates and used with caution for your organization’s internal purposes only.**

NCQA MINIMUM DENOMINATOR SIZE

For a measure result to be reportable by NCQA, it needs to be based on at least 100 valid responses (measure denominator). The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite (note: composite denominators are rounded for display purposes). If the rate denominator is less than 100, NCQA assigns a measure result of “NA”. This report presents results for all measures, regardless of denominator size. Any result that does not meet the NCQA threshold of 100 valid responses is denoted with “NA”.

COMPARISONS TO NATIONAL BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results are compared to the 2020 Anthem National Child Medicaid Average, 2020 CSS Child Medicaid Average, as well as to the 2019 NCQA Quality Compass Child Medicaid National Average (All LOBs). The 2020 Anthem National Child Medicaid Average was calculated by pooling survey responses across 26 Child Medicaid plans identified by Anthem. The 2020 CSS Child Medicaid Average was calculated by pooling survey responses across 22 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The currently available 2019 NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of Child Medicaid plans that submitted data to NCQA.

If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. (Note: the CAHPS survey was administered by another vendor prior to 2020. If available, CSS processed prior-year files provided by the previous vendor to enable trending of results over time.) All of the statistical tests are conducted at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

CHILDREN WITH CHRONIC CONDITION (CCC) MEASURE RESULTS

The results for the CCC population presented in this report are based on survey responses. A response was included in the CCC results if the child’s parent or caretaker responded “Yes” to all of the screener questions for any one of the following summary measures:

- *Use of or Need of Prescription Medicines*
- *Above-Average Use or Need for Medical, Mental Health, or Education Services*
- *Functional Limitations Compared with Others of Same Age*
- *Use of or Need for Specialized Therapies*

- *Treatment or Counseling for Emotional or Developmental Problems*

All national benchmarks reported for these measures are limited to the CCC population.

SUMMARY OF SURVEY RESULTS

Exhibit 2 provides a high-level Community Care Health Plan of Louisiana, Inc. dba Healthy Blue performance overview on key survey measures. These include overall ratings, composite global proportions, and QSRs for additional measures. Where applicable, changes in scores over time and comparisons to applicable national benchmarks are reported and tested for statistical significance.

EXHIBIT 2. 2020 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

Patient Experience Measures	2020 Rate	Difference between 2020 Rate and...				Your Organization's Estimated 2020 NCQA Health Plan (Star) Rating
		2019 Rate	2020 Anthem National Child Medicaid Average	2020 CSS Child Medicaid Average	2019 NCQA Quality Compass National Average (All LOBs)	
Patient Experience						★★★★★
Getting Care						★★★★★
Getting Needed Care (% Always or Usually)	86.90%	-1.26%	-0.19%	-0.03%	2.40%	★★★★★
Getting Care Quickly (% Always or Usually)	94.05%	3.53%	2.54%	2.86%	4.67%	★★★★★
Satisfaction With Plan Physicians						★★★★★
Rating of Personal Doctor (% 9 or 10)	86.59%	8.56% ↑	9.12% ↑	8.04% ↑	9.27% ↑	★★★★★
Rating of Specialist Seen Most Often (% 9 or 10)	NA 85.71%	10.42%	12.18%	10.95%	11.58%	★★★★★
Rating of All Health Care (% 9 or 10)	75.00%	-2.71%	4.84%	4.82%	4.60%	★★★★★
Coordination of Care (% Always or Usually)	NA 82.76%	3.05%	-2.25%	-3.26%	-1.01%	★★★★★
Satisfaction With Plan Services						★★★★★
Rating of Health Plan (% 9 or 10)	82.07%	4.92%	13.02% ↑	10.85% ↑	10.33% ↑	★★★★★
Additional Measures NOT Reported in NCQA's Health Plan Ratings						
How Well Doctors Communicate (% Always or Usually)	95.71%	3.27%	-0.18%	-0.54%	1.74%	Not calculated
Customer Service (% Always or Usually)	NA 87.61%	-0.62%	-3.17%	-3.31%	-0.75%	
Children with Chronic Conditions Measures (CCC Population)						
Access to Prescription Medicines (% Always or Usually)	94.53%	3.55%	5.12%	3.08%	2.97%	Not calculated
Access to Specialized Services (% Always or Usually)	NA 82.19%	9.58%	9.43%	4.00%	5.03%	
Getting Needed Information (% Always or Usually)	95.16%	8.69% ↑	1.29%	2.72%	3.76%	
Personal Doctor Who Knows Child (% Yes)	85.50%	-2.90%	-5.51% ↓	-4.77%	-5.47% ↓	
Coordination of Care for Children With Chronic Conditions (% Yes)	NA 81.33%	8.70%	3.31%	7.03%	4.42%	

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Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. At least 100 valid responses (n, or measure denominator) must be collected for a measure rate to be reportable by NCQA.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100).

All differences between rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ↑ when your current-year rate is higher or ↓ when it is lower than the comparison rate.

Health Plan Ratings

Health Plan (star) Ratings for applicable measures were estimated using NCQA's Health Plan Ratings 2020-2021 methodology (<https://www.ncqa.org/hedis/reports-and-research/ratings-2020/>).

Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

NA appears next to the measure name and a lighter display is used for results to indicate that the result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results for your organization's internal use only.

DETAILED PERFORMANCE CHARTS

This section of the report includes detailed charts for composite global proportions and QSRs for single-question measures. The charts have the following features:

TREND IN RESULTS

- Community Care Health Plan of Louisiana, Inc. dba Healthy Blue survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, “No data” appears in place of the score.
- The number of valid responses (the NCQA-defined denominator, *n*) appears above each bar. If the number of responses is less than 100, “NA” appears next to the value of *n*, indicating that the result is not reportable by NCQA. CSS calculates the unofficial rate for reference only.
- Statistical comparisons are conducted between the current-year rate and each of the prior-year rates, if available. Where appropriate, differences in rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are indicated with a checkmark symbol next to the comparison score. For example, a checkmark appearing next to the 2019 rate denotes a statistically significant difference between the 2020 and 2019 rates.

COMPARISON TO NATIONAL BENCHMARKS

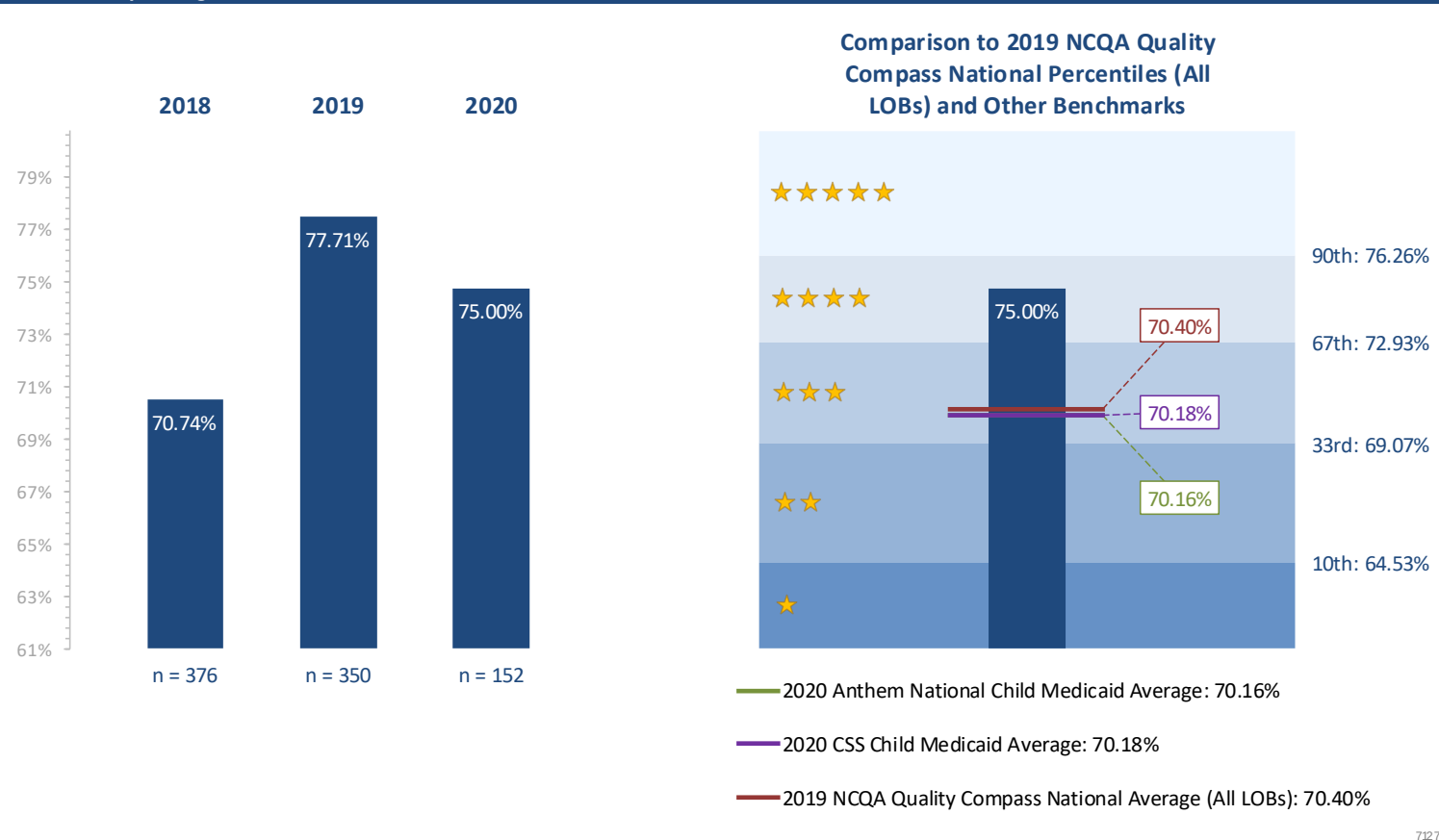
To help Community Care Health Plan of Louisiana, Inc. dba Healthy Blue evaluate its performance against industry benchmarks on key CAHPS measures, CSS licensed the *2019 NCQA Quality Compass CAHPS Benchmarks*. This dataset includes QSRs and global proportions corresponding to the national Quality Compass averages as well as the 10th, 33rd, 67th, and 90th performance percentiles for all lines of business. CSS’s agreement with NCQA authorizes CSS to provide this information to eligible client organizations for their internal use only. Public reporting of these results is not authorized under the terms of this agreement.

- For CAHPS ratings and composites, the bar representing the 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue score is juxtaposed against the 2019 NCQA percentile distribution, providing an indication of its competitive position on the measure and, if applicable, an estimated HPR (star) rating.

- The horizontal lines displayed on the charts correspond to the 2020 Anthem National Child Medicaid Average, 2020 CSS Child Medicaid Average, as well as the 2019 NCQA Quality Compass Child Medicaid National Average (All LOBs). If the 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue score is significantly different from any of these benchmark scores at the 95% confidence level, a checkmark appears next to the relevant score.

Rating of All Health Care

Percent Responding 9 or 10



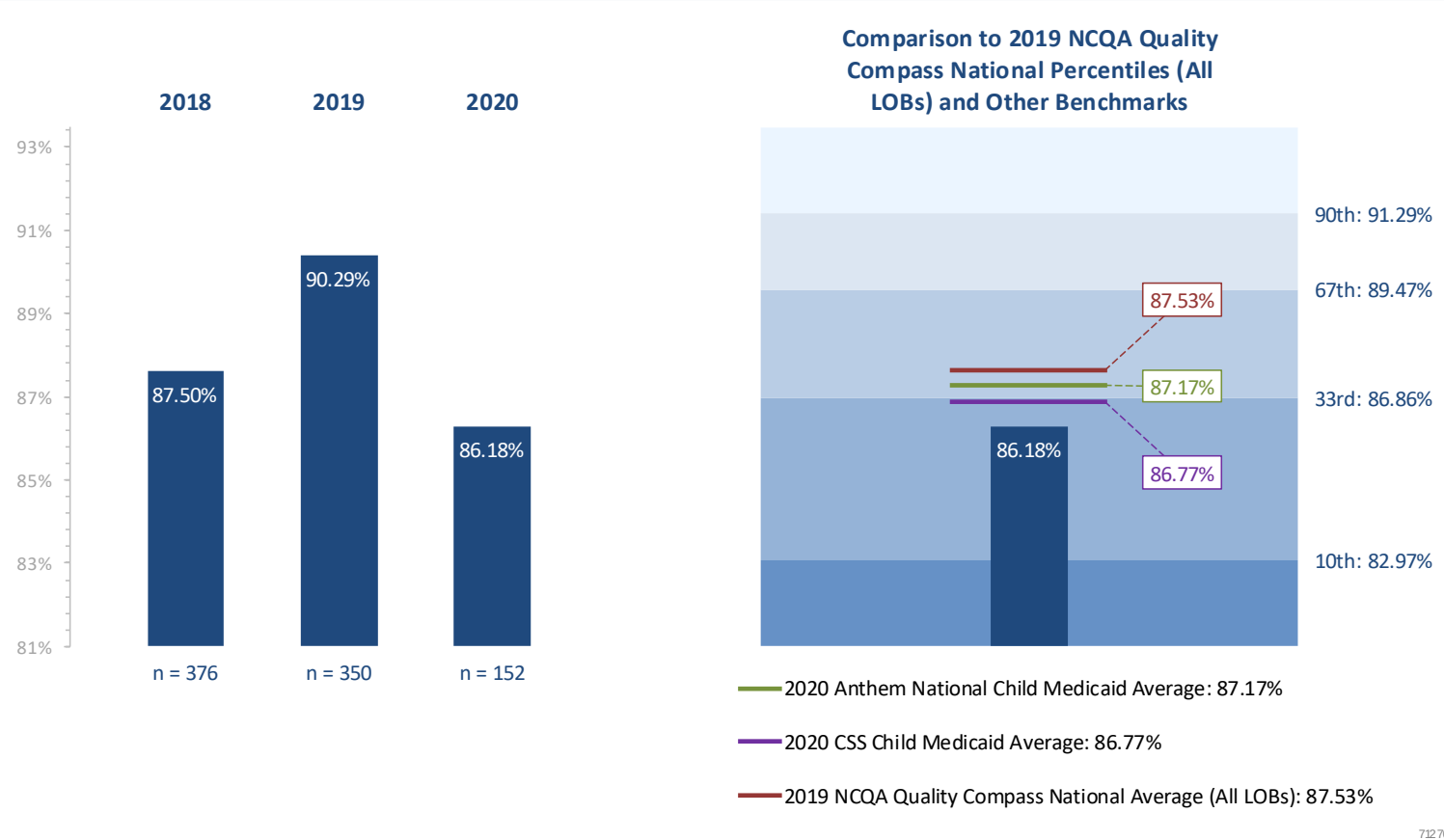
Rating of All Health Care (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of All Health Care

Percent Responding 8, 9 or 10



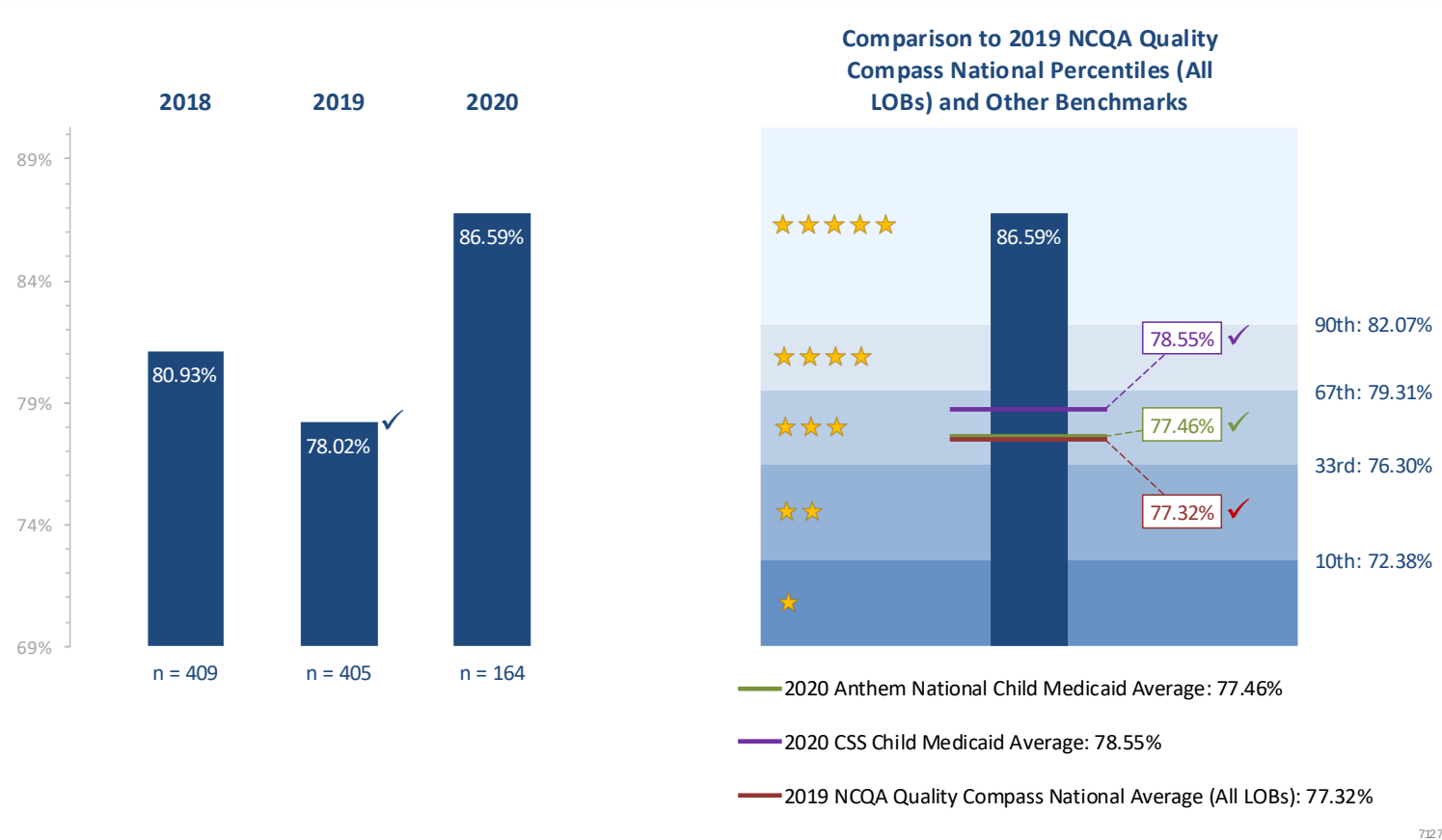
Rating of All Health Care (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Personal Doctor

Percent Responding 9 or 10



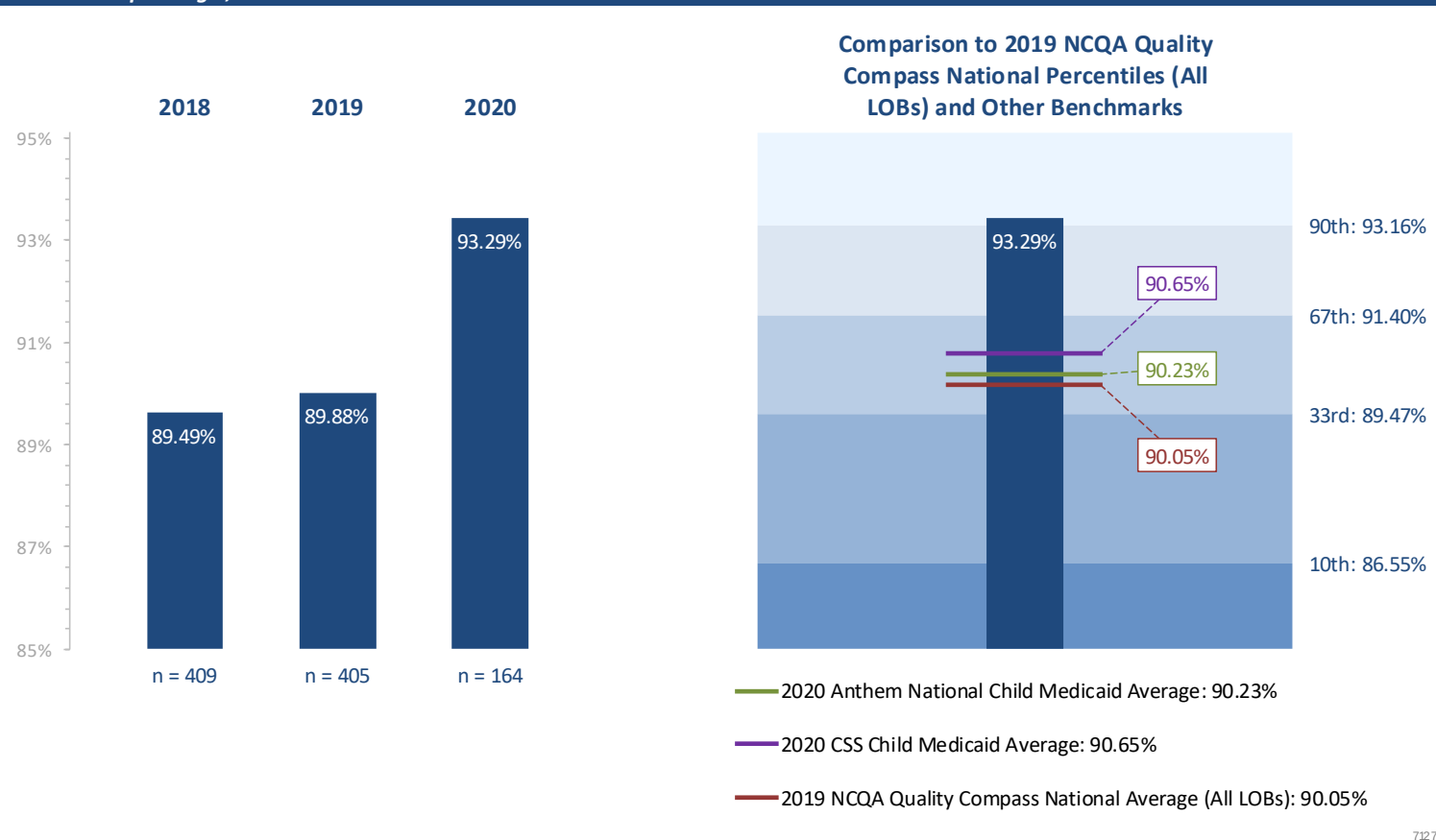
Rating of Personal Doctor (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Personal Doctor

Percent Responding 8, 9 or 10



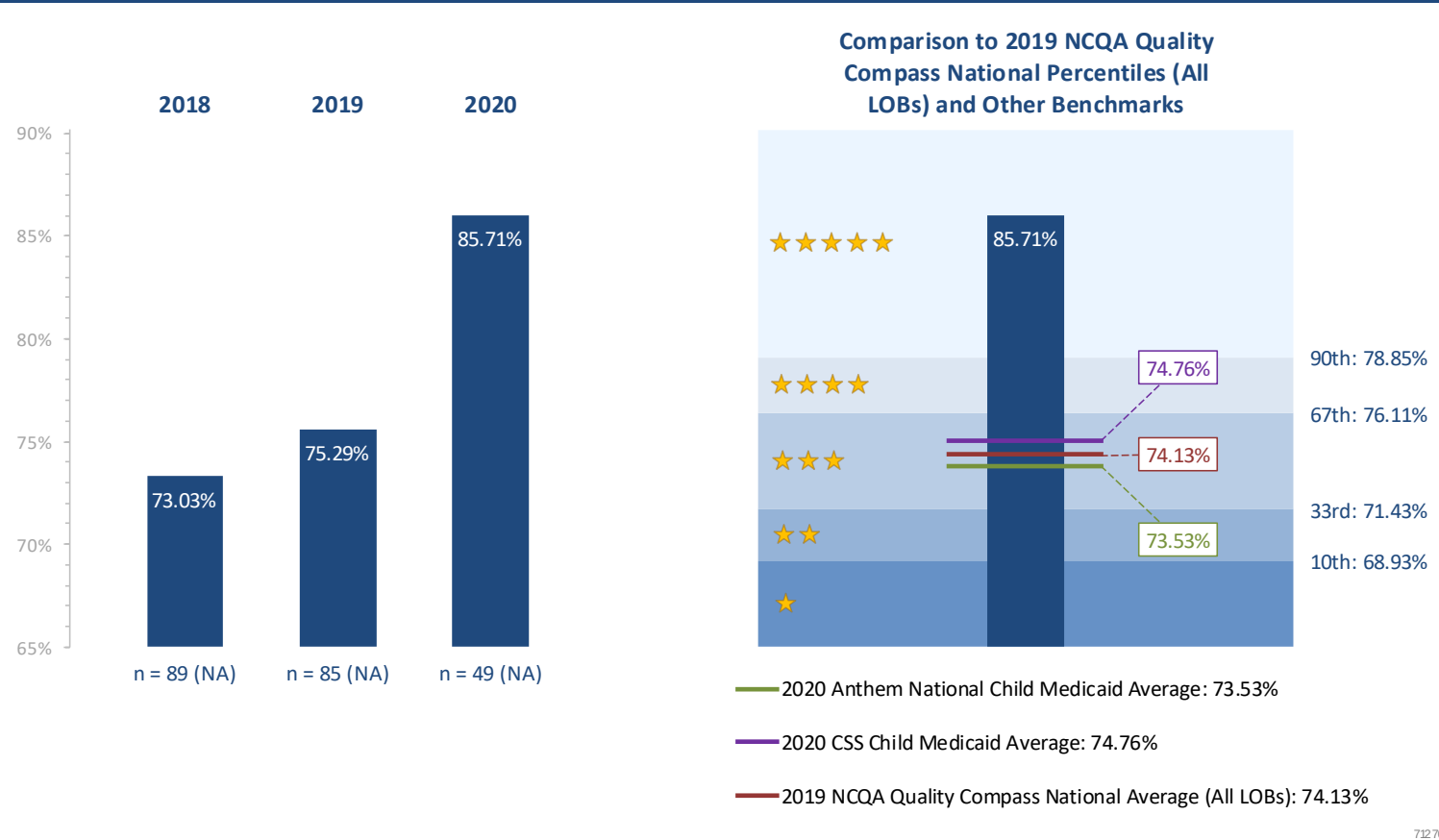
Rating of Personal Doctor (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Specialist Seen Most Often

Percent Responding 9 or 10



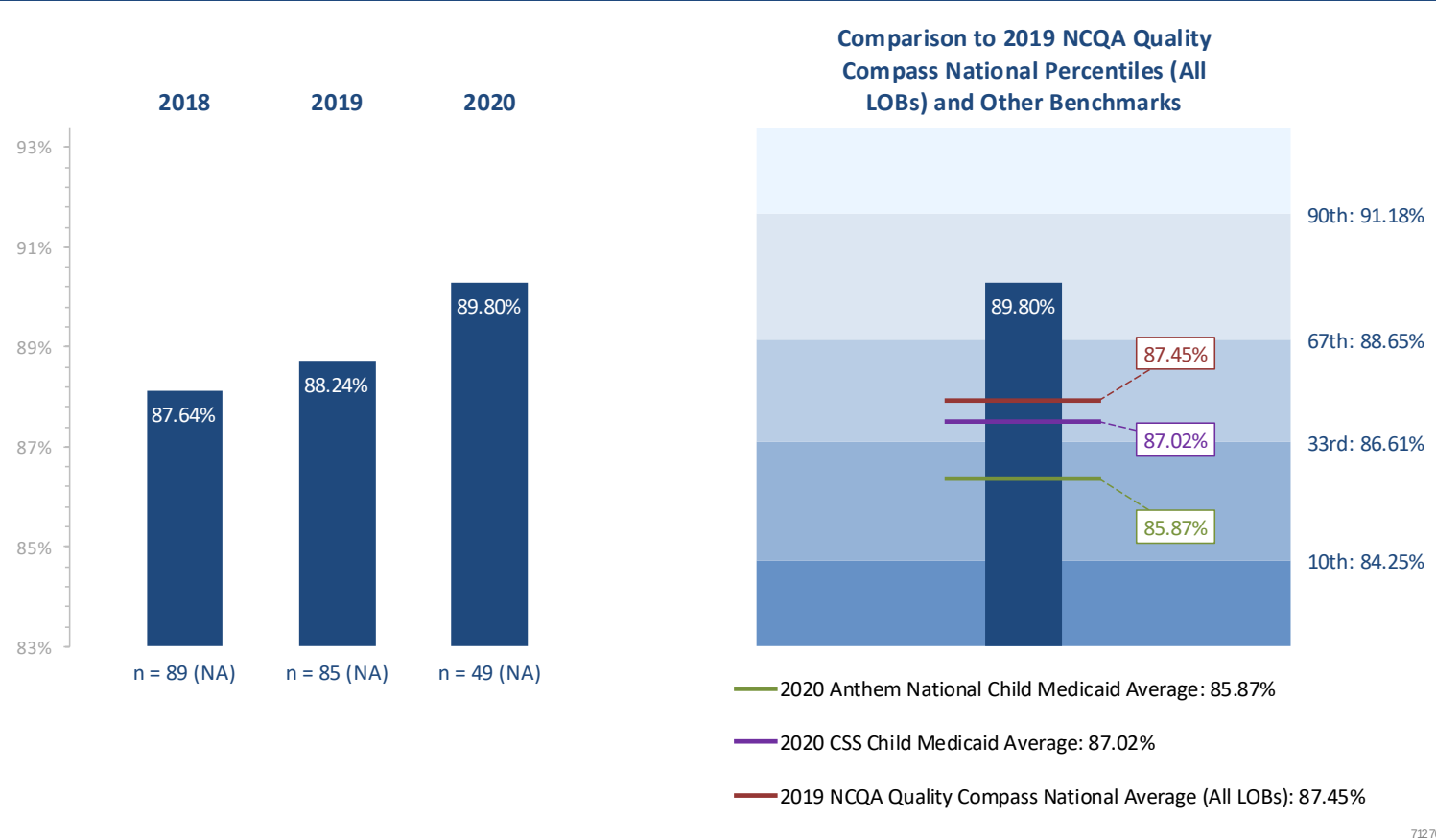
Rating of Specialist Seen Most Often (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Specialist Seen Most Often

Percent Responding 8, 9 or 10



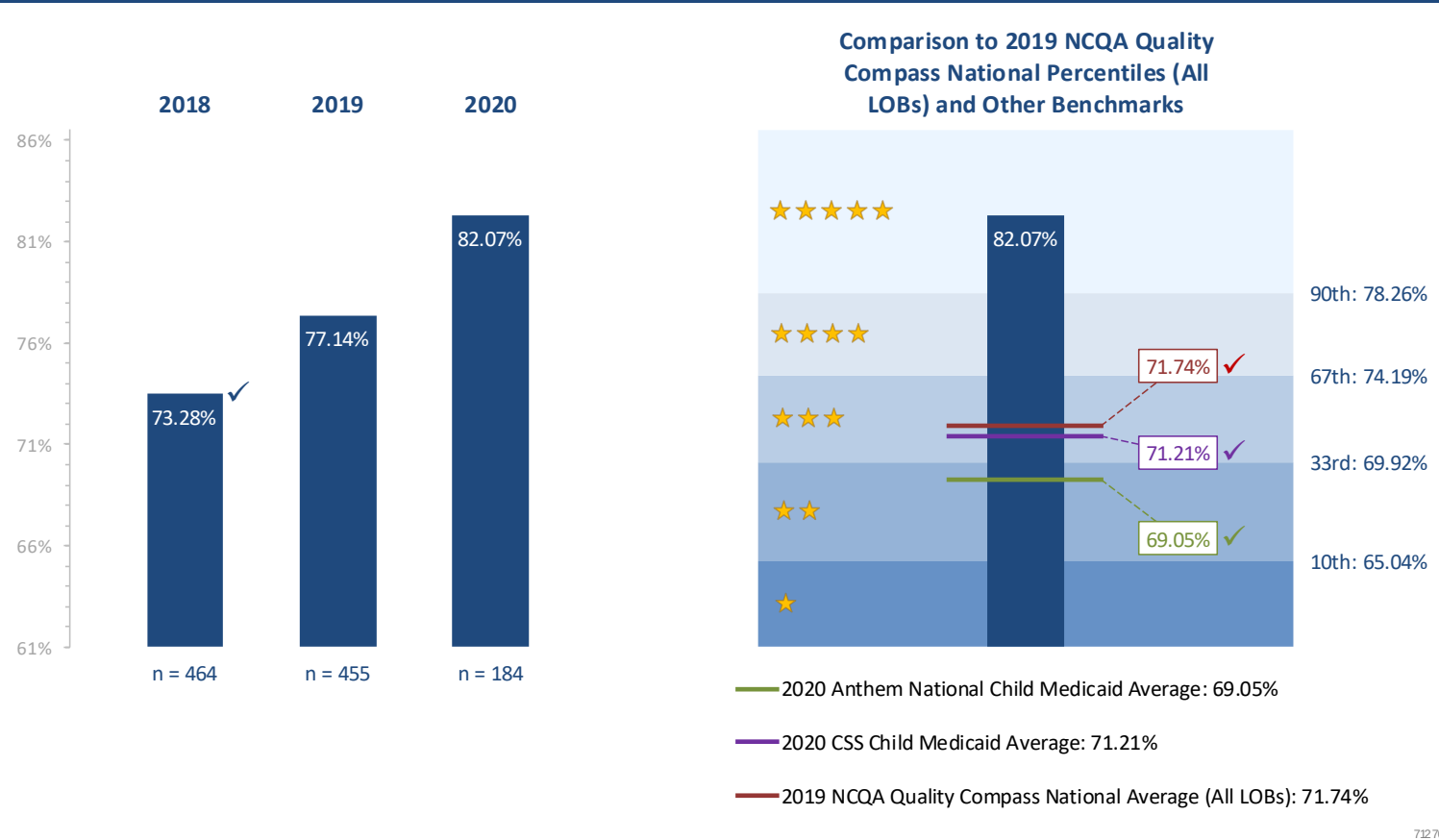
Rating of Specialist Seen Most Often (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Health Plan

Percent Responding 9 or 10



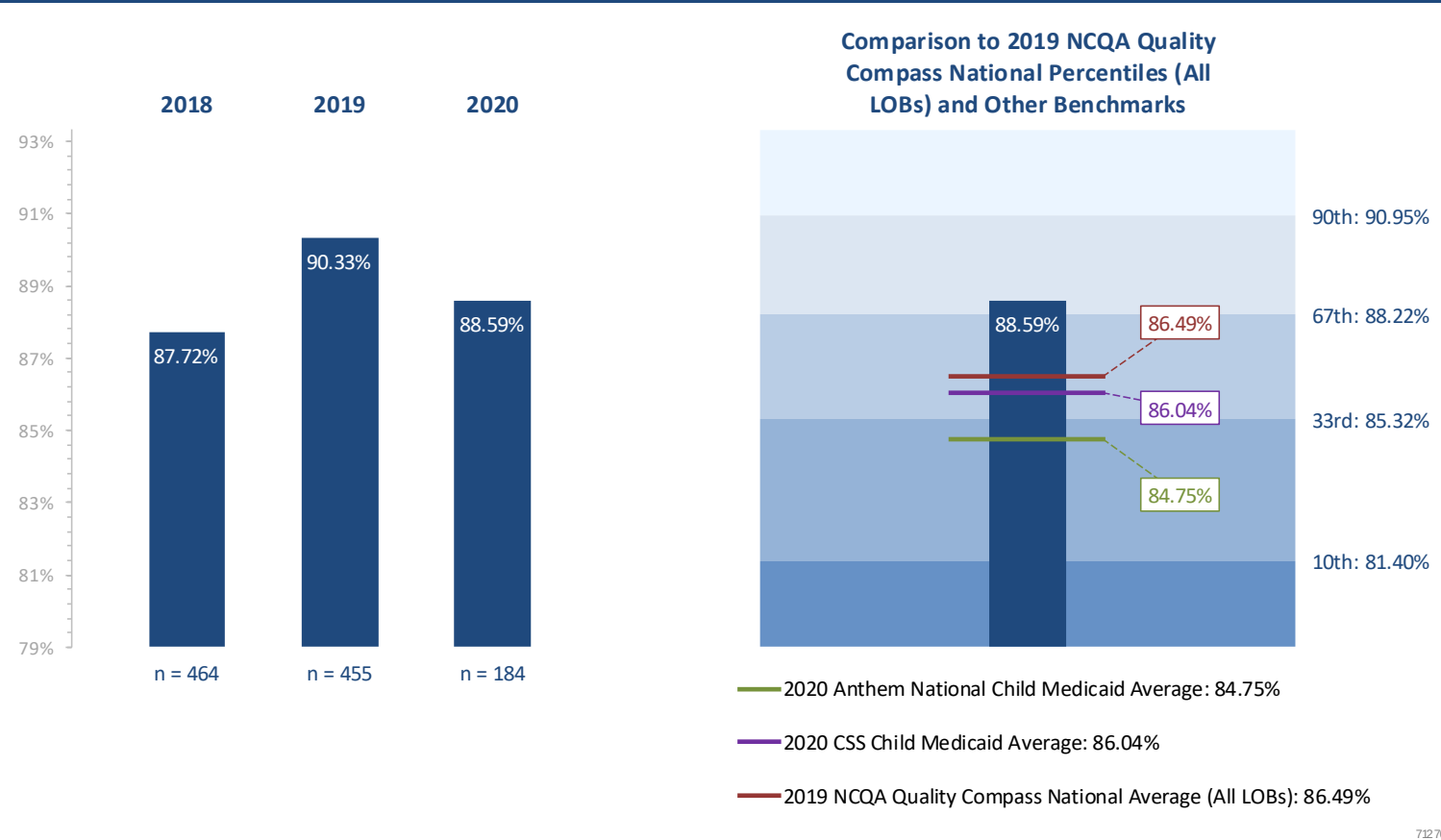
Rating of Health Plan (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Health Plan

Percent Responding 8, 9 or 10



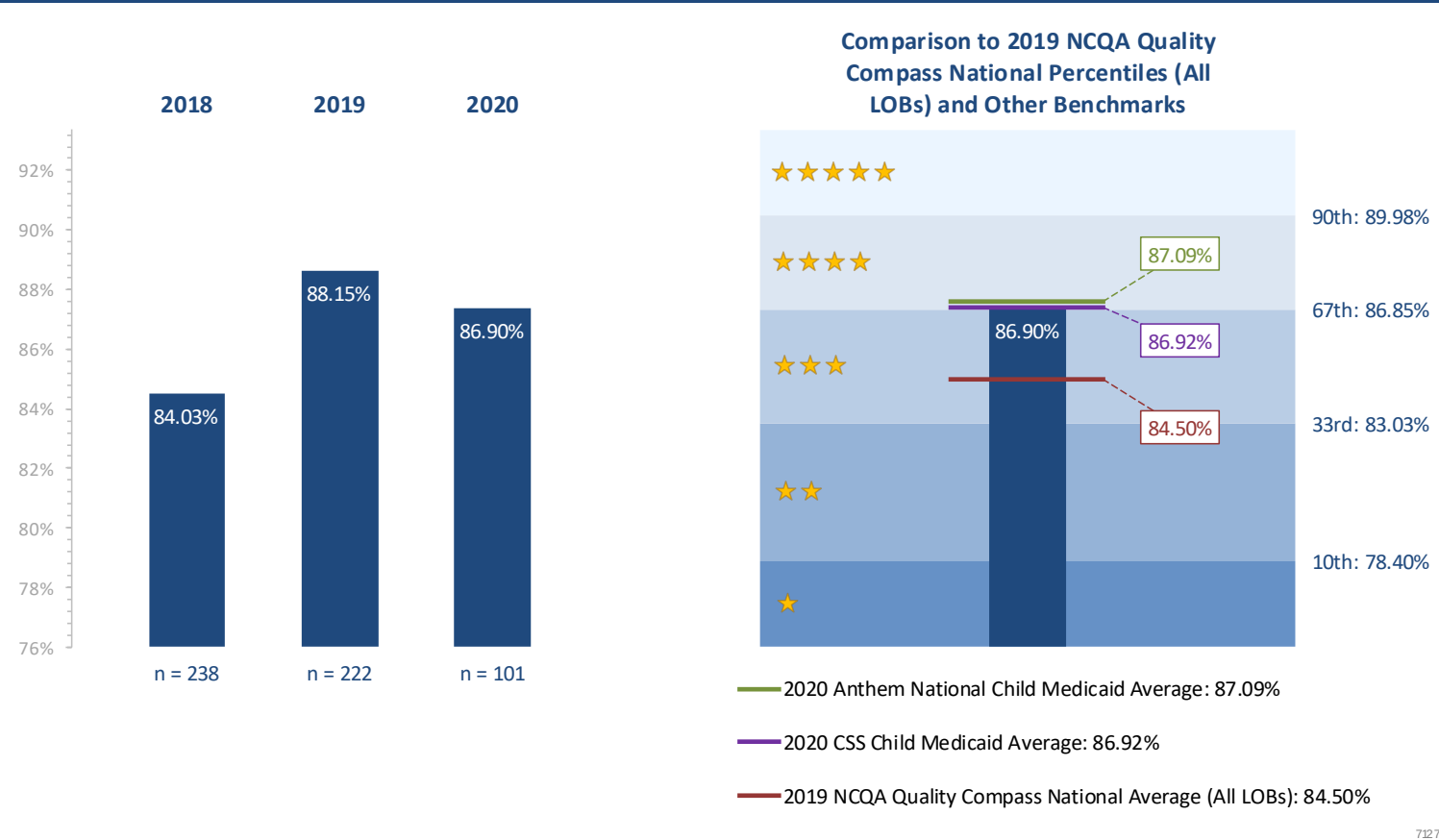
Rating of Health Plan (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care

Percent Responding Always or Usually



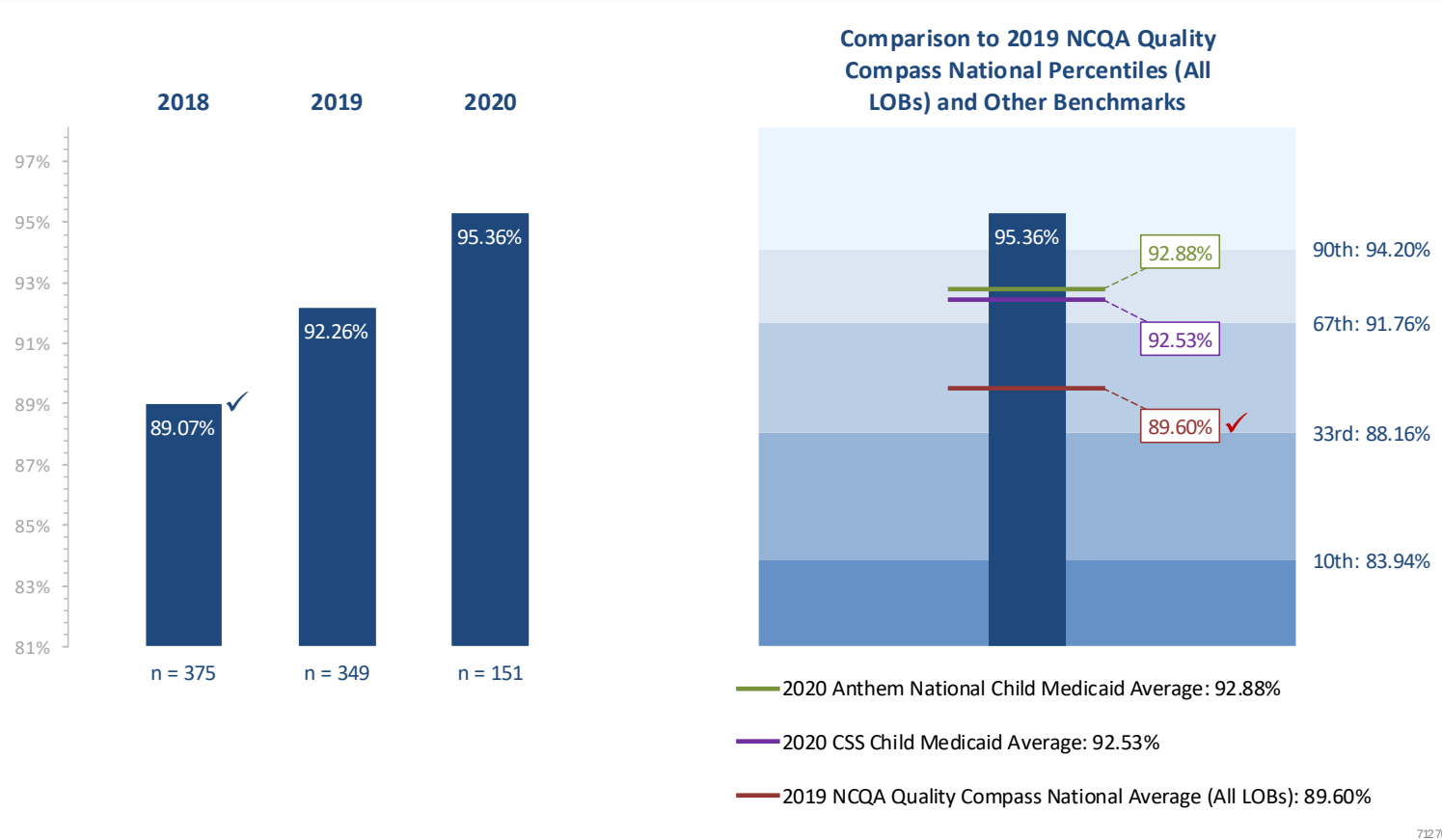
Getting Needed Care (Always or Usually) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care: Ease of Getting Needed Care (Q10)

Percent Responding Always or Usually



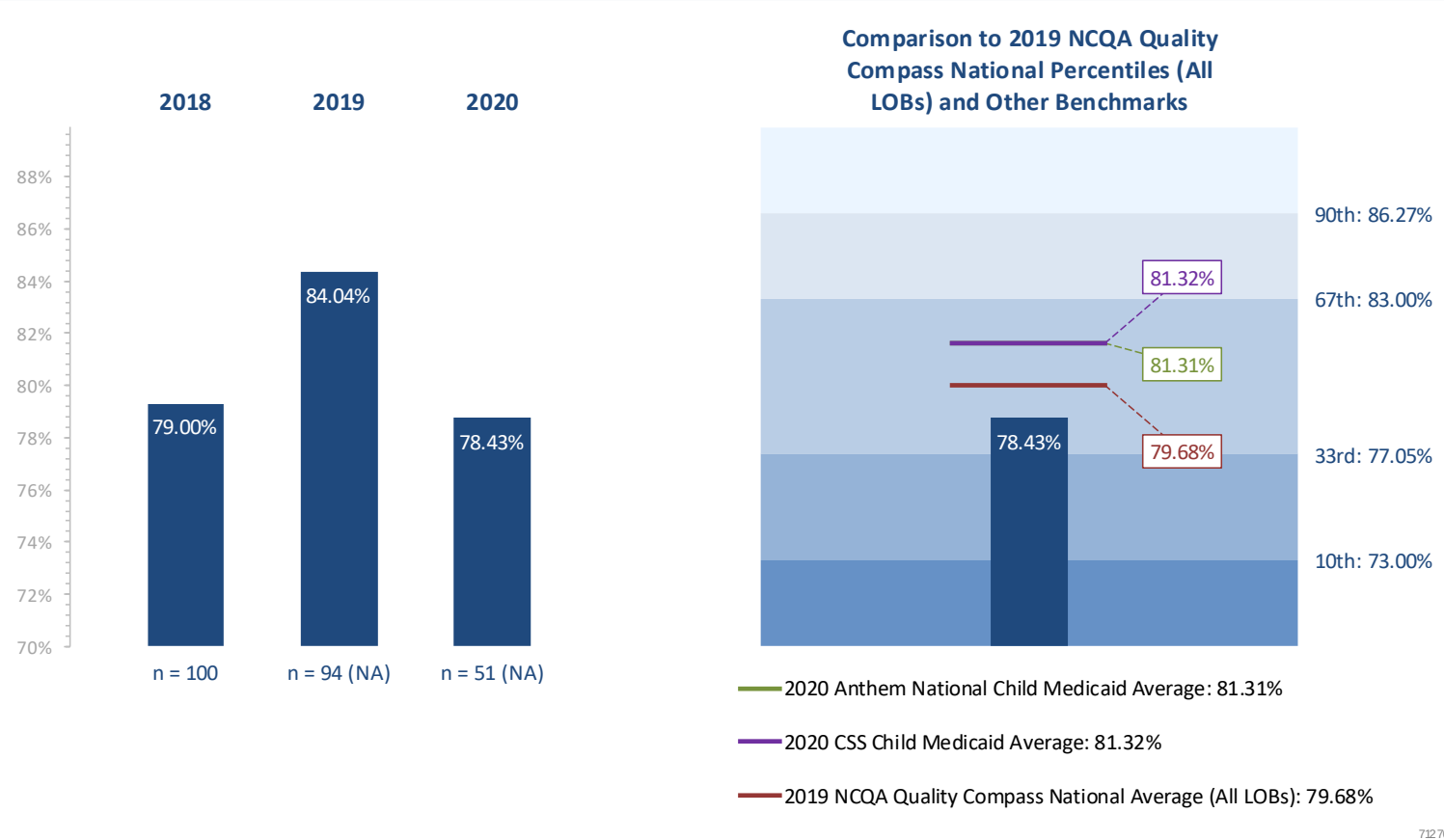
Getting Needed Care: Ease of Getting Needed Care (Q10) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care: Ease of Seeing a Specialist (Q41)

Percent Responding Always or Usually



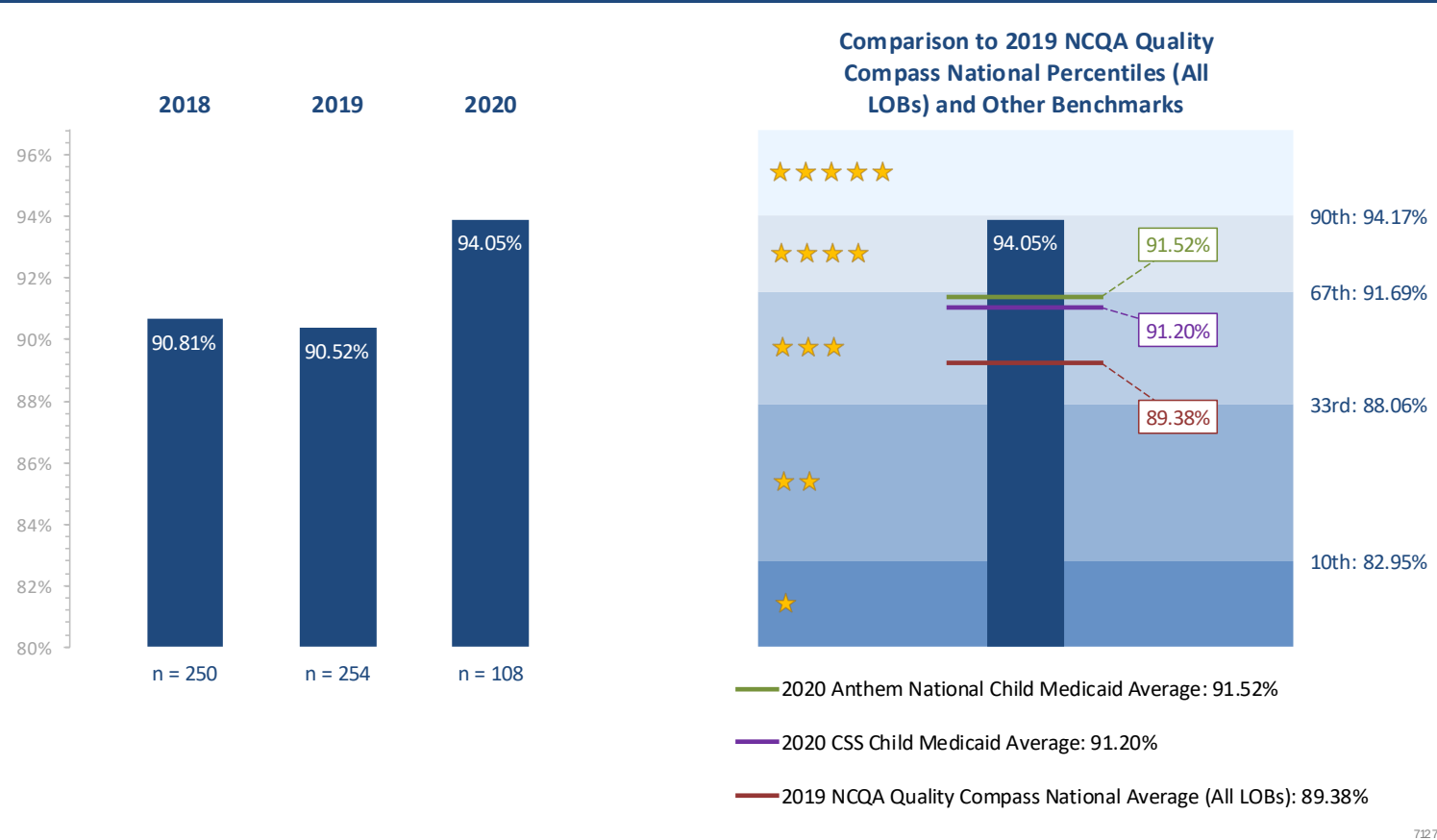
Getting Needed Care: Ease of Seeing a Specialist (Q41) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly

Percent Responding Always or Usually



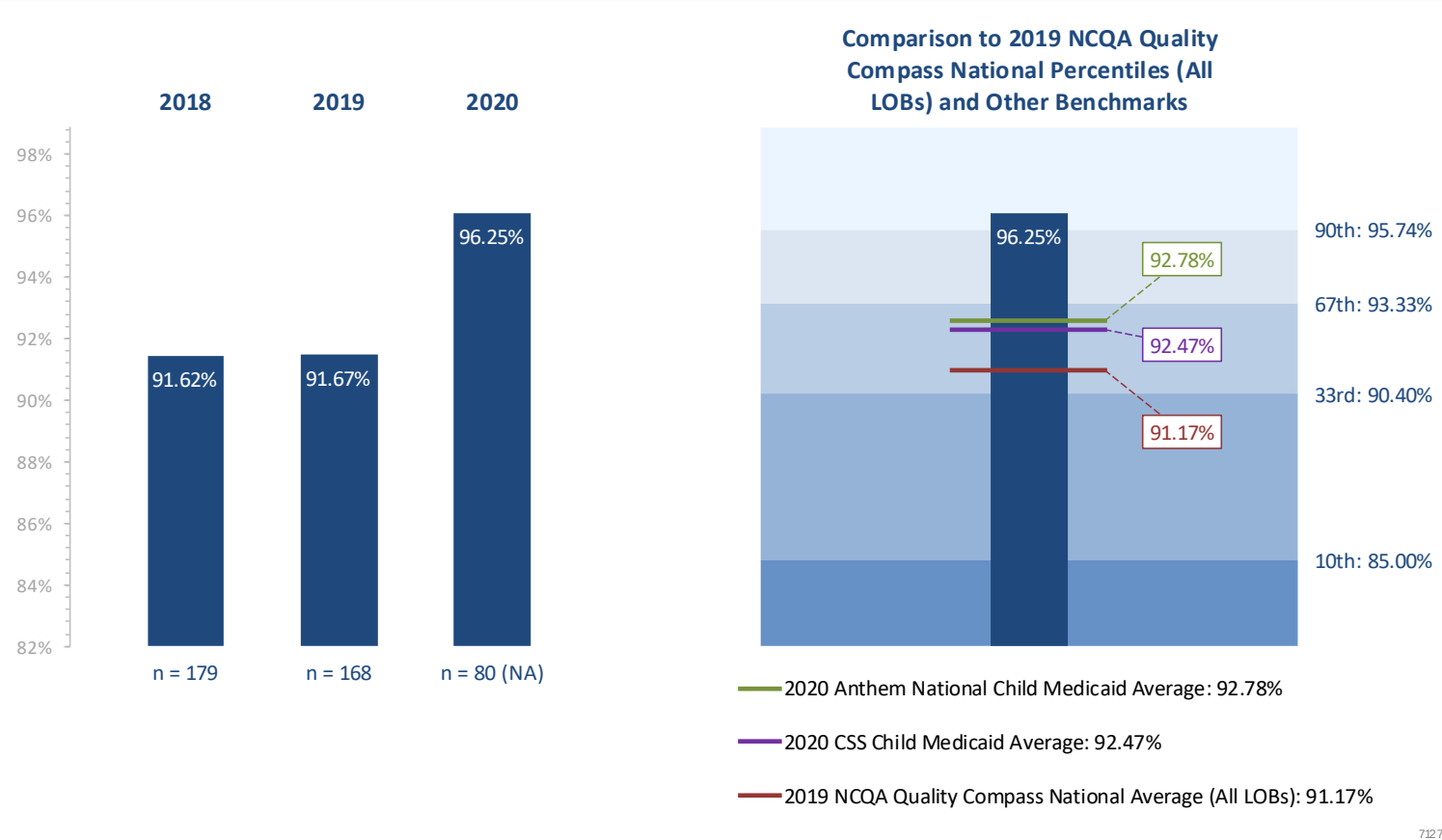
Getting Care Quickly (Always or Usually) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting Urgent Care (Q4)

Percent Responding Always or Usually



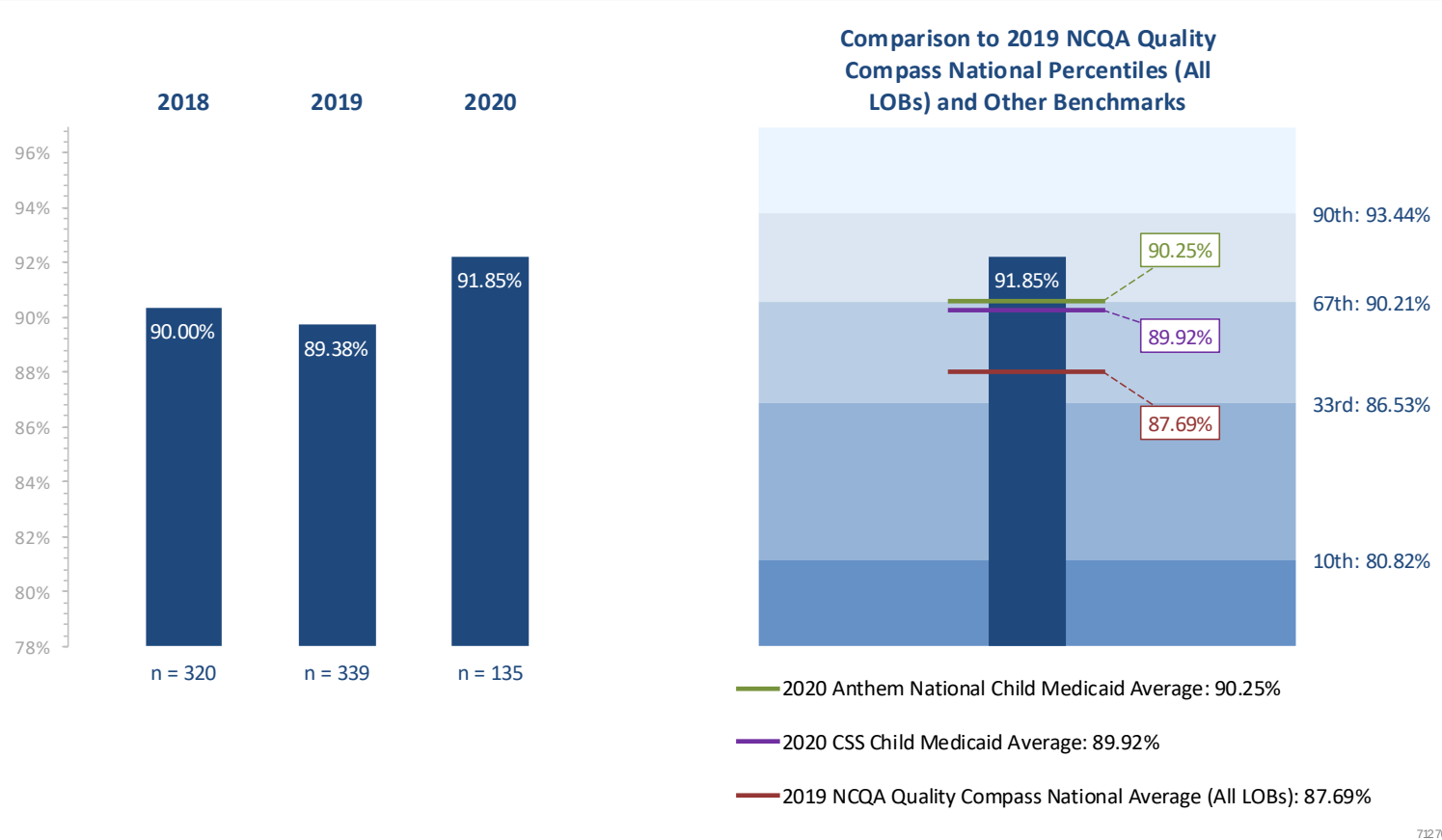
Getting Care Quickly: Ease of Getting Urgent Care (Q4) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6)

Percent Responding Always or Usually



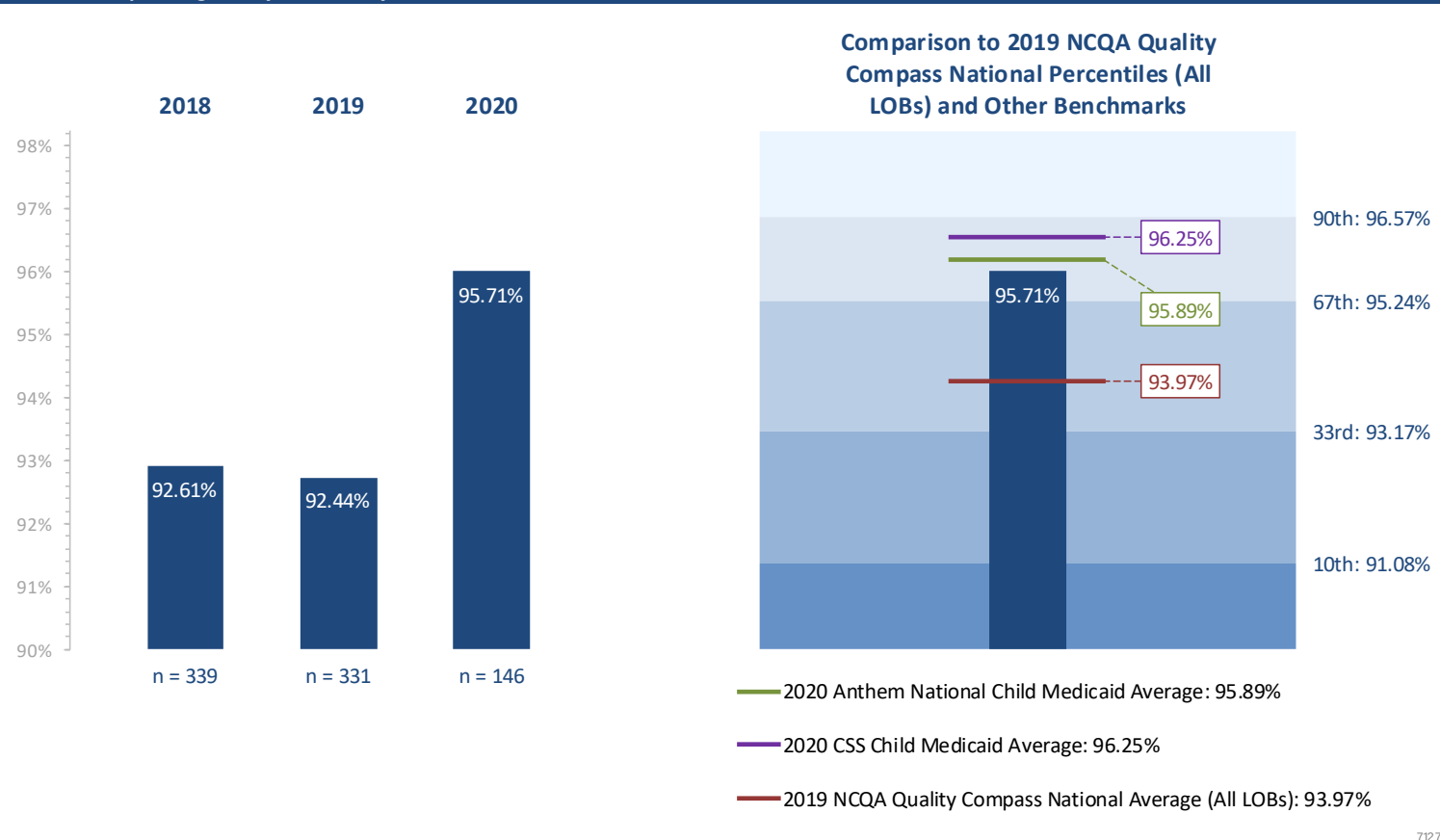
Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate

Percent Responding Always or Usually



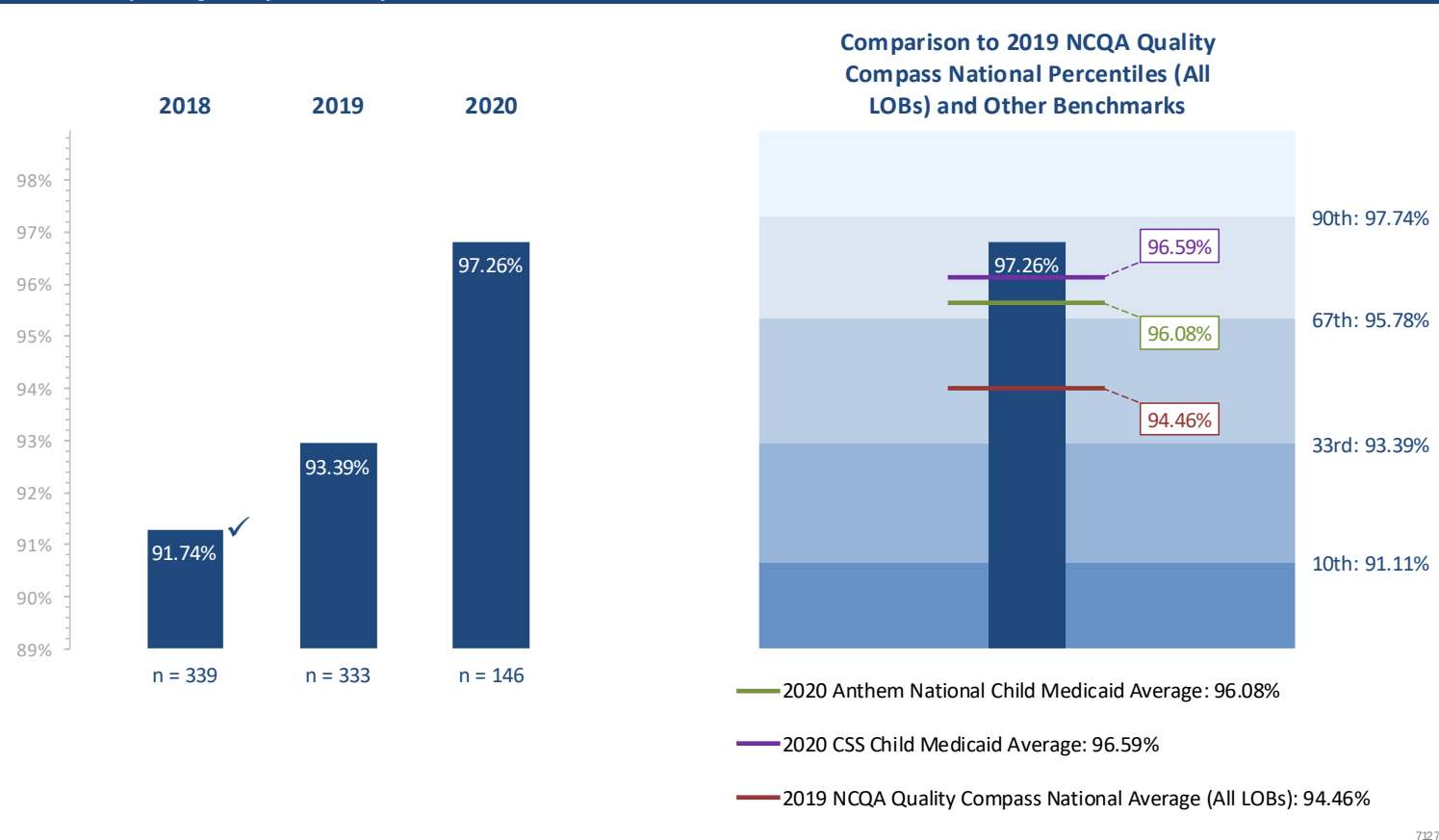
How Well Doctors Communicate (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Explained Things (Q27)

Percent Responding Always or Usually



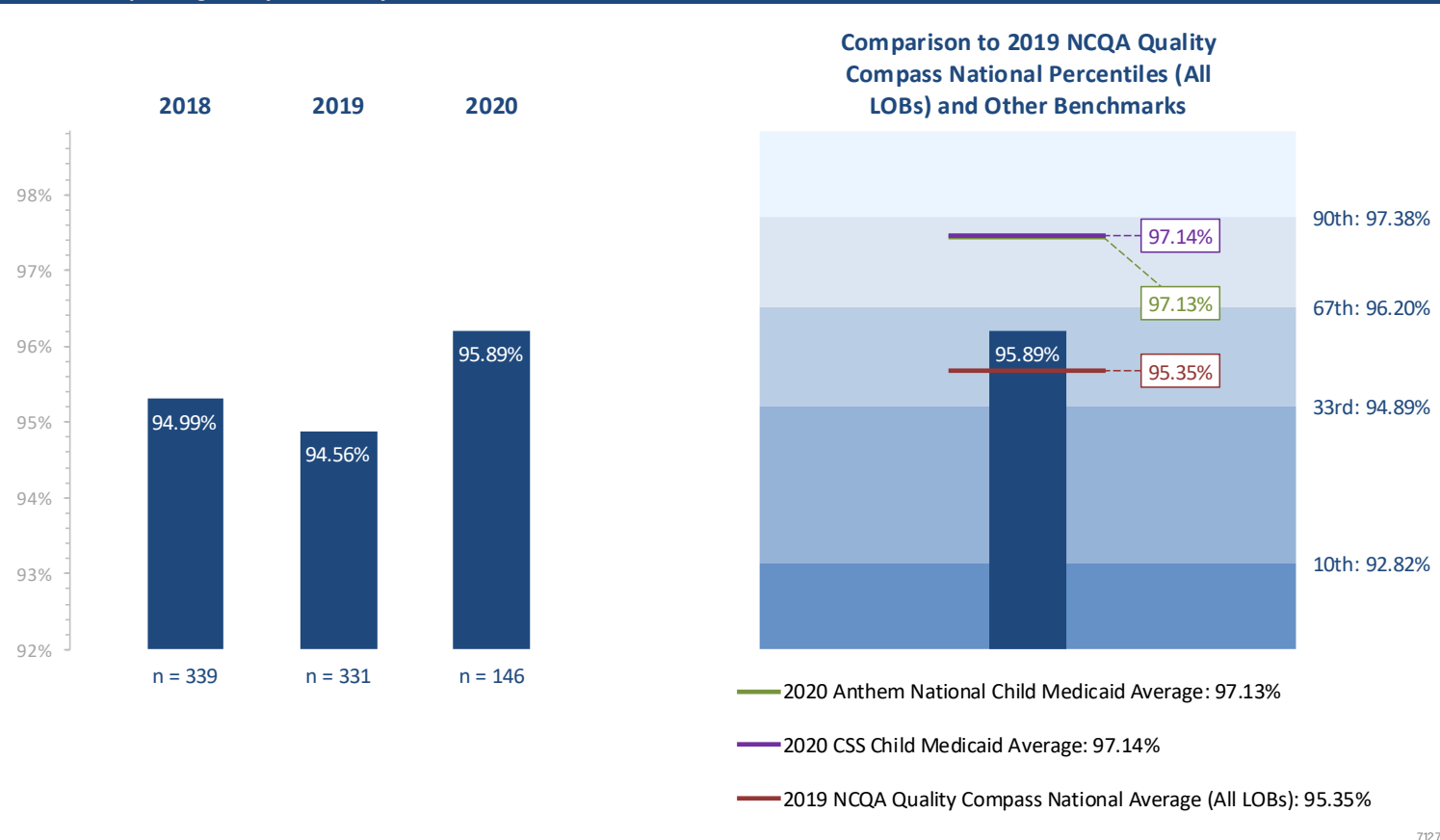
How Well Doctors Communicate: Doctor Explained Things (Q27) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Listened Carefully (Q28)

Percent Responding Always or Usually



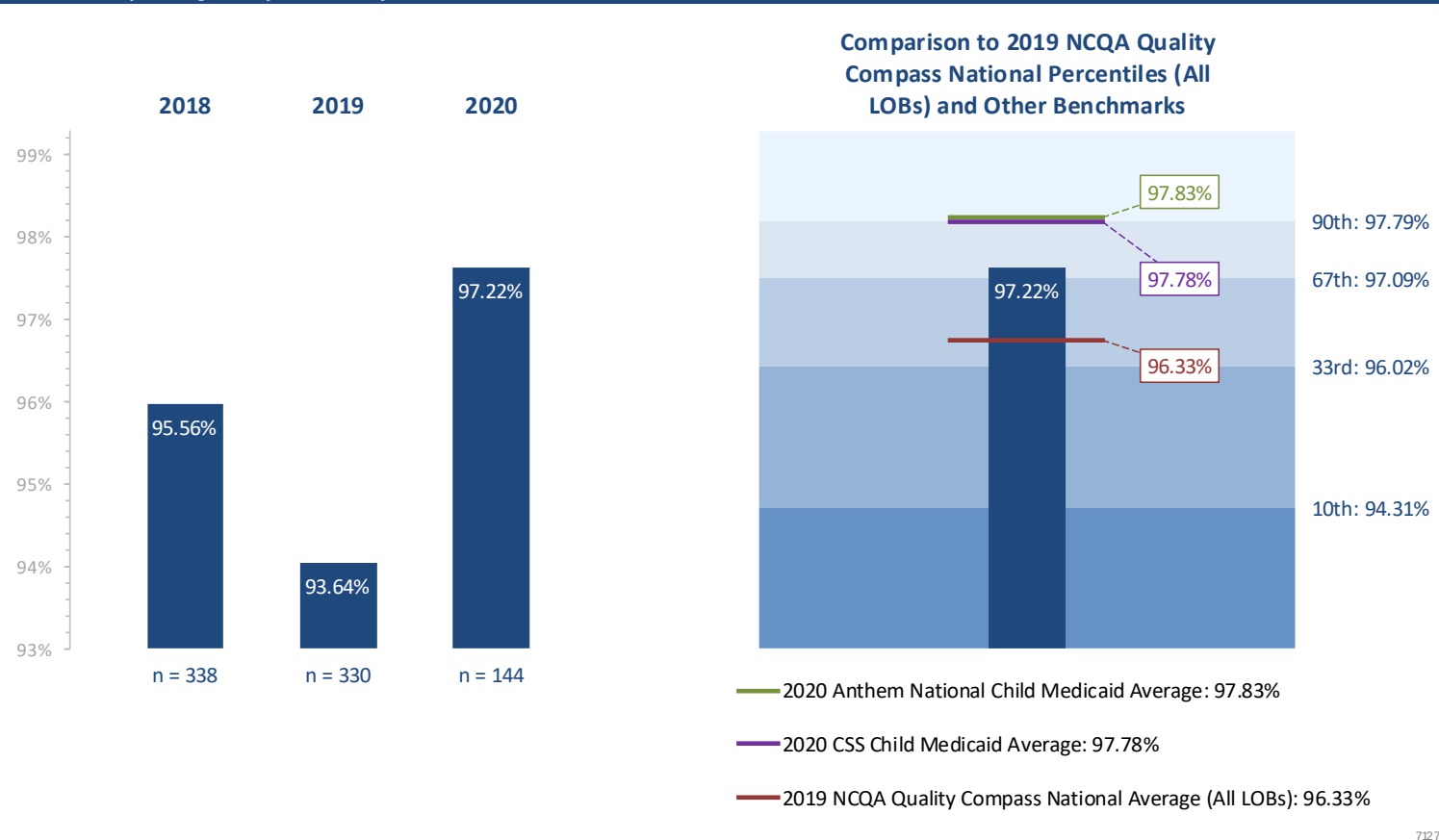
How Well Doctors Communicate: Doctor Listened Carefully (Q28) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Showed Respect (Q29)

Percent Responding Always or Usually



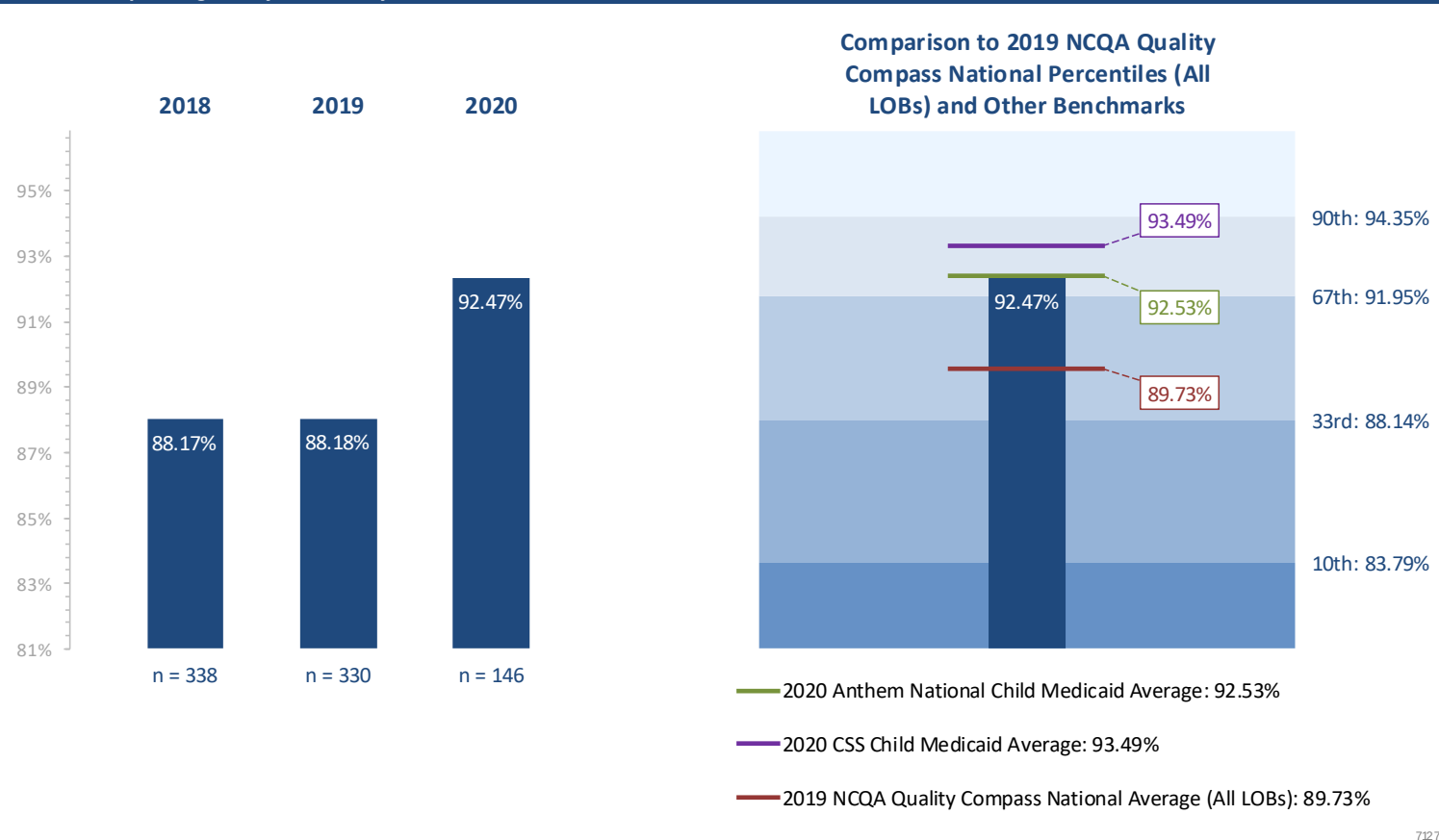
How Well Doctors Communicate: Doctor Showed Respect (Q29) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Spent Enough Time (Q32)

Percent Responding Always or Usually



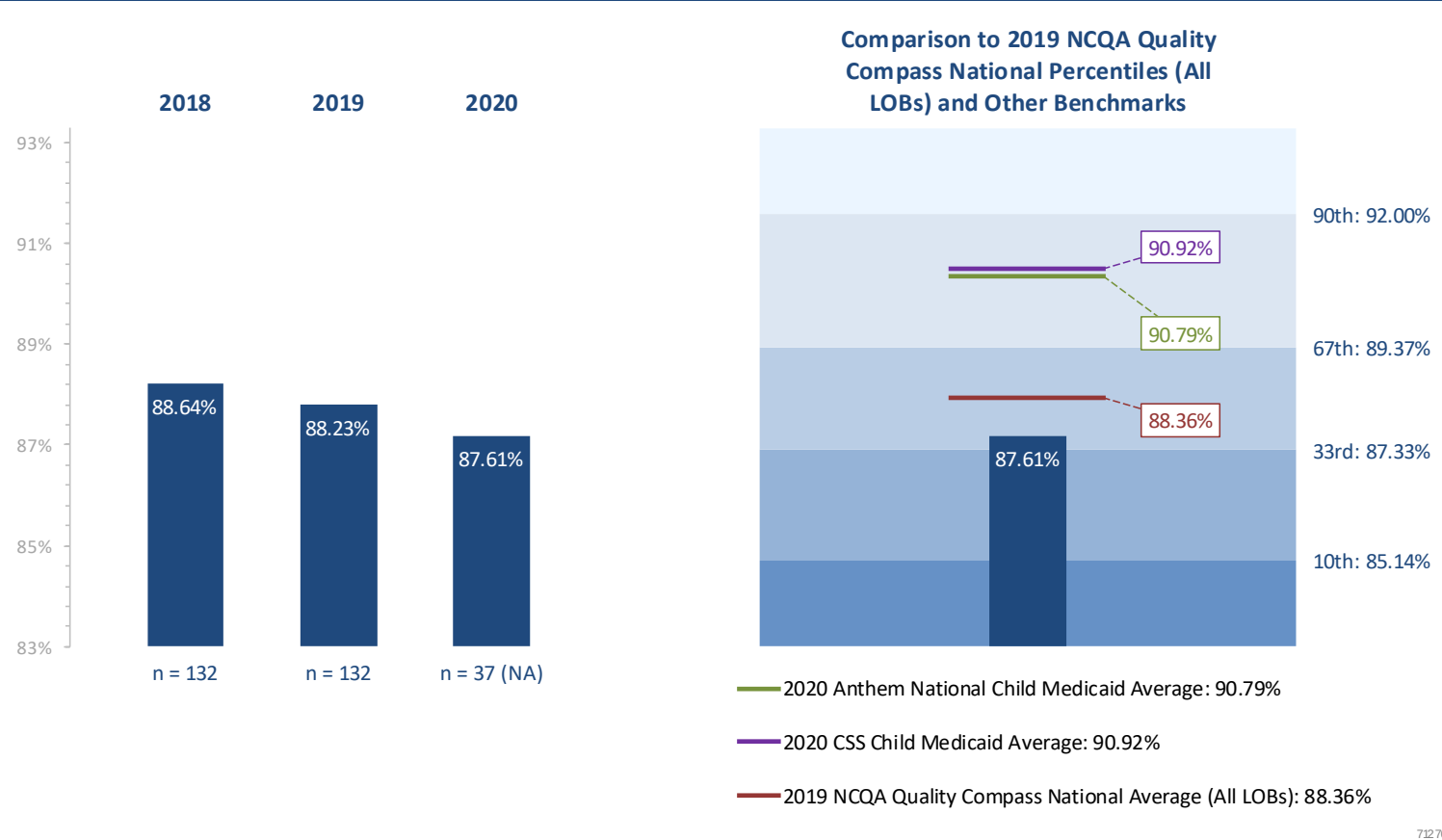
How Well Doctors Communicate: Doctor Spent Enough Time (Q32) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service

Percent Responding Always or Usually



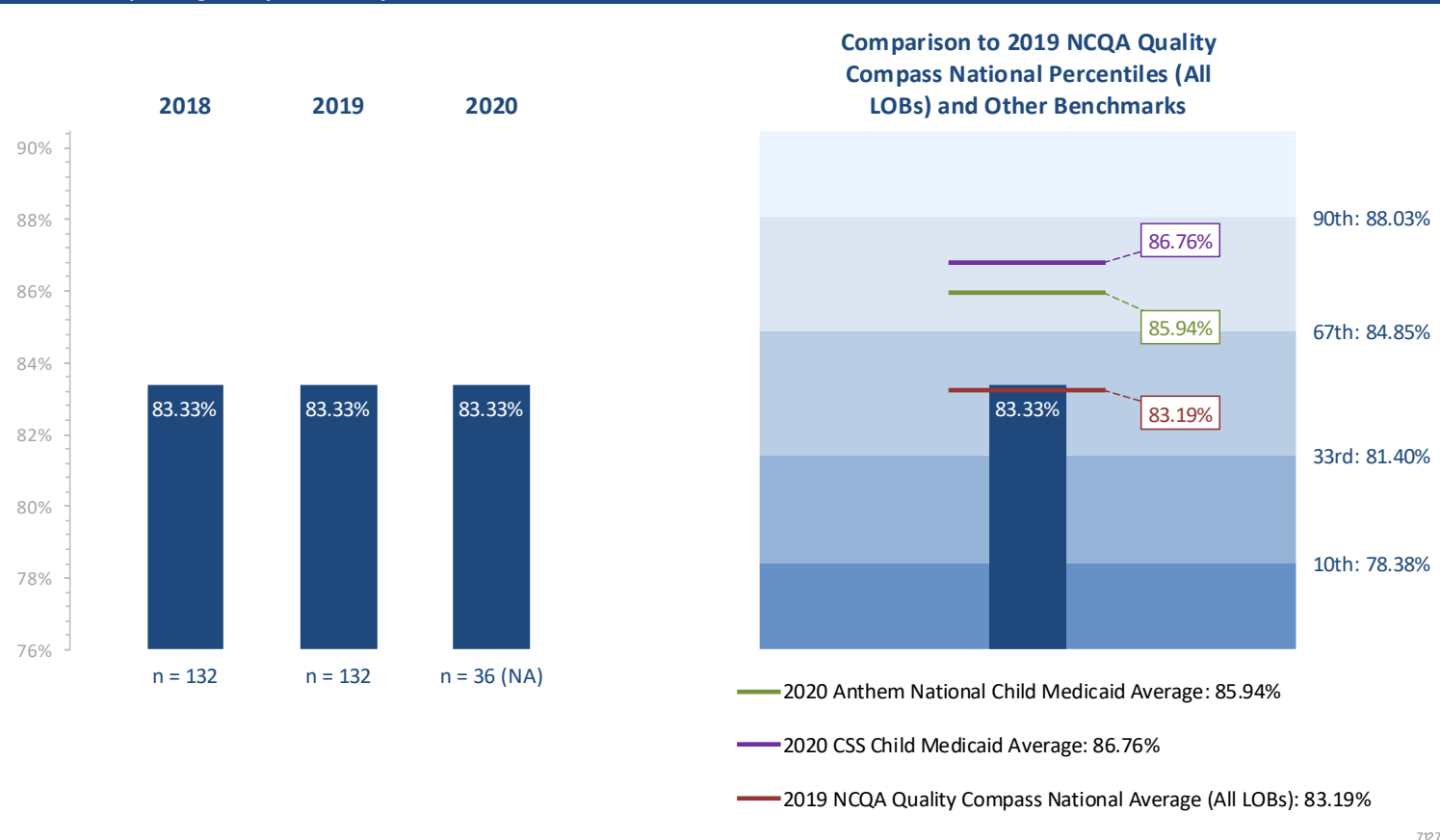
Customer Service (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service: Customer Service Provided Information/Help (Q45)

Percent Responding Always or Usually



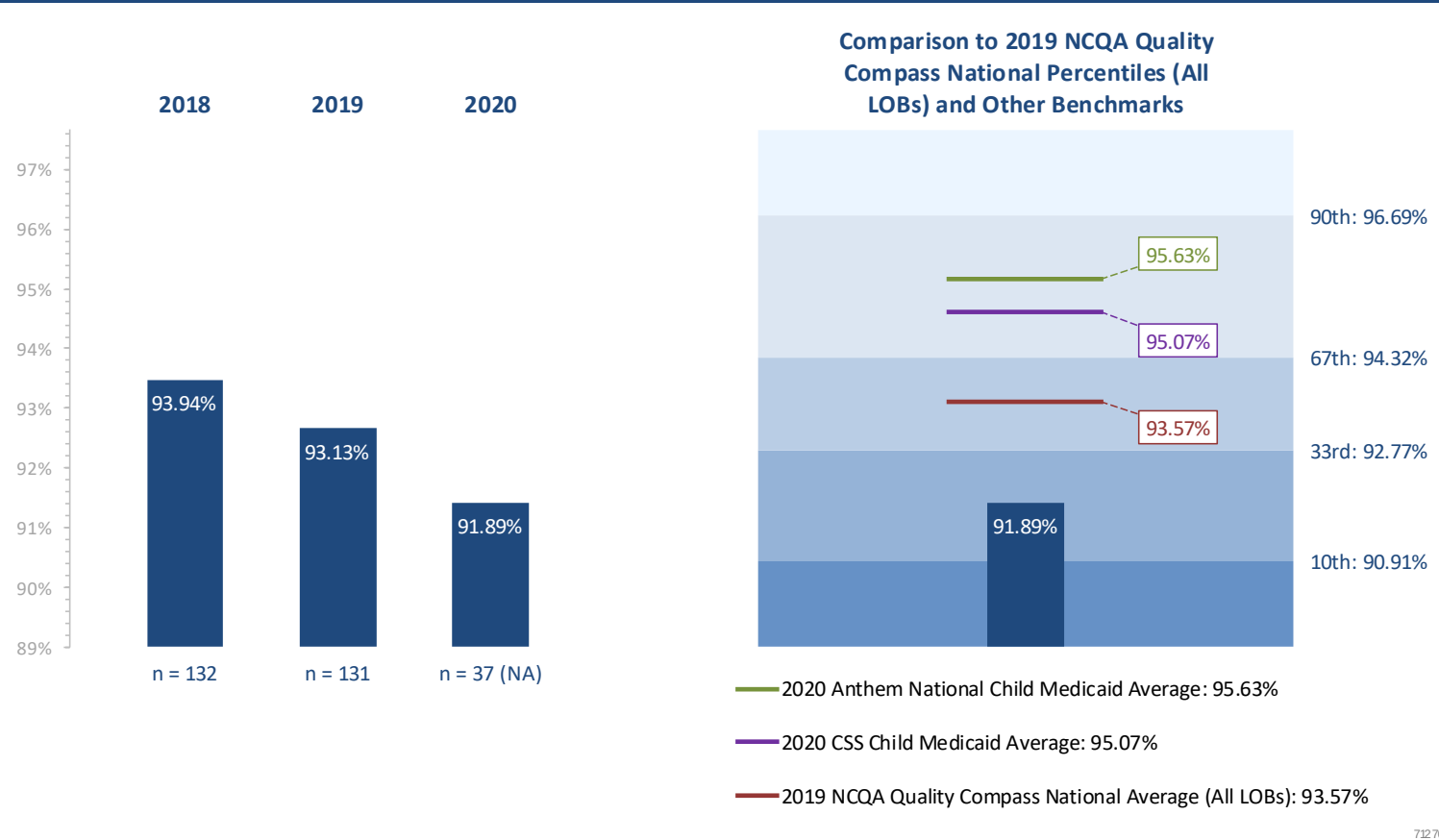
Customer Service: Customer Service Provided Information/Help (Q45) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service: Customer Service Was Courteous/Respectful (Q46)

Percent Responding Always or Usually



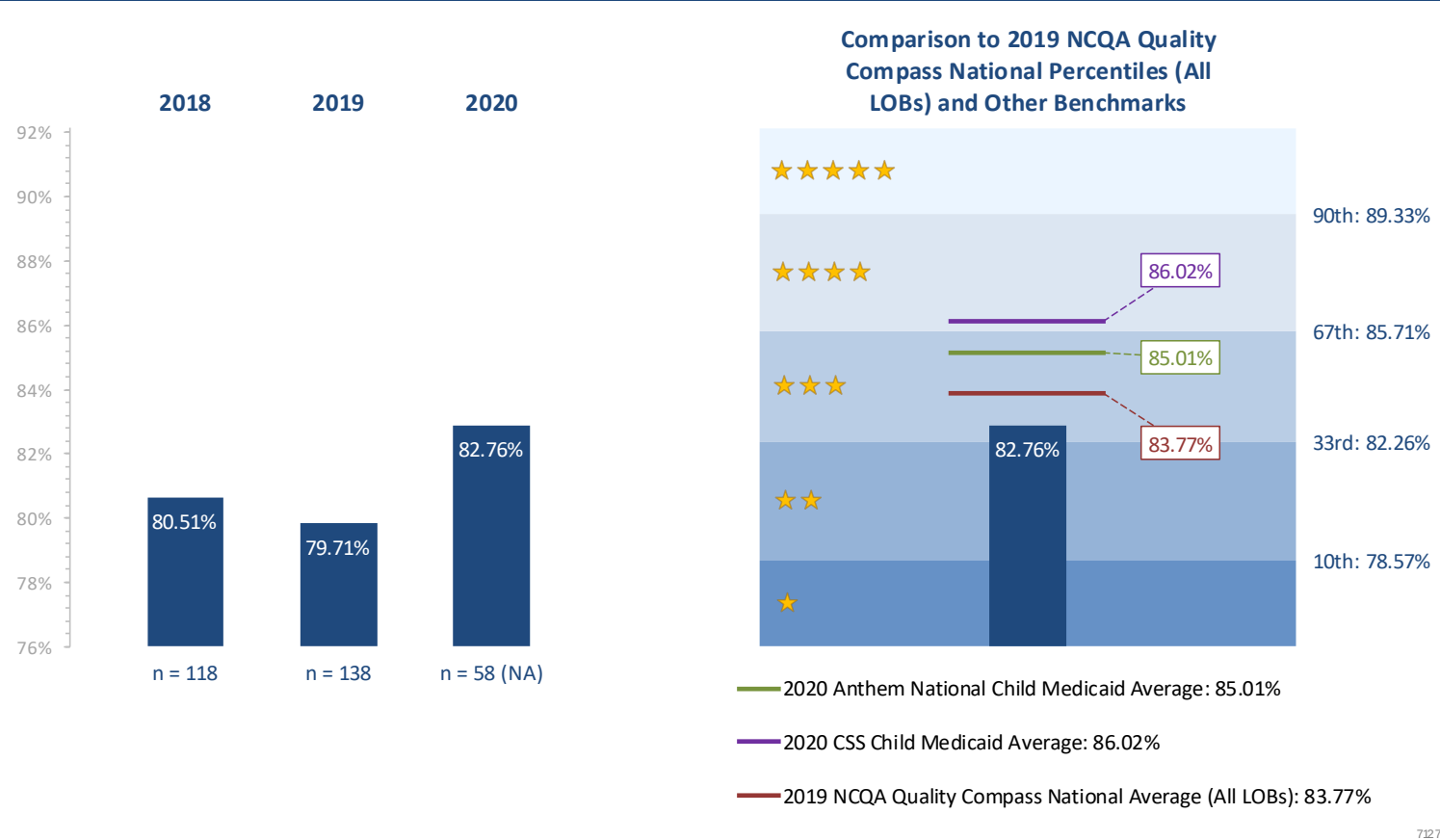
Customer Service: Customer Service Was Courteous/Respectful (Q46) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Coordination of Care

Percent Responding Always or Usually



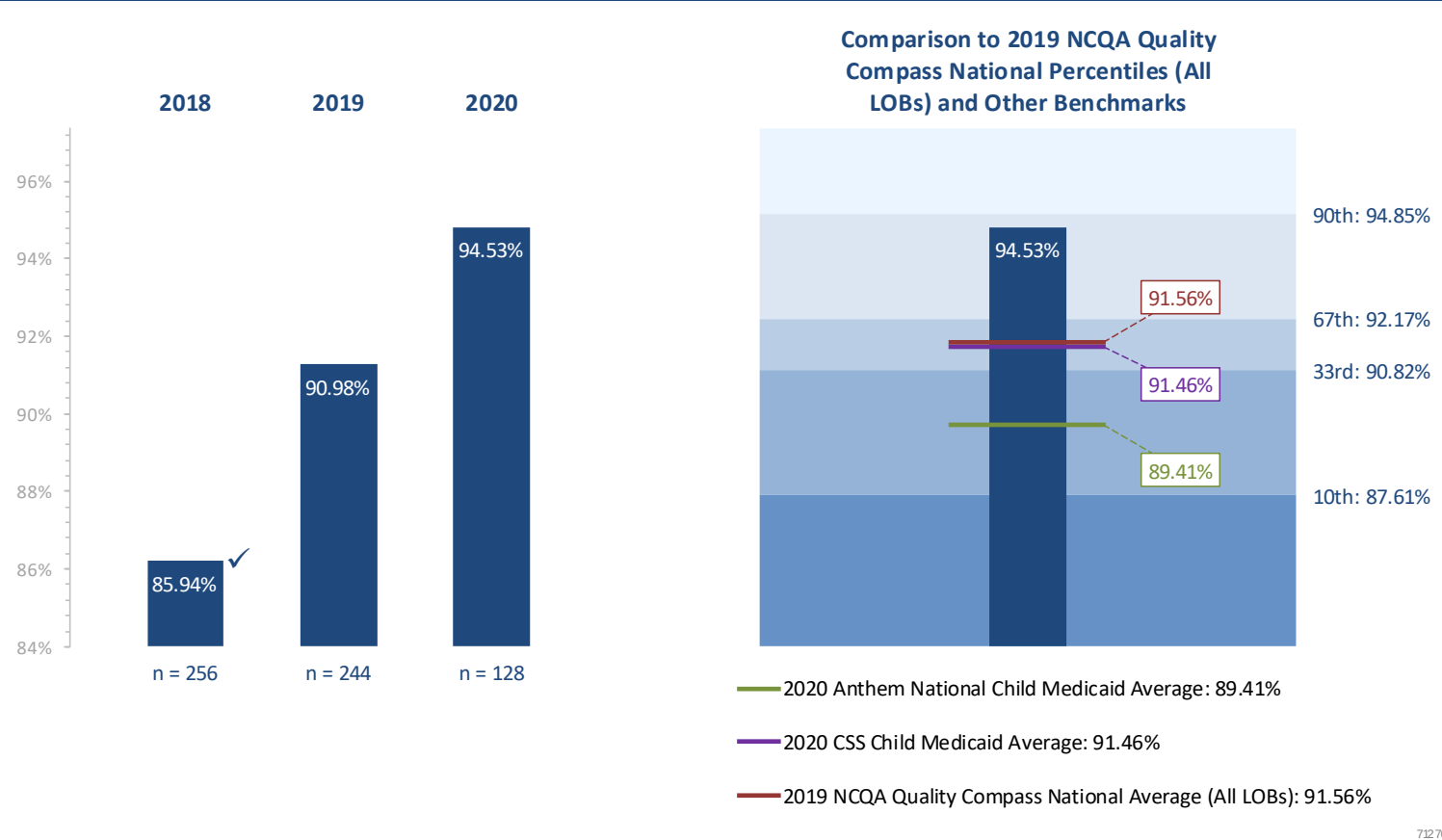
Coordination of Care (Always or Usually) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Access to Prescription Medicines

Percent Responding Always or Usually



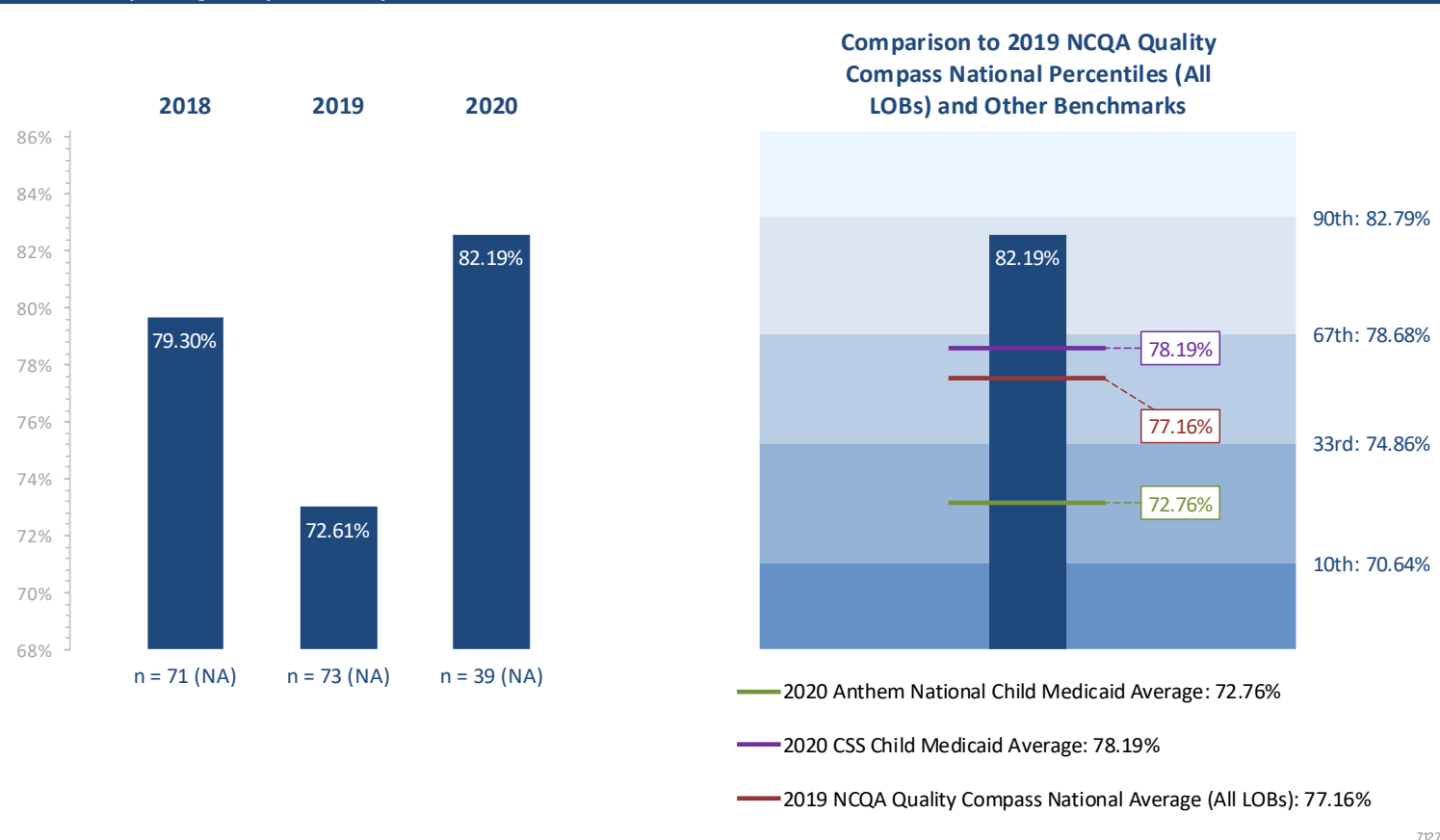
Access to Prescription Medicines (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Access to Specialized Services

Percent Responding Always or Usually



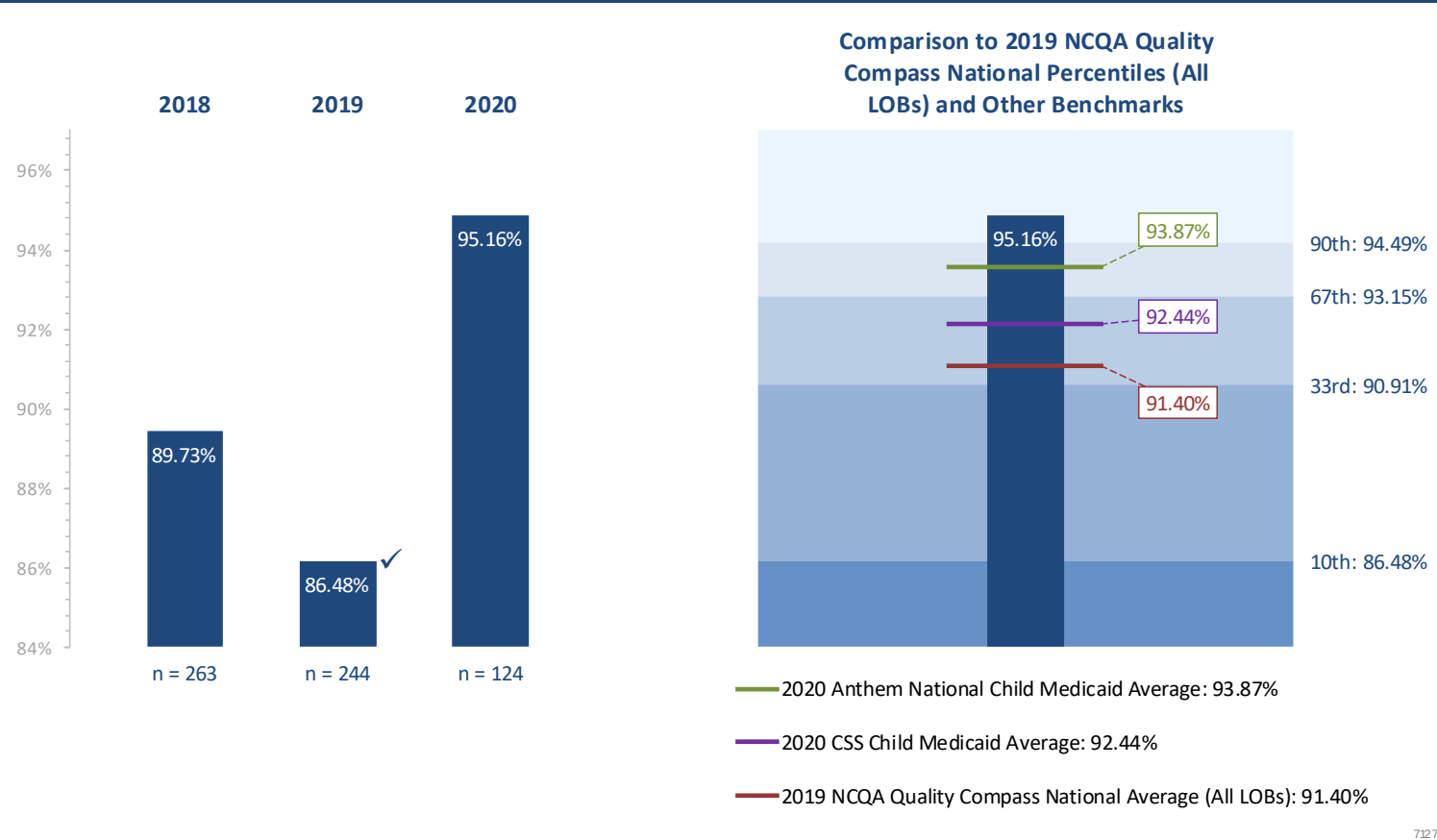
Access to Specialized Services (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Information

Percent Responding Always or Usually



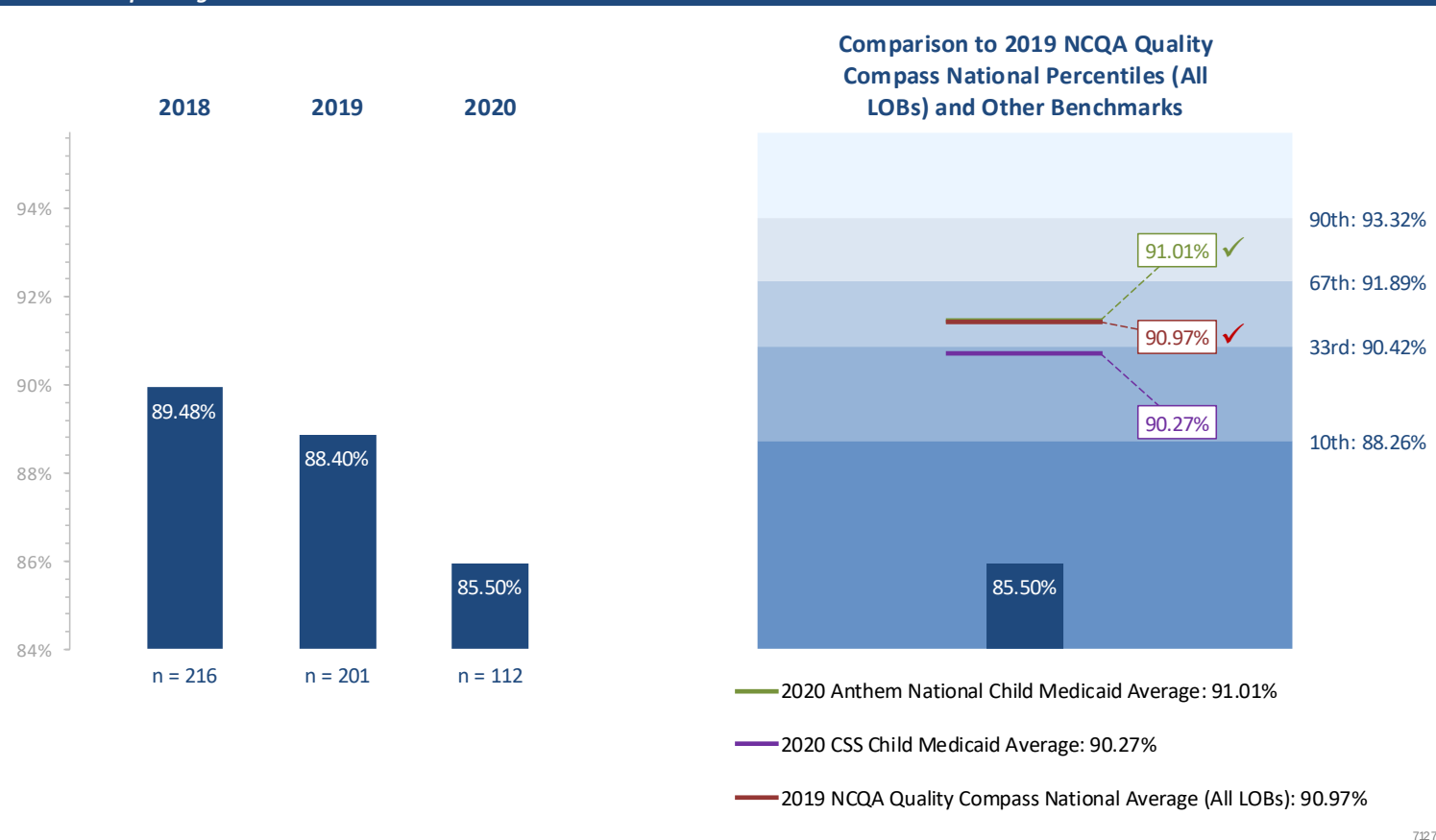
Getting Needed Information (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Personal Doctor Who Knows Child

Percent Responding Yes



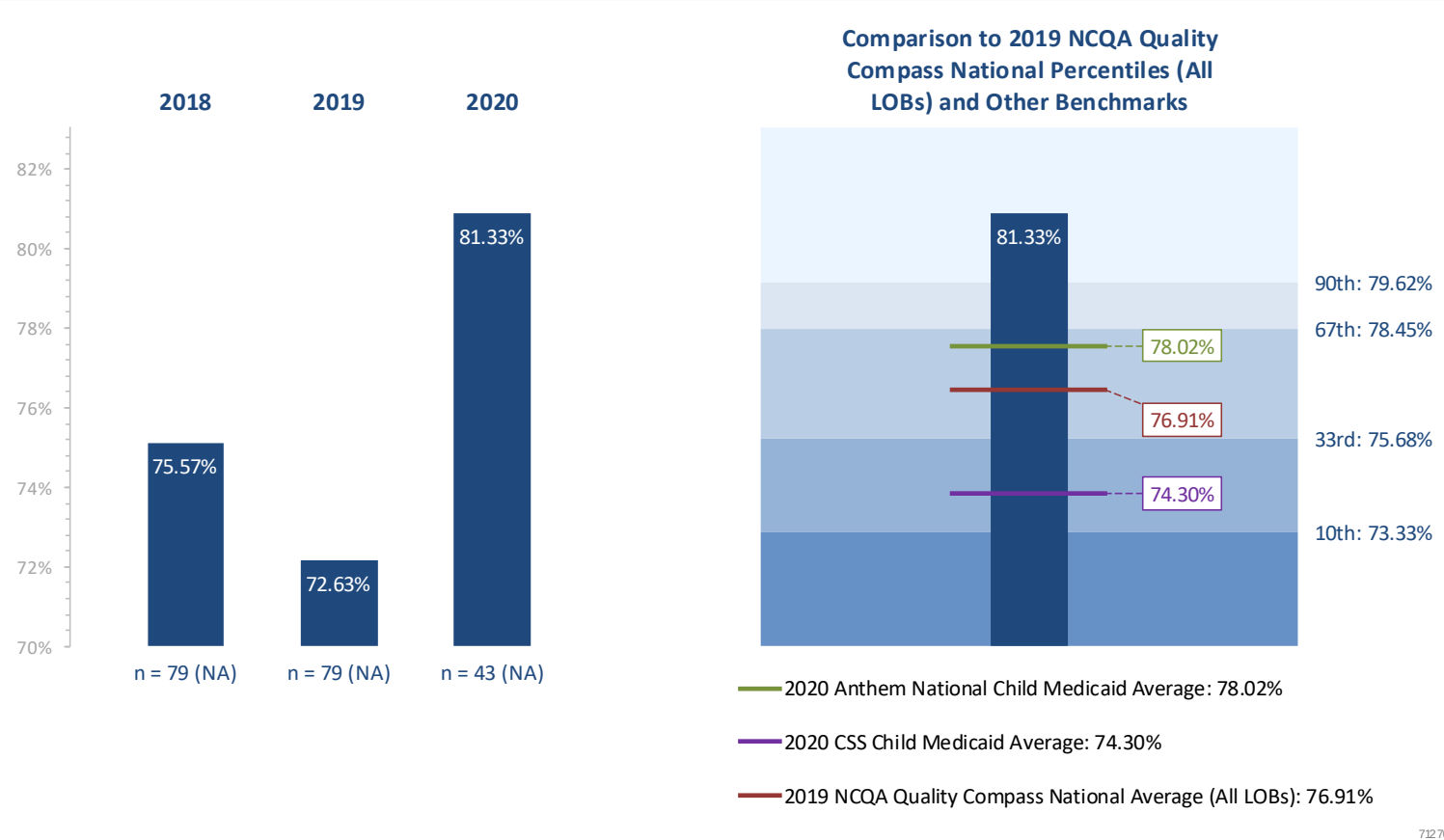
Personal Doctor Who Knows Child (Yes) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Coordination of Care for Children With Chronic Conditions

Percent Responding Yes



Coordination of Care for Children With Chronic Conditions (Yes) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

MEMBER PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the Community Care Health Plan of Louisiana, Inc. dba Healthy Blue membership, including demographics, self-reported health status, and responses to survey items that assess utilization of healthcare services.

A health plan's membership mix is shaped by multiple factors, most of which are beyond the scope of the CAHPS survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in member demographic makeup and utilization patterns across plans. To the extent that various member segments have distinct healthcare needs, utilization patterns, expectations, experiences, as well as attitudes and perceptions, their assessments of the same plan will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in healthcare needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the healthcare system and as a result may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to influence survey responses. For example, all else being equal, older respondents and members of certain ethnic groups tend to rate their health care providers and plans more positively. By contrast, more educated members rate more critically, regardless of age or ethnicity.

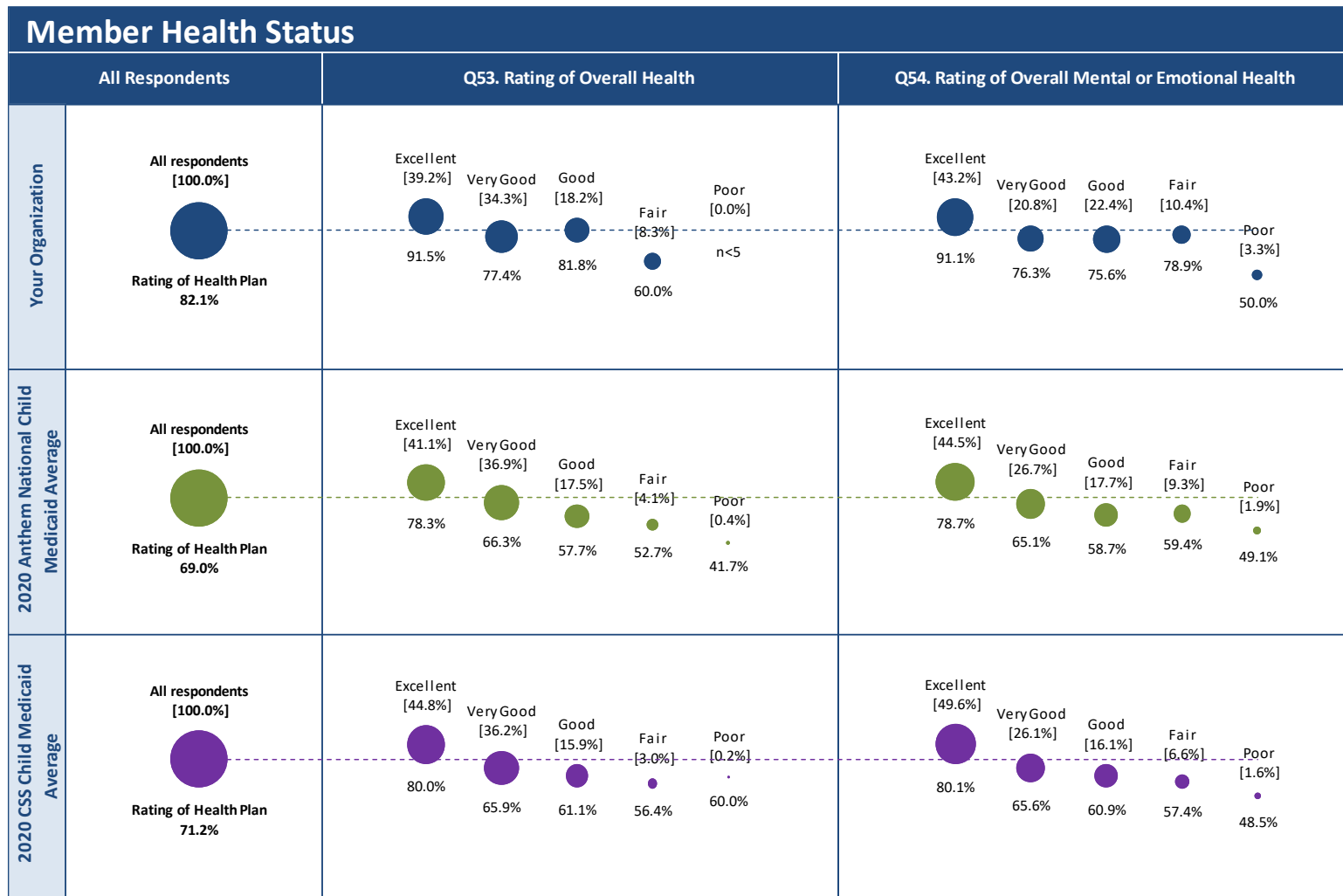
While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers to gain insight into possible sources of this variation.

The charts on the following pages illustrate how *Rating of Health Plan* (% 9 or 10) varies by the member subgroup of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue compared to the relevant national benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. The label above the bubble and the percentage in square brackets below it identify the subgroup and its size. The area of the bubble represents the size of the subgroup visually. Unless a member belongs to more than one subgroup (e.g., race category), subgroup sizes should add up to 100%. Note that these charts only include members who answered the relevant demographic/utilization question on the survey and provided a valid response to the *Rating of Health Plan* question. For this reason, the reported subgroup sizes may differ slightly from the proportions reported in the cross-tabulations.

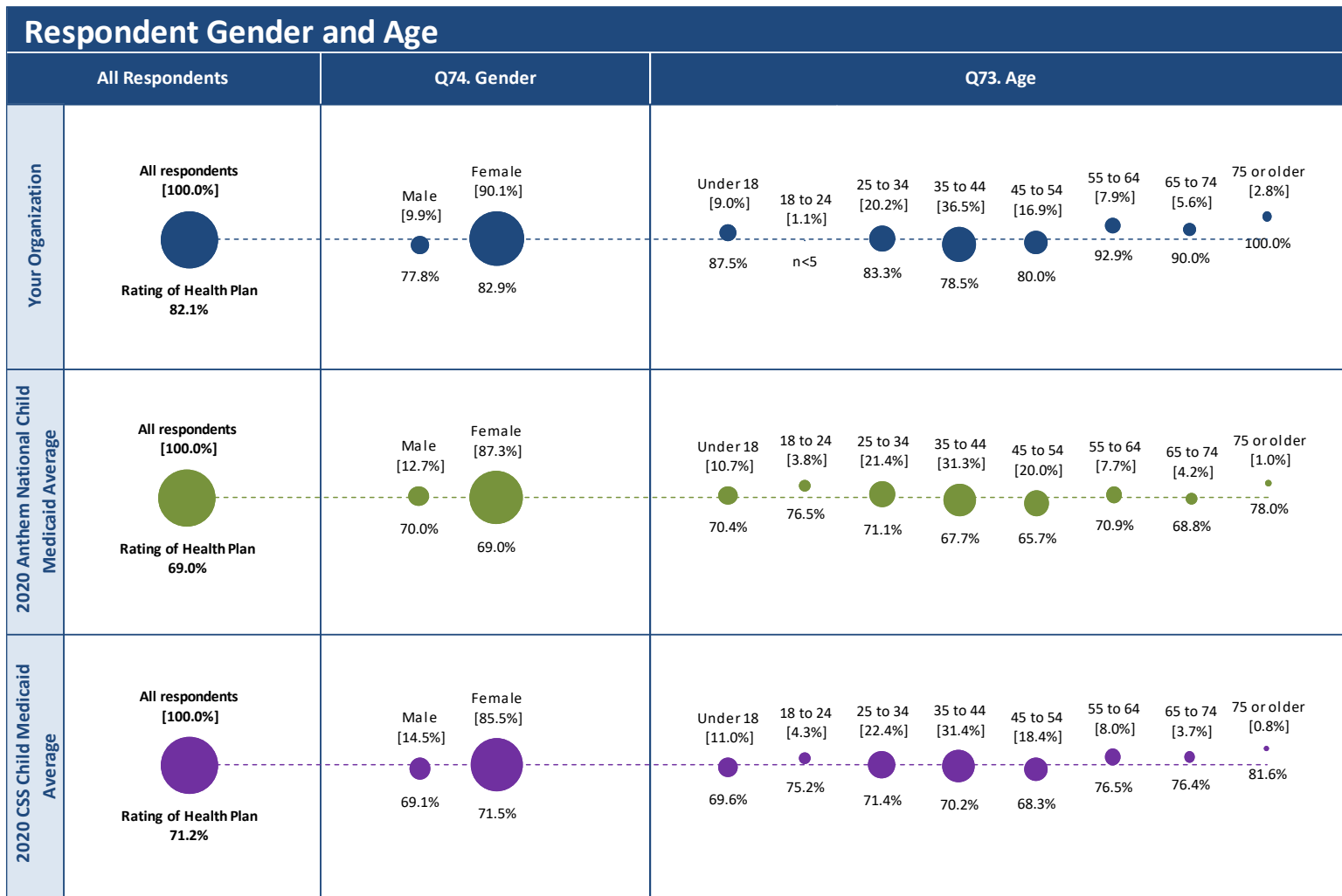
HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

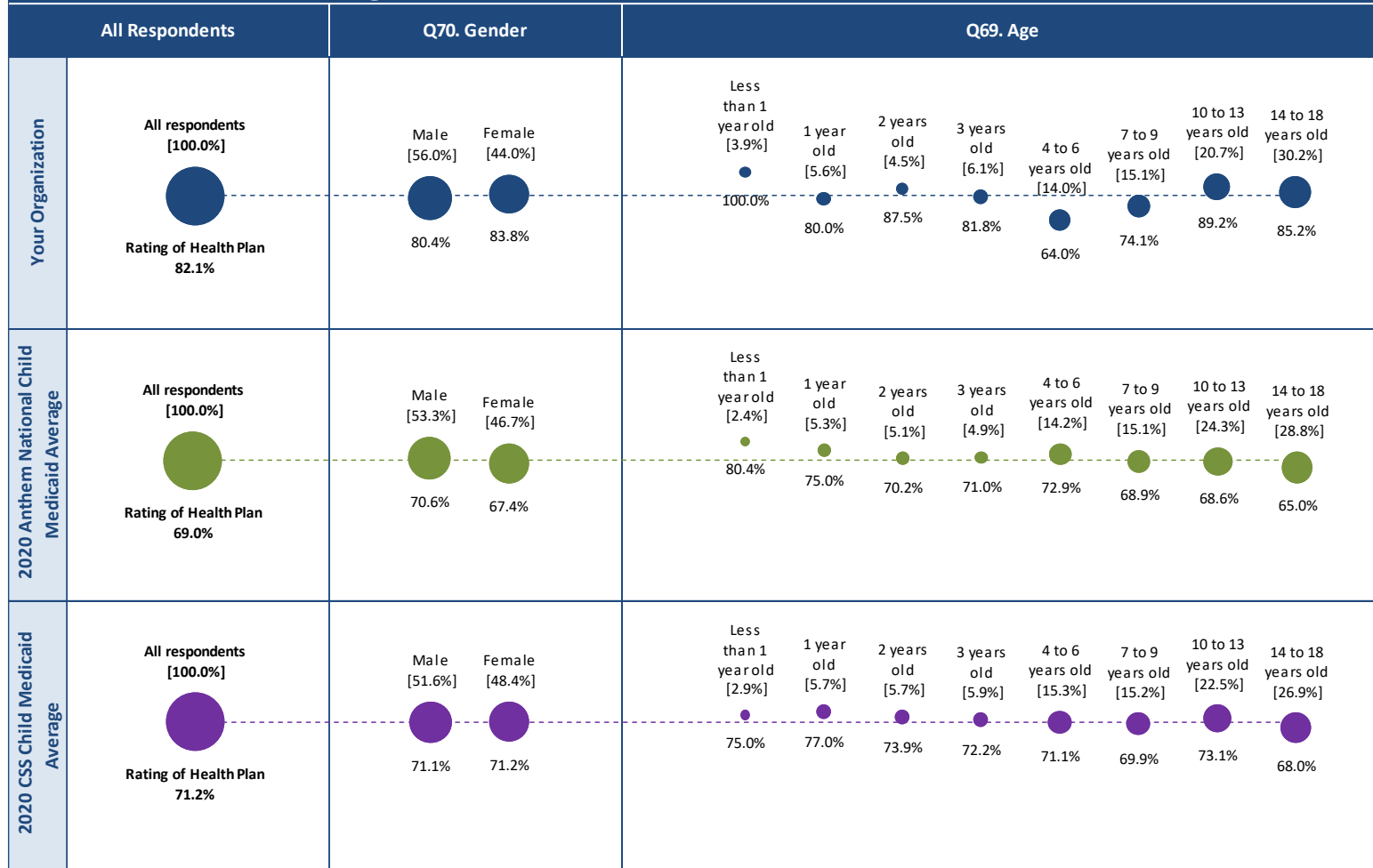


Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.



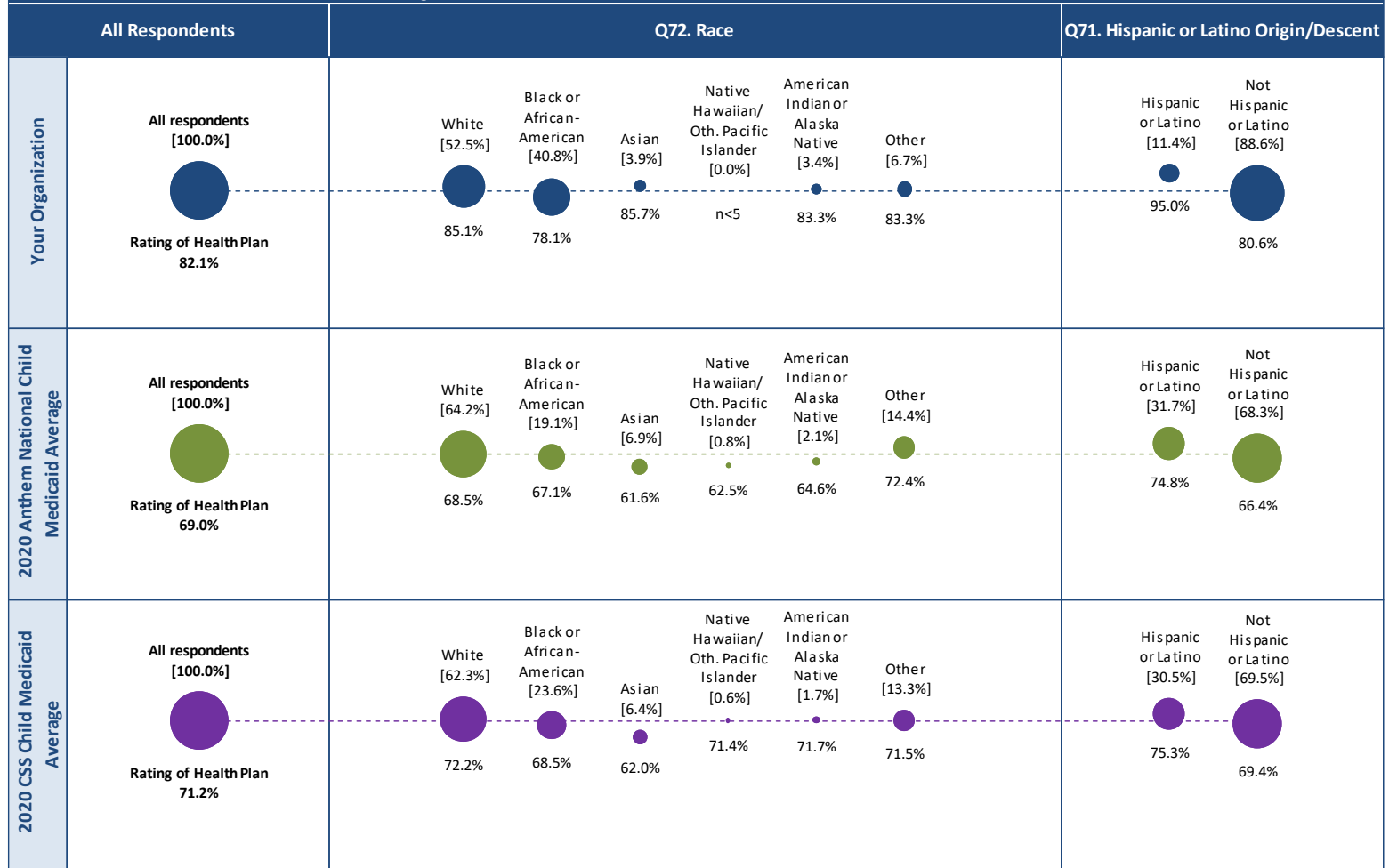
Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Gender and Age

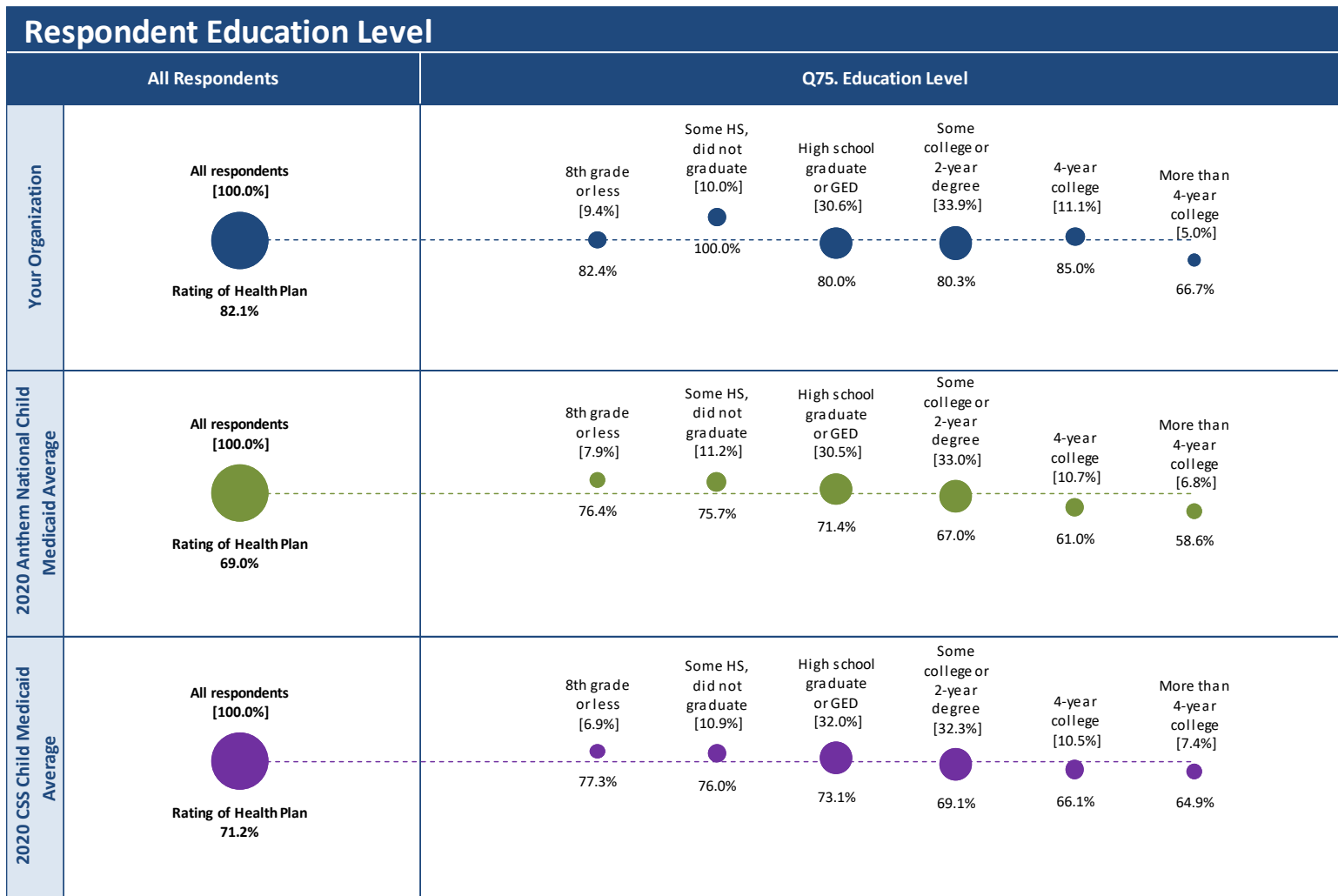


Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Race and Ethnicity



Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

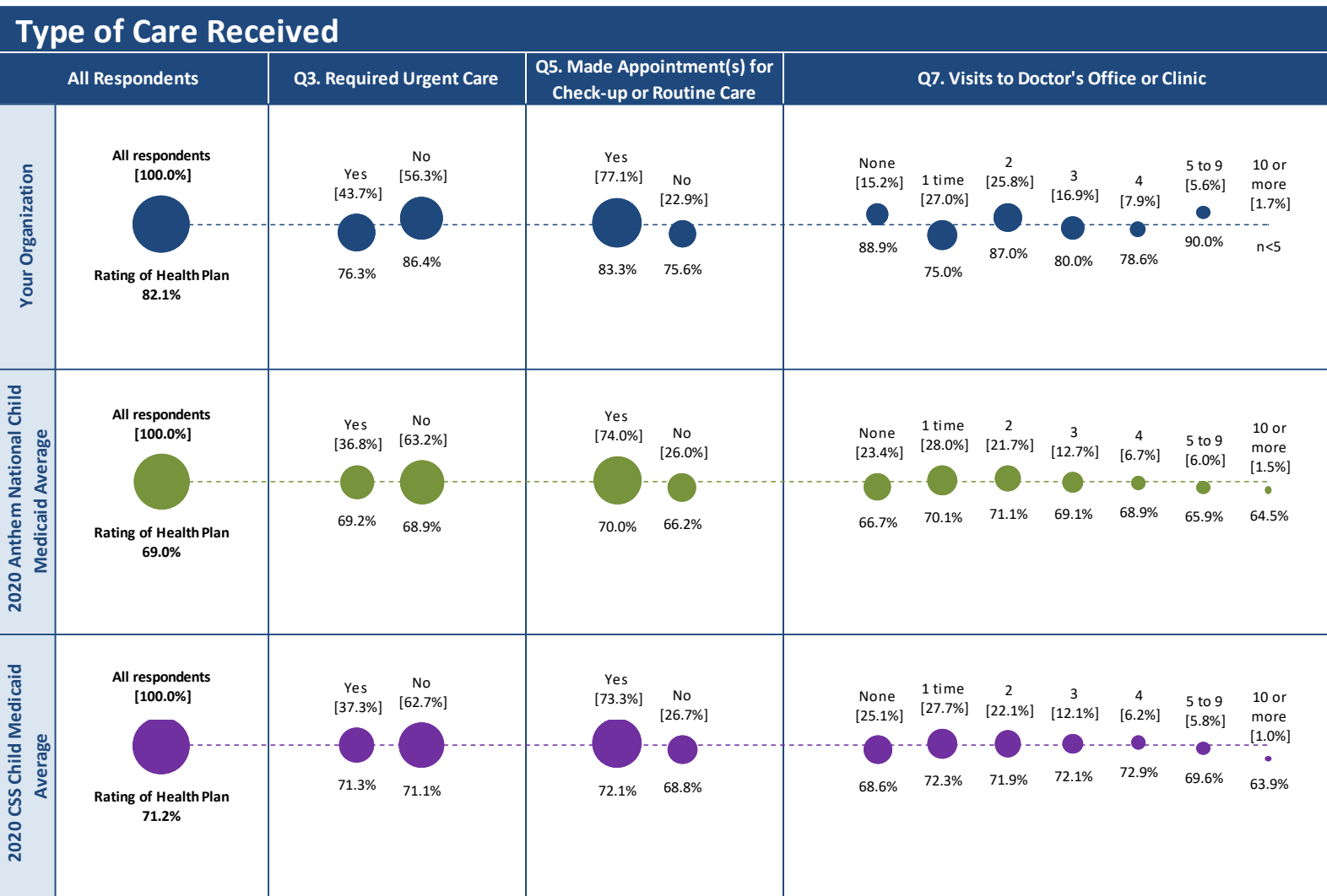


Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

USE OF SERVICES

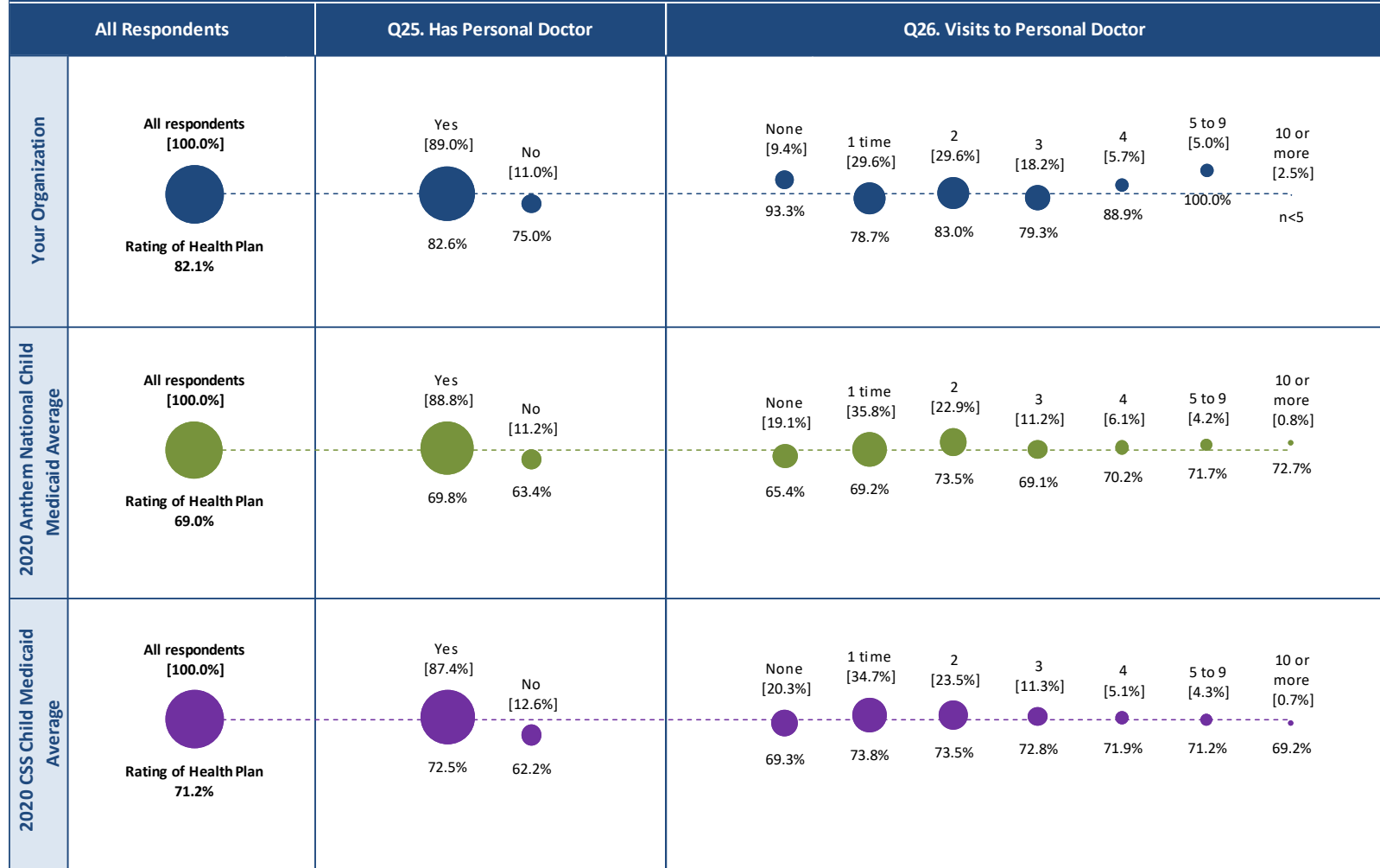
The following utilization measures are included in this section:

- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care



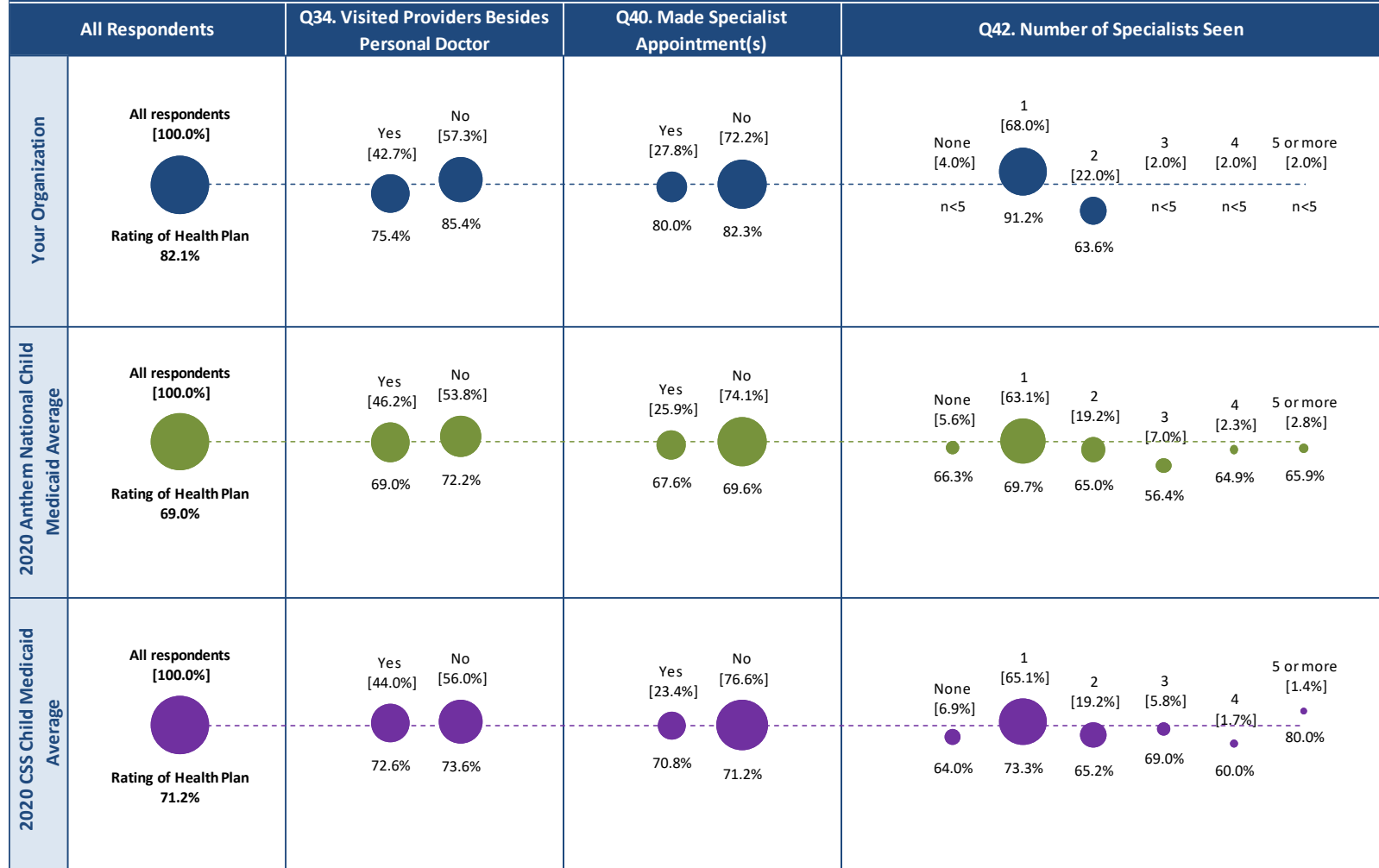
Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Personal Doctor Care



Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Non-Primary Care



Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

KEY DRIVER ANALYSIS

OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans
- To highlight industry best practices on the key driver measures
- To compare the current performance of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue to industry best practices in these areas
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

TECHNICAL APPROACH

INDUSTRY VIEW

Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences *within* a single plan. Certain plan attributes are strongly related to member satisfaction *at the industry level*. However, these relationships may be missed if we focus on only one plan at a time. For example, it has been shown that plans that are rated highly on measures of access and availability of care tend to have high overall ratings. Conversely, poor access scores are associated with low overall plan scores. This relationship is clear when ratings are compared *across* plans. However, *within* a specific plan, member experiences may not be sufficiently varied to reveal the underlying relationship. That is, if all members are equally dissatisfied with access to care, this measure will show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the key role of access to care as a driver of member satisfaction and miss a critical opportunity for improvement.

In addition, expressing every CAHPS survey variable as a plan-level rate yields a complete and rich information set on each plan. This effectively eliminates any “gaps” in respondent-level data from a single plan caused by survey skip patterns and allows every response to be used in the analysis.

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g.,

contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's overall satisfaction score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, addressed in more detail in the *Member Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of key drivers of member satisfaction, the analysis must consider all measurable influences on the overall rating of the plan.

KEY DRIVER MODEL DEVELOPMENT

The CSS *Key Driver Model* was developed using a national plan-level dataset of Child Medicaid CAHPS survey results. The analysis was based on 312 plans surveyed by CSS in 2020, including both their 2020 and 2019 results. CSS performed regression analysis of health plan ratings to identify the sources of variation in overall scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

All of the plan variables, including potential drivers of satisfaction (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection) were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors both because of its high correlation with *Rating of Health Plan* and the presence of other survey items that measure more specific aspects of member experience. If included, *Rating of all Health Care* would account for a large portion of the variance and confound coefficient estimates for the remaining variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists 6 key drivers of Child Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* score. These variables have statistically significant coefficients in the regression model (p -value < 0.05). Performance on these variables, together with the control variables, explains 75 percent of the industry variation in Child Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not consider how Community Care Health Plan of Louisiana, Inc. dba Healthy Blue is currently performing on these measures. Improvement targets identified specifically for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

Access to care (Q10, Q4) and providers (Q25, Q36 and Q43) are significant drivers of the Child Medicaid member experience. Note that Q44 (contacting customer service) is marked with a ▼ symbol because this experience is *negatively* related to the overall health plan score. Plans that have large numbers of members who report contacting customer service for information or help generally have *lower* overall satisfaction scores.

Key Driver	Interpretation
Q36. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of members rating their child's personal doctor as 9 or 10, the higher the overall plan score
Q10. Ease of getting needed care, tests, or treatment (percent <i>Usually or Always</i>)	The higher the proportion of respondents reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	The higher the proportion of members rating their specialist as 9 or 10, the higher the overall plan score
Q25. Child has a personal doctor (percent <i>Yes</i>)	The higher the proportion of respondents who report that their child has a personal doctor, the higher the overall plan score
Q44. ▼ Got information or help from customer service (percent <i>Yes</i>)	The higher the proportion of members reporting that they contacted customer service for information or help, the <i>lower</i> the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent <i>Usually or Always</i>)	The higher the proportion of members reporting favorably on their experience getting urgent care, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue are presented in Exhibit 3. The ordering of the key drivers reflects both the strength of each key driver in the broad industry context and how Community Care Health Plan of Louisiana, Inc. dba Healthy Blue is currently performing on each measure.

The middle panel of the chart compares how Community Care Health Plan of Louisiana, Inc. dba Healthy Blue is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among the 26 plans contributing to the 2020 Anthem National Child Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score Community Care Health Plan of Louisiana, Inc. dba Healthy Blue could achieve if it performed on par with the best practice plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* score.

EXHIBIT 3. 2020 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE CHILD MEDICAID WITH CCC MEASURE CAHPS
SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
2020 Rate		Percentage Point Difference Between Current Key Driver Score and the Best Practice Score*	Expected Percentage Point Improvement in Rating of Health Plan score (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	85.71%	+14.29%  100.00%	 +1.75%
Q25. Child has personal doctor (percent Yes)	89.25%	+7.02%  96.27%	 +1.23%
Q4. Got urgent care as soon as needed (percent Usually or Always)	96.25%	+3.75%  100.00%	 +0.56%
Q10. Ease of getting needed care, tests, or treatment (percent Usually or Always)	95.36%	+1.61%  96.97%	 +0.49%
Q44. Got information or help from customer service (percent Yes) ▼	20.21%	-1.31%  18.90%	 +0.13%
Q36. Rating of Personal Doctor (percent 9 or 10)	86.59%	Current Key Driver performance is at or above the Best Practice level 86.59%	None

* Best score on the key driver measure among all plans included in the 2020 Anthem National Child Medicaid Average

71270

▼ next to the key driver measure indicates that lower scores on the measure are desirable

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue. The following is a list of possible interventions and resources related to each of the key drivers. This section is included as a guide to assist you in your quality improvement efforts. Some of these resources may be more applicable to Community Care Health Plan of Louisiana, Inc. dba Healthy Blue than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to the Agency for Health Care Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems (<https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf>).

IMPROVING MEMBER ACCESS TO CARE

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment.

- *Same-Day Appointment Scheduling* – The Agency for Healthcare Research and Quality (AHRQ) recommends a method of scheduling that leaves part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html>.
- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See <http://www.ahrq.gov/research/findings/final-reports/ptflow/index.html> for AHRQ's guide to plan and implement patient flow improvement strategies.
- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians, reducing barriers to receiving care (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/>). There are many valuable sources of information on the medical home model of care and health equity. To start, see this Institute of Medicine report: <https://nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf>. Family Medicine for America's Health is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care, particularly through the use of patient-centered medical homes. For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see <http://www.pcmh.ahrq.gov/>.

- *Alternative Access Centers* – This brief (http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor’s office or hospital, lowers barriers to care (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/>).

IMPROVING QUALITY OF PHYSICIANS IN HEALTH PLAN NETWORK

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in patients’ increased rating of doctors.

- *Improve Physician Communication* – Much of patient dissatisfaction stems from a failure of effective physician communication (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/>). Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For example, The California Quality Collaborative has identified nine effective strategies for improving patient experience with health care providers in their *Improving the Patient Experience Change Package* (see http://www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf). For general recommendations related to physician communication, see <https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html>.
- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and “coached care” programs. See <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html> and <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html>. For a sample communication document that providers can distribute to patients before or during visits, see <http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048>.
- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. A study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (<http://www.ncbi.nlm.nih.gov/pubmed/18416910/>), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/>).

- *Improve Referral Communication* – The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase patient satisfaction with their specialist. For examples of interventions that improve care coordination efficiency and quality, see <https://innovations.ahrq.gov/profiles/electronic-referrals-and-communications-reduce-wait-times-specialty-appointments-and> as well as <https://innovations.ahrq.gov/profiles/referring-physicians-send-electronic-handoff-note-pertinent-patient-information-emergency>.

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

It is important that health plan information be provided to members and that the information addresses member concerns. As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their concerns. The following resources contain recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, the Agency for Healthcare Research and Quality suggests first articulating which aspects of customer service are most important to your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html>.
- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See http://www.rand.org/pubs/working_papers/WR517.html.
- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html>.
- *Make Plan Information Accessible to All Members* – A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted use of an Internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond Internet-based tools is necessary to reach certain demographics. For further information, see <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/>.

- *Increase Access to Trusted Health Information* – Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. A recent meta-analysis confirmed that improved access to trusted health information leads to improved outcomes (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/>). The ONC Patient Engagement (PE) Playbook was created by the Office of the National Coordinator for Health Information Technology (ONC) to help healthcare professionals use health information technology (health IT) to provide better care to patients. The PE Playbook focuses specifically on electronic health record (EHR) patient portals, which allow both patients and healthcare teams, concurrent with patients' privacy preferences, to easily access patient health information — which may lead to increased benefits for healthcare, such as improved health outcomes and lower costs (<https://www.healthit.gov/playbook/pe/>).
- *Evaluate the Organization's Health Literacy Programs* – The CDC has developed guidance on evaluating an organization's health literacy program, including recommended sources of communication and health literacy measures. See <http://www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html>. The CDC's National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities (<https://npin.cdc.gov/pages/health-communication-language-and-literacy>).
- *Improve Patient Health Literacy* – This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the Internet. For detailed steps, see <https://health.gov/our-work/health-literacy/resources>. AHRQ has also developed its own health literacy toolkit to support physicians (<https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html>).

APPENDIX A. SURVEY RESULTS AT A GLANCE

2020 CAHPS Survey Results at a Glance

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue (Child Medicaid)

Survey Measures			Your Organization			Benchmark Comparisons			Your Organization's Estimated 2020 NCQA Health Plan (Star) Rating						
			2018		2019		2020								
			Rate	(n)	Rate	(n)	Rate	(n)							
							2020 Anthem National Child Medicaid Average	2020 CSS Child Medicaid Average	2019 NCQA Quality Compass National Average (All LOBs)						
Patient Experience											★★★★☆				
Getting Care											★★★★☆				
Getting Needed Care (% Always or Usually)		84.03%	(238)	88.15%	(222)	86.90%	(101)	87.09%	86.92%	84.50%	★★★★☆				
Q10. Ease of Getting Needed Care		89.07%	↑	(375)	92.26%	(349)	95.36%	(151)	92.88%	92.53%	89.60%	↑	★★★★☆		
Q41. Ease of Seeing a Specialist	NA	79.00%	(100)	84.04%	(94)	78.43%	(51)	81.31%	81.32%	79.68%			Not calculated		
Getting Care Quickly (% Always or Usually)		90.81%	(250)	90.52%	(254)	94.05%	(108)	91.52%	91.20%	89.38%			★★★★☆		
Q4. Ease of Getting Urgent Care	NA	91.62%	(179)	91.67%	(168)	96.25%	(80)	92.78%	92.47%	91.17%			Not calculated		
Q6. Ease of Getting a Check-up or Routine Care		90.00%	(320)	89.38%	(339)	91.85%	(135)	90.25%	89.92%	87.69%					
Satisfaction With Plan Physicians											★★★★☆				
Rating of Personal Doctor (% 9 or 10)		80.93%	(409)	78.02%	↑	(405)	86.59%	(164)	77.46%	↑	78.55%	↑	77.32%	↑	★★★★☆
Rating of Personal Doctor (% 8, 9 or 10)		89.49%	(409)	89.88%	(405)	93.29%	(164)	90.23%	90.65%	90.05%				Not calculated	
Rating of Specialist Seen Most Often (% 9 or 10)	NA	73.03%	(89)	75.29%	(85)	85.71%	(49)	73.53%	74.76%	74.13%				★★★★☆	
Rating of Specialist Seen Most Often (% 8, 9 or 10)	NA	87.64%	(89)	88.24%	(85)	89.80%	(49)	85.87%	87.02%	87.45%				Not calculated	
Rating of All Health Care (% 9 or 10)		70.74%	(376)	77.71%	(350)	75.00%	(152)	70.16%	70.18%	70.40%				★★★★☆	
Rating of All Health Care (% 8, 9 or 10)		87.50%	(376)	90.29%	(350)	86.18%	(152)	87.17%	86.77%	87.53%				Not calculated	
Coordination of Care (% Always or Usually)	NA	80.51%	(118)	79.71%	(138)	82.76%	(58)	85.01%	86.02%	83.77%				★★★★☆	
Satisfaction With Plan Services											★★★★☆				
Rating of Health Plan (% 9 or 10)		73.28%	↑	(464)	77.14%	(455)	82.07%	(184)	69.05%	↑	71.21%	↑	71.74%	↑	★★★★☆
Rating of Health Plan (% 8, 9 or 10)		87.72%	(464)	90.33%	(455)	88.59%	(184)	84.75%	86.04%	86.49%				Not calculated	
Additional Measures NOT Reported in NCQA's Health Plan Ratings															
How Well Doctors Communicate (% Always or Usually)		92.61%	(339)	92.44%	(331)	95.71%	(146)	95.89%	96.25%	93.97%				Not calculated	
Q27. Doctor Explained Things		91.74%	↑	(339)	93.39%	(333)	97.26%	(146)	96.08%	96.59%	94.46%				
Q28. Doctor Listened Carefully		94.99%	(339)	94.56%	(331)	95.89%	(146)	97.13%	97.14%	95.35%					
Q29. Doctor Showed Respect		95.56%	(338)	93.64%	(330)	97.22%	(144)	97.83%	97.78%	96.33%					
Q32. Doctor Spent Enough Time		88.17%	(338)	88.18%	(330)	92.47%	(146)	92.53%	93.49%	89.73%					
Customer Service (% Always or Usually)	NA	88.64%	(132)	88.23%	(132)	87.61%	(37)	90.79%	90.92%	88.36%					
Q45. Customer Service Provided Information/Help	NA	83.33%	(132)	83.33%	(132)	83.33%	(36)	85.94%	86.76%	83.19%					
Q46. Customer Service Was Courteous/Respectful	NA	93.94%	(132)	93.13%	(131)	91.89%	(37)	95.63%	95.07%	93.57%					
Children with Chronic Conditions Measures (CCC Population)															
Access to Prescription Medicines (% Always or Usually)		85.94%	↑	(256)	90.98%	(244)	94.53%	(128)	89.41%	91.46%	91.56%			Not calculated	
Access to Specialized Services (% Always or Usually)	NA	79.30%	(71)	72.61%	(73)	82.19%	(39)	72.76%	78.19%	77.16%					
Getting Needed Information (% Always or Usually)		89.73%	(263)	86.48%	↑	(244)	95.16%	(124)	93.87%	92.44%	91.40%				
Personal Doctor Who Knows Child (% Yes)		89.48%	(216)	88.40%	(201)	85.50%	(112)	91.01%	↓	90.27%	90.97%	↓			
Coordination of Care for Children With Chronic Conditions (% Yes)	NA	75.57%	(79)	72.63%	(79)	81.33%	(43)	78.02%	74.30%	76.91%					

Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. At least 100 valid responses (n, or measure denominator, reported in parentheses) must be collected for a measure rate to be reportable by NCQA.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All differences between rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ↑ when your current-year rate is higher or ↓ when it is lower than the comparison rate.

Health Plan Ratings

Health Plan (star) Ratings for applicable measures were estimated using NCQA's Health Plan Ratings 2020-2021 methodology (<https://www.ncqa.org/hedis/reports-and-research/ratings-2020/>). **Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.**

NA appears next to the measure name and a lighter display is used for results to indicate that the result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results for your organization's internal use only.

APPENDIX B. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2020, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA".
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. The steps involved in calculating the composite global proportion are:

Step 1

For each question in a composite, determine the proportion of respondents selecting the reported response option(s).

Step 2

Calculate the average proportion across all the questions in the composite. These are the composite global proportions. Note: each question in a composite is weighted equally, regardless of how many members respond.

Example:

Response option	Q4	Q6	Global Proportion
<i>Never or Sometimes</i>	$1 / 5 = 0.20$	$1 / 4 = 0.25$	$(0.20 + 0.25) / 2 = 0.2250$
<i>Usually</i>	$2 / 5 = 0.40$	$1 / 4 = 0.25$	$(0.40 + 0.25) / 2 = 0.3250$
<i>Always</i>	$2 / 5 = 0.40$	$2 / 4 = 0.50$	$(0.40 + 0.50) / 2 = 0.4500$
<i>Usually or Always</i>	$4 / 5 = 0.80$	$3 / 4 = 0.75$	$(0.80 + 0.75) / 2 = 0.7750$

Therefore, 80.00 percent and 75.00 percent of members respectively provided favorable responses to the *Getting Care Quickly* questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.50 percent for the *Getting Care Quickly* composite.

INFORMATION ON PLANNED NCQA UPDATE TO 2020 ACCREDITATION AND HEALTH PLAN RATINGS

HEALTH PLAN ACCREDITATION (HPA)

Prior to 2020, plans could earn up to 100 points toward Accreditation from the following three sources: 50 points from Accreditation Standards (NCQA's review of the plan's quality processes, policies and procedures), 37 points from clinical quality measures (HEDIS), and 13 points from member experience measures (CAHPS). The Health Plan Accreditation (HPA) program mapped Standard elements, clinical measures (HEDIS), and member experience measures (CAHPS) to five Accreditation categories: *Access and Service*, *Qualified Providers*, *Staying Healthy*, *Getting Better*, and *Living with Illness*. Points earned in each category were divided by the total points allocated to that category, and the resulting percentage determined the number of Accreditation stars awarded by category (90% and above = four stars; 80%–89% = three stars, etc.). A plan could earn up to four stars in each of the five categories. Accreditation star ratings are currently reported on NCQA's *Health Plan Report Cards* website (see <https://reportcards.ncqa.org/#/health-plans/list>). Health plan Accreditation status, derived from the total number of Accreditation points earned, is also listed (90–100 points = *Excellent*, 80–89.99 points = *Commendable*, and 65–79.99 points = *Accredited*).

HEALTH PLAN RATINGS (HPR)

Prior to 2020, Health Plan Ratings (HPR), reported on NCQA's *Health Insurance Plan Ratings* website (<http://healthinsuranceratings.ncqa.org>), were based on the same three broad categories of quality measures used in HPA: clinical measures (HEDIS), member experience measures (CAHPS), and performance on NCQA Accreditation Standards. HPR scores were typically released in September. Prior to the planned 2020 refresh, HPR scores were reported on a 5-point scale in half points (not stars) and were calculated by comparing the plan's score to the same-year National All-Lines-of-Business 10th, 33.33rd, 66.67th, and 90th measure percentiles. Measures that scored at the 90th percentile level were given the rating of 5; those scoring at the 66.67th percentile level were given the rating of 4, etc. HPR included an overall plan rating as well as summary rating in three broad domains based on HEDIS and CAHPS measures: *Consumer Satisfaction* (CAHPS), *Prevention* (HEDIS), and *Treatment* (HEDIS). The *Consumer Satisfaction* domain was further subdivided into three sub-domains based on CAHPS measures: *Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*.

2020 ACCREDITATION AND HEALTH PLAN RATINGS UPDATE

In response to feedback from employers, states, and consumer advocates, NCQA made the decision to align HPA (*Health Plan Report Cards*) and HPR (*Health Insurance Plan Ratings*) beginning with the 2020 HEDIS reporting year. With its planned 2020 Health Plan Accreditation update, NCQA sought to improve consistency and transparency in reporting by moving toward a single source of health plan performance information. Plans would continue to be scored on Accreditation Standards and report quality (HEDIS) and member experience (CAHPS) measures. However, the way Accreditation is earned would change.

The following is a summary of the methodological updates NCQA planned to implement prior to the COVID-19 pandemic. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings. The summary of updates below is provided for reference only⁷.

- NCQA simplified the Accreditation Standards scoring methodology. Variable point values that were previously assigned to specific Standard elements have been replaced with values of 1 or 2 points. Each element is scored as *Met* (earning all applicable points), *Partially Met* (earning half of applicable points), or *Not Met* (earning no points).
- Points earned on the Standards are summed across all Standard elements within each Standards category (there are six such categories, including *Quality Management & Improvement*, *Population Health Management*, etc.).
- To earn “Accredited” status, a plan must earn at least 80% of applicable points in each Standards category. With this change, NCQA effectively eliminated its historical Accreditation status distinctions (*Excellent*, *Commendable*, and *Accredited*).
- Accredited plans must report CAHPS scores, but these scores do not directly affect the plan’s Accreditation status. This change has an important implication for CAHPS reporting: since no Accreditation points are earned from CAHPS, the 3-point-scale mean calculation (which was previously used by NCQA exclusively for Accreditation scoring) is no longer supported.
- Accredited plans earn an overall star rating based on HEDIS/CAHPS reporting, which will be reported to the public on NCQA’s *Health Plan Ratings* page along with measure-, domain-, and sub-domain-level star ratings. Star ratings will be used to distinguish quality. They will replace the 5-point numeric *Health Plan Rating* and will be calculated similarly. An important difference is that the plan’s scores will be benchmarked against prior-year National All-Lines-of-Business 10th, 33.33rd, 66.67th, and 90th measure percentiles to assign a star rating.
- The 4-point Accreditation star ratings (currently reported in *Health Plan Report Cards*), based on the percentage of total Accreditation points earned, will no longer be used.

⁷ For more information, see:
<https://www.ncqa.org/programs/health-plans/health-plan-accreditation-hpa/current-customers/hpa2020/>

CALCULATION OF HPR STARS

Below is the list of CAHPS survey measures⁸ included in Health Plan Ratings. The *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are also scored and reported as star ratings.

Measure Name	Individual CAHPS Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (<i>Usually</i> or <i>Always</i>)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (9 or 10) Coordination of Care (<i>Usually</i> or <i>Always</i>)
Satisfaction with Plan Services	Claims Processing (Commercial only) (<i>Usually</i> or <i>Always</i>), Rating of Health Plan (9 or 10)

Note that for the overall ratings NCQA uses the 9 or 10 question summary rate for benchmarking performance and assignment of star ratings. Also note that NCQA does not include *Customer Service* in HPR. This is consistent with how this measure has been treated in HPR prior to the 2020 refresh. However, *Customer Service* was previously scored for Accreditation.

Step 1: Compare reported rates to the prior-year National Percentiles for All Lines of Business

The reported rate is translated into measure rating score – the 1-5 score derived by comparing the plan’s reported rate to the prior-year National 10th, 33.33rd, 66.67th and 90th measure percentiles for All Lines of Business.

Step 2: Assign individual measure star ratings

Individual measure rating score (ultimately reported as a star rating) is calculated as follows:

- 5 stars: a plan that is in the top decile (10 percent) of plans
- 4 stars: a plan that is in the top 3rd of plans, but not in the top 10th

⁸ For more information, see https://www.ncqa.org/wp-content/uploads/2020/02/20200206_List_of_Required_Performance_Measures.pdf

- 3 stars: a plan in the middle 3rd of all plans
- 2 stars: a plan that is in the bottom 3rd of plans, but not in the bottom decile
- 1 star: a plan that is in the bottom 10 percent of plans

Step 3: Assign domain and sub-domain star ratings

Measure rating scores for the *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are calculated using the formula:

$$\text{Domain or Sub-Domain Measure Rating Score} = \sum (\text{Measure rating} * \text{Measure Weight}) / \sum \text{Weights}$$

All CAHPS measures have the weight of 1.5.

For example, if a plan earns 3 stars on *Getting Needed Care* and 4 stars on *Getting Care Quickly*, the plan's *Getting Care* sub-domain score is calculated as $(3*1.5 + 4*1.5) / (1.5 + 1.5) = 3.5$ stars.

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Benchmark	A reference score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate) against which performance on the measure is assessed.
CAHPS 5.0H Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.0H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous twelve months, whereas the Medicaid version refers to the previous six months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results in health plan performance reports, to inform accreditation decisions, and to create national benchmarks for care. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version.
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (<i>n</i> , or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of "NA".
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.)

Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include <i>Flu Vaccinations for Adults Ages 18–64 (FVA)</i> and <i>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</i> .
Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Usually or Always</i>) averaged across the questions that make up the composite.
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers and Priorities for Improvement	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly rated plans. Specific priorities for improvement for <i>your organization</i> are identified based on how it is currently performing on the key driver attributes compared to industry best practices.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.
Oversampling	Sampling more than the minimum NCQA-specified sample size for a given survey type. A health plan must oversample if it cannot eliminate disenrolled members from membership files; correct addresses and, when appropriate, telephone numbers; provide updated, accurate sample frames to the survey vendor by the required date; or if it anticipates a high rate of disenrollment after providing the sample frame to the survey vendor. In such cases, oversampling will help ensure that a sufficient number of survey-eligible members remain in the sample. Another reason to oversample is to obtain a greater number of completed surveys. For

	example, the health plan may oversample if it has a prior history of low survey response rates or if it anticipates that a considerable number of the telephone numbers in the membership files are inaccurate. Collecting more completed surveys will help the plan to achieve reportable results and/or detect statistically significant differences or changes in scores. The oversampling rate must be a whole number (e.g., 7 percent).
Question Summary Rate	Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually</i> or <i>Always</i> .
Response Rate	Survey response rate is calculated by NCQA using the following formula: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$
Rolling Average Rate Calculation Method	The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.
Sample size	The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time
Usable Responses (<i>n</i>)	See <i>Denominator</i>
Valid Response	Any acceptable response to a survey question (i.e., falling within a pre-defined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

APPENDIX C. CROSS-TABULATIONS AND SURVEY MATERIALS

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Patient Experience Measures

	Reportable Rates					Estimated HPR	
	2019 NCQA National Average, All LOBs	2020 Anthem National Child Medicaid Average	Plan Rate			2019 NCQA Quality Compass National Percentiles -- All LOBs	Stars
			2020	2019	2018		
Consumer Satisfaction							4.5
Getting Care							4.0
Getting Needed Care	84.50%	87.09%	86.90%	88.15%	84.03%	67th	4.0
Getting Care Quickly	89.38%	91.52%	94.05%	90.52%	90.81%	67th	4.0
Satisfaction with Plan Physicians							4.5
Rating of Personal Doctor	77.32%	77.46%	86.59%	78.02%	80.93%	90th	5.0
Rating of Specialist Seen Most Often	74.13%	73.53%	85.71%	75.29%	73.03%	90th	5.0
Rating of All Health Care	70.40%	70.16%	75.00%	77.71%	70.74%	67th	4.0
Coordination of Care	83.77%	85.01%	82.76%	79.71%	80.51%	33rd	3.0
Satisfaction with Plan Services							5.0
Rating of Health Plan	71.74%	69.05%	82.07%	77.14%	73.28%	90th	5.0
Non-HPR Measures							
How Well Doctors Communicate	93.97%	95.89%	95.71%	92.44%	92.61%		
Customer Service	88.36%	90.79%	87.61%	88.23%	88.64%		

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Note: for 2020 CAHPS, NCQA announced a new 2020-2021 Health Plan Rating methodology to align Health Plan Accreditation (HPA) and Health Plan Ratings (HPR). CAHPS measures presented in this table align with these changes. The three-point mean calculation that was previously used for Accreditation scoring was retired. Note that due to COVID-19, NCQA will not release 2020-2021 Health Plan Ratings. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 3

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	106	1	6	8	1	0	0	0	0	1	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,304	189	467	478	17	170	40	96	31	93	63	29	136	34	15	121	41	26	29	140	13
	98.3%	99.5%	98.7%	98.4%	94.4%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	99.3%	100.0%	100.0%	99.2%	100.0%	100.0%	96.7%	100.0%	100.0%
Yes	2,321	82	171	185	7	75	22	42	6	38	26	18	55	17	7	53	18	11	3	67	8
	36.8%	43.4%	36.6%	38.7%	41.2%	44.1%	55.0%	43.8%	19.4%	40.9%	41.3%	62.1%	40.4%	50.0%	46.7%	43.8%	43.9%	42.3%	10.3%	47.9%	61.5%
No	3,983	107	296	293	10	95	18	54	25	55	37	11	81	17	8	68	23	15	26	73	5
	63.2%	56.6%	63.4%	61.3%	58.8%	55.9%	45.0%	56.3%	80.6%	59.1%	58.7%	37.9%	59.6%	50.0%	53.3%	56.2%	56.1%	57.7%	89.7%	52.1%	38.5%
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NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 3

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	106	1	6	8	0	0	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,304	189	467	478	86	69	29	22	158	53	77	55	106	81	33	150	38	114	189	0	0
	98.3%	99.5%	98.7%	98.4%	100.0%	100.0%	96.7%	95.7%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	99.3%	100.0%	100.0%	99.5%	---	---
Yes	2,321	82	171	185	39	26	15	9	69	27	36	19	46	36	19	61	24	50	82	0	0
	36.8%	43.4%	36.6%	38.7%	45.3%	37.7%	51.7%	40.9%	43.7%	50.9%	46.8%	34.5%	43.4%	44.4%	57.6%	40.7%	63.2%	43.9%	43.4%	---	---
No	3,983	107	296	293	47	43	14	13	89	26	41	36	60	45	14	89	14	64	107	0	0
	63.2%	56.6%	63.4%	61.3%	54.7%	62.3%	48.3%	59.1%	56.3%	49.1%	53.2%	65.5%	56.6%	55.6%	42.4%	59.3%	36.8%	56.1%	56.6%	---	---
Significantly different from column:*																	R	Q			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 4

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

Base: All respondents whose child need care right away (Q3)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,321	82	171	185	7	75	22	42	6	38	26	18	55	17	7	53	18	11	3	67	8
Number missing or multiple answer	92	2	3	6	0	2	0	1	1	2	0	0	2	0	0	1	0	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,229	80	168	179	7	73	22	41	5	36	26	18	53	17	7	52	18	10	3	65	8
	96.0%	97.6%	98.2%	96.8%	100.0%	97.3%	100.0%	97.6%	83.3%	94.7%	100.0%	100.0%	96.4%	100.0%	100.0%	98.1%	100.0%	90.9%	100.0%	97.0%	100.0%
Never	14	1	3	5	0	1	1	0	0	0	1	0	1	0	0	1	0	0	0	1	0
	0.6%	1.3%	1.8%	2.8%	0.0%	1.4%	4.5%	0.0%	0.0%	0.0%	3.8%	0.0%	1.9%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	1.5%	0.0%
Sometimes	147	2	11	10	1	1	0	1	0	2	0	0	2	0	0	2	0	0	1	1	0
	6.6%	2.5%	6.5%	5.6%	14.3%	1.4%	0.0%	2.4%	0.0%	5.6%	0.0%	0.0%	3.8%	0.0%	0.0%	3.8%	0.0%	0.0%	33.3%	1.5%	0.0%
Usually	283	7	10	14	0	7	3	3	1	1	3	3	4	2	1	4	3	0	0	7	0
	12.7%	8.8%	6.0%	7.8%	0.0%	9.6%	13.6%	7.3%	20.0%	2.8%	11.5%	16.7%	7.5%	11.8%	14.3%	7.7%	16.7%	0.0%	0.0%	10.8%	0.0%
Always	1,785	70	144	150	6	64	18	37	4	33	22	15	46	15	6	45	15	10	2	56	8
	80.1%	87.5%	85.7%	83.8%	85.7%	87.7%	81.8%	90.2%	80.0%	91.7%	84.6%	83.3%	86.8%	88.2%	85.7%	86.5%	83.3%	100.0%	66.7%	86.2%	100.0%
Significantly different from column:*																					
Usually or Always	2,068	77	154	164	6	71	21	40	5	34	25	18	50	17	7	49	18	10	2	63	8
	92.8%	96.3%	91.7%	91.6%	85.7%	97.3%	95.5%	97.6%	100.0%	94.4%	96.2%	100.0%	94.3%	100.0%	100.0%	94.2%	100.0%	100.0%	66.7%	96.9%	100.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 4

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

Base: All respondents whose child need care right away (Q3)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,321	82	171	185	39	26	15	9	69	27	36	19	46	36	19	61	24	50	82	0	0
Number missing or multiple answer	92	2	3	6	1	1	0	0	2	1	1	0	1	1	1	1	0	2	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,229	80	168	179	38	25	15	9	67	26	35	19	45	35	18	60	24	48	80	0	0
	96.0%	97.6%	98.2%	96.8%	97.4%	96.2%	100.0%	100.0%	97.1%	96.3%	97.2%	100.0%	97.8%	97.2%	94.7%	98.4%	100.0%	96.0%	97.6%	---	---
Never	14	1	3	5	0	1	0	0	1	1	0	0	1	0	0	1	1	0	1	0	0
	0.6%	1.3%	1.8%	2.8%	0.0%	4.0%	0.0%	0.0%	1.5%	3.8%	0.0%	0.0%	2.2%	0.0%	0.0%	1.7%	4.2%	0.0%	1.3%	---	---
Sometimes	147	2	11	10	1	0	1	1	1	1	0	1	1	1	0	2	0	1	2	0	0
	6.6%	2.5%	6.5%	5.6%	2.6%	0.0%	6.7%	11.1%	1.5%	3.8%	0.0%	5.3%	2.2%	2.9%	0.0%	3.3%	0.0%	2.1%	2.5%	---	---
Usually	283	7	10	14	1	5	1	0	7	3	2	2	3	4	4	3	4	3	7	0	0
	12.7%	8.8%	6.0%	7.8%	2.6%	20.0%	6.7%	0.0%	10.4%	11.5%	5.7%	10.5%	6.7%	11.4%	22.2%	5.0%	16.7%	6.3%	8.8%	---	---
Always	1,785	70	144	150	36	19	13	8	58	21	33	16	40	30	14	54	19	44	70	0	0
	80.1%	87.5%	85.7%	83.8%	94.7%	76.0%	86.7%	88.9%	86.6%	80.8%	94.3%	84.2%	88.9%	85.7%	77.8%	90.0%	79.2%	91.7%	87.5%	---	---
Significantly different from column:*																					
Usually or Always	2,068	77	154	164	37	24	14	8	65	24	35	18	43	34	18	57	23	47	77	0	0
	92.8%	96.3%	91.7%	91.6%	97.4%	96.0%	93.3%	88.9%	97.0%	92.3%	100.0%	94.7%	95.6%	97.1%	100.0%	95.0%	95.8%	97.9%	96.3%	---	---
Significantly different from column:*																					

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 5

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	79	5	8	8	2	3	1	1	2	4	1	0	4	1	0	3	2	0	1	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,331	185	465	478	16	167	39	95	29	90	62	29	133	33	15	119	39	26	29	136	13
	98.8%	97.4%	98.3%	98.4%	88.9%	98.2%	97.5%	99.0%	93.5%	95.7%	98.4%	100.0%	97.1%	97.1%	100.0%	97.5%	95.1%	100.0%	96.7%	97.1%	100.0%
Yes	4,683	141	352	333	10	129	31	70	20	65	51	22	103	23	11	92	30	19	11	110	13
	74.0%	76.2%	75.7%	69.7%	62.5%	77.2%	79.5%	73.7%	69.0%	72.2%	82.3%	75.9%	77.4%	69.7%	73.3%	77.3%	76.9%	73.1%	37.9%	80.9%	100.0%
No	1,648	44	113	145	6	38	8	25	9	25	11	7	30	10	4	27	9	7	18	26	0
	26.0%	23.8%	24.3%	30.3%	37.5%	22.8%	20.5%	26.3%	31.0%	27.8%	17.7%	24.1%	22.6%	30.3%	26.7%	22.7%	23.1%	26.9%	62.1%	19.1%	0.0%
Significantly different from column:*																			TU	S	S

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 5

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	79	5	8	8	1	1	2	2	2	2	2	0	3	2	0	5	0	3	5	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,331	185	465	478	85	68	28	21	156	51	75	55	104	79	33	146	38	111	185	0	0
	98.8%	97.4%	98.3%	98.4%	98.8%	98.6%	93.3%	91.3%	98.7%	96.2%	97.4%	100.0%	97.2%	97.5%	100.0%	96.7%	100.0%	97.4%	97.4%	---	---
Yes	4,683	141	352	333	63	52	24	15	120	44	58	37	79	61	23	115	30	93	141	0	0
	74.0%	76.2%	75.7%	69.7%	74.1%	76.5%	85.7%	71.4%	76.9%	86.3%	77.3%	67.3%	76.0%	77.2%	69.7%	78.8%	78.9%	83.8%	76.2%	---	---
No	1,648	44	113	145	22	16	4	6	36	7	17	18	25	18	10	31	8	18	44	0	0
	26.0%	23.8%	24.3%	30.3%	25.9%	23.5%	14.3%	28.6%	23.1%	13.7%	22.7%	32.7%	24.0%	22.8%	30.3%	21.2%	21.1%	16.2%	23.8%	---	---
Significantly different from column:*										L		J									

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 6

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

Base: All respondents who made an appointment for their child for health care (Q5)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,683	141	352	333	10	129	31	70	20	65	51	22	103	23	11	92	30	19	11	110	13
Number missing or multiple answer	168	6	13	13	1	5	1	4	0	4	1	1	4	0	1	4	2	0	2	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,515	135	339	320	9	124	30	66	20	61	50	21	99	23	10	88	28	19	9	106	13
	96.4%	95.7%	96.3%	96.1%	90.0%	96.1%	96.8%	94.3%	100.0%	93.8%	98.0%	95.5%	96.1%	100.0%	90.9%	95.7%	93.3%	100.0%	81.8%	96.4%	100.0%
Never	51	2	7	5	0	2	1	1	0	1	1	0	2	0	0	2	0	0	1	1	0
	1.1%	1.5%	2.1%	1.6%	0.0%	1.6%	3.3%	1.5%	0.0%	1.6%	2.0%	0.0%	2.0%	0.0%	0.0%	2.3%	0.0%	0.0%	11.1%	0.9%	0.0%
Sometimes	389	9	29	27	3	6	3	3	1	4	5	0	7	0	1	6	1	2	1	5	2
	8.6%	6.7%	8.6%	8.4%	33.3%	4.8%	10.0%	4.5%	5.0%	6.6%	10.0%	0.0%	7.1%	0.0%	10.0%	6.8%	3.6%	10.5%	11.1%	4.7%	15.4%
Usually	928	19	51	42	2	16	4	9	3	9	4	5	14	4	1	14	2	3	0	16	2
	20.6%	14.1%	15.0%	13.1%	22.2%	12.9%	13.3%	13.6%	15.0%	14.8%	8.0%	23.8%	14.1%	17.4%	10.0%	15.9%	7.1%	15.8%	0.0%	15.1%	15.4%
Always	3,147	105	252	246	4	100	22	53	16	47	40	16	76	19	8	66	25	14	7	84	9
	69.7%	77.8%	74.3%	76.9%	44.4%	80.6%	73.3%	80.3%	80.0%	77.0%	80.0%	76.2%	76.8%	82.6%	80.0%	75.0%	89.3%	73.7%	77.8%	79.2%	69.2%
Significantly different from column:*		A																			
Usually or Always	4,075	124	303	288	6	116	26	62	19	56	44	21	90	23	9	80	27	17	7	100	11
	90.3%	91.9%	89.4%	90.0%	66.7%	93.5%	86.7%	93.9%	95.0%	91.8%	88.0%	100.0%	90.9%	100.0%	90.0%	90.9%	96.4%	89.5%	77.8%	94.3%	84.6%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 6

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

Base: All respondents who made an appointment for their child for health care (Q5)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,683	141	352	333	63	52	24	15	120	44	58	37	79	61	23	115	30	93	141	0	0
Number missing or multiple answer	168	6	13	13	1	2	3	2	4	3	2	1	4	2	2	4	1	3	6	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,515 96.4%	135 95.7%	339 96.3%	320 96.1%	62 98.4%	50 96.2%	21 87.5%	13 86.7%	116 96.7%	41 93.2%	56 96.6%	36 97.3%	75 94.9%	59 96.7%	21 91.3%	111 96.5%	29 96.7%	90 96.8%	135 95.7%	0 ---	0 ---
Never	51 1.1%	2 1.5%	7 2.1%	5 1.6%	0 0.0%	1 2.0%	1 4.8%	0 0.0%	2 1.7%	1 2.4%	1 1.8%	0 0.0%	1 1.3%	1 1.7%	0 0.0%	2 1.8%	1 3.4%	0 0.0%	2 1.5%	0 ---	0 ---
Sometimes	389 8.6%	9 6.7%	29 8.6%	27 8.4%	4 6.5%	3 6.0%	2 9.5%	4 30.8%	5 4.3%	6 14.6%	1 1.8%	2 5.6%	5 6.7%	4 6.8%	1 4.8%	7 6.3%	3 10.3%	4 4.4%	9 6.7%	0 ---	0 ---
Usually	928 20.6%	19 14.1%	51 15.0%	42 13.1%	10 16.1%	3 6.0%	5 23.8%	1 7.7%	18 15.5%	6 14.6%	8 14.3%	5 13.9%	10 13.3%	9 15.3%	3 14.3%	16 14.4%	8 27.6%	10 11.1%	19 14.1%	0 ---	0 ---
Always	3,147 69.7%	105 77.8%	252 74.3%	246 76.9%	48 77.4%	43 86.0%	13 61.9%	8 61.5%	91 78.4%	28 68.3%	46 82.1%	29 80.6%	59 78.7%	45 76.3%	17 81.0%	86 77.5%	17 58.6%	76 84.4%	105 77.8%	0 ---	0 ---
Significantly different from column:*		A															R	Q			
Usually or Always	4,075 90.3%	124 91.9%	303 89.4%	288 90.0%	58 93.5%	46 92.0%	18 85.7%	9 69.2%	109 94.0%	34 82.9%	54 96.4%	34 94.4%	69 92.0%	54 91.5%	20 95.2%	102 91.9%	25 86.2%	86 95.6%	124 91.9%	0 ---	0 ---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 7

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	160	7	41	11	0	7	2	3	0	2	5	0	5	0	1	5	0	2	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,250	183	432	475	18	163	38	93	31	92	58	29	132	34	14	117	41	24	30	140	13
	97.5%	96.3%	91.3%	97.7%	100.0%	95.9%	95.0%	96.9%	100.0%	97.9%	92.1%	100.0%	96.4%	100.0%	93.3%	95.9%	100.0%	92.3%	100.0%	100.0%	100.0%
None	1,469	30	78	97	6	24	4	14	5	21	5	2	19	7	4	19	6	5	30	0	0
	23.5%	16.4%	18.1%	20.4%	33.3%	14.7%	10.5%	15.1%	16.1%	22.8%	8.6%	6.9%	14.4%	20.6%	28.6%	16.2%	14.6%	20.8%	100.0%	0.0%	0.0%
1 time	1,743	48	109	121	5	42	11	22	11	20	18	9	38	6	2	29	16	3	0	48	0
	27.9%	26.2%	25.2%	25.5%	27.8%	25.8%	28.9%	23.7%	35.5%	21.7%	31.0%	31.0%	28.8%	17.6%	14.3%	24.8%	39.0%	12.5%	0.0%	34.3%	0.0%
2	1,360	48	110	117	3	45	8	28	9	23	20	5	40	7	0	34	7	6	0	48	0
	21.8%	26.2%	25.5%	24.6%	16.7%	27.6%	21.1%	30.1%	29.0%	25.0%	34.5%	17.2%	30.3%	20.6%	0.0%	29.1%	17.1%	25.0%	0.0%	34.3%	0.0%
3	789	30	66	62	2	27	6	15	4	15	5	9	16	9	5	15	8	7	0	30	0
	12.6%	16.4%	15.3%	13.1%	11.1%	16.6%	15.8%	16.1%	12.9%	16.3%	8.6%	31.0%	12.1%	26.5%	35.7%	12.8%	19.5%	29.2%	0.0%	21.4%	0.0%
4	425	14	31	32	1	13	4	8	2	7	5	2	10	2	2	9	3	2	0	14	0
	6.8%	7.7%	7.2%	6.7%	5.6%	8.0%	10.5%	8.6%	6.5%	7.6%	8.6%	6.9%	7.6%	5.9%	14.3%	7.7%	7.3%	8.3%	0.0%	10.0%	0.0%
5 to 9	371	10	31	39	0	10	4	5	0	3	5	2	7	2	1	8	1	1	0	0	10
	5.9%	5.5%	7.2%	8.2%	0.0%	6.1%	10.5%	5.4%	0.0%	3.3%	8.6%	6.9%	5.3%	5.9%	7.1%	6.8%	2.4%	4.2%	0.0%	0.0%	76.9%
10 or more times	93	3	7	7	1	2	1	1	0	3	0	0	2	1	0	3	0	0	0	0	3
	1.5%	1.6%	1.6%	1.5%	5.6%	1.2%	2.6%	1.1%	0.0%	3.3%	0.0%	0.0%	1.5%	2.9%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	23.1%
5 or more times	464	13	38	46	1	12	5	6	0	6	5	2	9	3	1	11	1	1	0	0	13
	7.4%	7.1%	8.8%	9.7%	5.6%	7.4%	13.2%	6.5%	0.0%	6.5%	8.6%	6.9%	6.8%	8.8%	7.1%	9.4%	2.4%	4.2%	0.0%	0.0%	100.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 7

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	160	7	41	11	4	1	2	1	5	4	3	0	6	1	1	5	0	0	7	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,250	183	432	475	82	68	28	22	153	49	74	55	101	80	32	146	38	114	183	0	0
	97.5%	96.3%	91.3%	97.7%	95.3%	98.6%	93.3%	95.7%	96.8%	92.5%	96.1%	100.0%	94.4%	98.8%	97.0%	96.7%	100.0%	100.0%	96.3%	---	---
None	1,469	30	78	97	13	12	5	6	22	8	6	15	19	11	3	24	0	0	30	0	0
	23.5%	16.4%	18.1%	20.4%	15.9%	17.6%	17.9%	27.3%	14.4%	16.3%	8.1%	27.3%	18.8%	13.8%	9.4%	16.4%	0.0%	0.0%	16.4%	---	---
1 time	1,743	48	109	121	23	19	4	3	43	9	24	13	26	21	12	36	12	36	48	0	0
	27.9%	26.2%	25.2%	25.5%	28.0%	27.9%	14.3%	13.6%	28.1%	18.4%	32.4%	23.6%	25.7%	26.3%	37.5%	24.7%	31.6%	31.6%	26.2%	---	---
2	1,360	48	110	117	19	21	8	8	39	14	20	13	24	24	6	40	8	40	48	0	0
	21.8%	26.2%	25.5%	24.6%	23.2%	30.9%	28.6%	36.4%	25.5%	28.6%	27.0%	23.6%	23.8%	30.0%	18.8%	27.4%	21.1%	35.1%	26.2%	---	---
3	789	30	66	62	12	13	3	2	27	6	14	9	19	10	6	24	10	20	30	0	0
	12.6%	16.4%	15.3%	13.1%	14.6%	19.1%	10.7%	9.1%	17.6%	12.2%	18.9%	16.4%	18.8%	12.5%	18.8%	16.4%	26.3%	17.5%	16.4%	---	---
4	425	14	31	32	7	2	4	1	12	6	5	3	6	8	3	11	4	9	14	0	0
	6.8%	7.7%	7.2%	6.7%	8.5%	2.9%	14.3%	4.5%	7.8%	12.2%	6.8%	5.5%	5.9%	10.0%	9.4%	7.5%	10.5%	7.9%	7.7%	---	---
5 to 9	371	10	31	39	8	0	2	1	9	5	4	1	5	5	1	9	2	8	10	0	0
	5.9%	5.5%	7.2%	8.2%	9.8%	0.0%	7.1%	4.5%	5.9%	10.2%	5.4%	1.8%	5.0%	6.3%	3.1%	6.2%	5.3%	7.0%	5.5%	---	---
10 or more times	93	3	7	7	0	1	2	1	1	1	1	1	2	1	1	2	2	1	3	0	0
	1.5%	1.6%	1.6%	1.5%	0.0%	1.5%	7.1%	4.5%	0.7%	2.0%	1.4%	1.8%	2.0%	1.3%	3.1%	1.4%	5.3%	0.9%	1.6%	---	---
5 or more times	464	13	38	46	8	1	4	2	10	6	5	2	7	6	2	11	4	9	13	0	0
	7.4%	7.1%	8.8%	9.7%	9.8%	1.5%	14.3%	9.1%	6.5%	12.2%	6.8%	3.6%	6.9%	7.5%	6.3%	7.5%	10.5%	7.9%	7.1%	---	---
Significantly different from column:*																					

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 8

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,437	153	354	378	12	139	34	79	26	71	53	27	113	27	10	98	35	19	0	140	13
Number missing or multiple answer	32	0	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,405	153	351	374	12	139	34	79	26	71	53	27	113	27	10	98	35	19	0	140	13
	98.7%	100.0%	99.2%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Never	59	6	9	21	1	5	1	4	0	4	1	1	3	2	1	3	2	1	0	5	1
	2.5%	3.9%	2.6%	5.6%	8.3%	3.6%	2.9%	5.1%	0.0%	5.6%	1.9%	3.7%	2.7%	7.4%	10.0%	3.1%	5.7%	5.3%	---	3.6%	7.7%
Sometimes	150	9	32	41	1	8	0	6	3	6	1	2	6	2	1	2	3	3	0	9	0
	6.2%	5.9%	9.1%	11.0%	8.3%	5.8%	0.0%	7.6%	11.5%	8.5%	1.9%	7.4%	5.3%	7.4%	10.0%	2.0%	8.6%	15.8%	---	6.4%	0.0%
Usually	372	14	39	50	2	12	2	10	2	6	6	2	10	4	0	7	5	2	0	13	1
	15.5%	9.2%	11.1%	13.4%	16.7%	8.6%	5.9%	12.7%	7.7%	8.5%	11.3%	7.4%	8.8%	14.8%	0.0%	7.1%	14.3%	10.5%	---	9.3%	7.7%
Always	1,824	124	271	262	8	114	31	59	21	55	45	22	94	19	8	86	25	13	0	113	11
	75.8%	81.0%	77.2%	70.1%	66.7%	82.0%	91.2%	74.7%	80.8%	77.5%	84.9%	81.5%	83.2%	70.4%	80.0%	87.8%	71.4%	68.4%	---	80.7%	84.6%
Significantly different from column:*		D					H	G								Q	P				
Usually or Always	2,196	138	310	312	10	126	33	69	23	61	51	24	104	23	8	93	30	15	0	126	12
	91.3%	90.2%	88.3%	83.4%	83.3%	90.6%	97.1%	87.3%	88.5%	85.9%	96.2%	88.9%	92.0%	85.2%	80.0%	94.9%	85.7%	78.9%	---	90.0%	92.3%
Significantly different from column:*		D																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 8

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,437	153	354	378	69	56	23	16	131	41	68	40	82	69	29	122	38	114	153	0	0
Number missing or multiple answer	32	0	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,405	153	351	374	69	56	23	16	131	41	68	40	82	69	29	122	38	114	153	0	0
	98.7%	100.0%	99.2%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	59	6	9	21	0	3	3	1	4	0	5	1	4	2	2	3	4	2	6	0	0
	2.5%	3.9%	2.6%	5.6%	0.0%	5.4%	13.0%	6.3%	3.1%	0.0%	7.4%	2.5%	4.9%	2.9%	6.9%	2.5%	10.5%	1.8%	3.9%	---	---
Sometimes	150	9	32	41	1	7	1	1	8	2	2	5	6	3	2	7	3	6	9	0	0
	6.2%	5.9%	9.1%	11.0%	1.4%	12.5%	4.3%	6.3%	6.1%	4.9%	2.9%	12.5%	7.3%	4.3%	6.9%	5.7%	7.9%	5.3%	5.9%	---	---
Usually	372	14	39	50	8	4	2	1	13	1	10	3	9	5	6	8	8	6	14	0	0
	15.5%	9.2%	11.1%	13.4%	11.6%	7.1%	8.7%	6.3%	9.9%	2.4%	14.7%	7.5%	11.0%	7.2%	20.7%	6.6%	21.1%	5.3%	9.2%	---	---
Always	1,824	124	271	262	60	42	17	13	106	38	51	31	63	59	19	104	23	100	124	0	0
	75.8%	81.0%	77.2%	70.1%	87.0%	75.0%	73.9%	81.3%	80.9%	92.7%	75.0%	77.5%	76.8%	85.5%	65.5%	85.2%	60.5%	87.7%	81.0%	---	---
Significantly different from column:*		D								K	J				P	O	R	Q			
Usually or Always	2,196	138	310	312	68	46	19	14	119	39	61	34	72	64	25	112	31	106	138	0	0
	91.3%	90.2%	88.3%	83.4%	98.6%	82.1%	82.6%	87.5%	90.8%	95.1%	89.7%	85.0%	87.8%	92.8%	86.2%	91.8%	81.6%	93.0%	90.2%	---	---
Significantly different from column:*		D																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 9

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,781	153	354	378	12	139	34	79	26	71	53	27	113	27	10	98	35	19	0	140	13
Number missing or multiple answer	72	1	4	2	0	1	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,709	152	350	376	12	138	33	79	26	70	53	27	113	26	10	98	34	19	0	139	13
	98.5%	99.3%	98.9%	99.5%	100.0%	99.3%	97.1%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	97.1%	100.0%	---	99.3%	100.0%
0 Worst health care possible	6	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.3%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
1	5	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.6%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
2	13	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
3	16	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.3%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
4	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
5	119	5	9	5	0	5	0	5	0	1	2	2	2	2	0	2	2	1	0	5	0
	2.5%	3.3%	2.6%	1.3%	0.0%	3.6%	0.0%	6.3%	0.0%	1.4%	3.8%	7.4%	1.8%	7.7%	0.0%	2.0%	5.9%	5.3%	---	3.6%	0.0%
6	115	6	9	7	2	4	2	3	1	3	2	1	2	1	3	3	1	2	0	6	0
	2.4%	3.9%	2.6%	1.9%	16.7%	2.9%	6.1%	3.8%	3.8%	4.3%	3.8%	3.7%	1.8%	3.8%	30.0%	3.1%	2.9%	10.5%	---	4.3%	0.0%
7	311	10	12	27	1	9	1	7	1	6	2	2	6	3	1	7	3	0	0	8	2
	6.6%	6.6%	3.4%	7.2%	8.3%	6.5%	3.0%	8.9%	3.8%	8.6%	3.8%	7.4%	5.3%	11.5%	10.0%	7.1%	8.8%	0.0%	---	5.8%	15.4%
8	801	17	44	63	1	15	6	7	0	6	6	4	11	4	2	9	5	3	0	15	2
	17.0%	11.2%	12.6%	16.8%	8.3%	10.9%	18.2%	8.9%	0.0%	8.6%	11.3%	14.8%	9.7%	15.4%	20.0%	9.2%	14.7%	15.8%	---	10.8%	15.4%
9	914	13	46	48	1	11	6	4	1	7	3	2	11	1	1	5	5	3	0	13	0
	19.4%	8.6%	13.1%	12.8%	8.3%	8.0%	18.2%	5.1%	3.8%	10.0%	5.7%	7.4%	9.7%	3.8%	10.0%	5.1%	14.7%	15.8%	---	9.4%	0.0%
10 Best health care possible	2,390	101	226	218	7	94	18	53	23	47	38	16	81	15	3	72	18	10	0	92	9
	50.8%	66.4%	64.6%	58.0%	58.3%	68.1%	54.5%	67.1%	88.5%	67.1%	71.7%	59.3%	71.7%	57.7%	30.0%	73.5%	52.9%	52.6%	---	66.2%	69.2%

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 9

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,781	153	354	378	69	56	23	16	131	41	68	40	82	69	29	122	38	114	153	0	0
Number missing or multiple answer	72	1	4	2	0	0	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,709	152	350	376	69	56	23	15	131	40	68	40	82	68	29	121	38	114	152	0	0
	98.5%	99.3%	98.9%	99.5%	100.0%	100.0%	100.0%	93.8%	100.0%	97.6%	100.0%	100.0%	100.0%	98.6%	100.0%	99.2%	100.0%	100.0%	99.3%	---	---
0 Worst health care possible	6	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.3%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
1	5	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.6%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
2	13	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
3	16	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.3%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
4	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
5	119	5	9	5	1	2	2	1	4	1	2	2	4	1	4	0	5	0	5	0	0
	2.5%	3.3%	2.6%	1.3%	1.4%	3.6%	8.7%	6.7%	3.1%	2.5%	2.9%	5.0%	4.9%	1.5%	13.8%	0.0%	13.2%	0.0%	3.3%	---	---
6	115	6	9	7	0	4	2	2	4	1	4	1	4	2	3	3	6	0	6	0	0
	2.4%	3.9%	2.6%	1.9%	0.0%	7.1%	8.7%	13.3%	3.1%	2.5%	5.9%	2.5%	4.9%	2.9%	10.3%	2.5%	15.8%	0.0%	3.9%	---	---
7	311	10	12	27	4	4	2	1	9	1	6	3	5	5	3	7	10	0	10	0	0
	6.6%	6.6%	3.4%	7.2%	5.8%	7.1%	8.7%	6.7%	6.9%	2.5%	8.8%	7.5%	6.1%	7.4%	10.3%	5.8%	26.3%	0.0%	6.6%	---	---
8	801	17	44	63	7	7	2	1	15	5	8	4	9	8	9	8	17	0	17	0	0
	17.0%	11.2%	12.6%	16.8%	10.1%	12.5%	8.7%	6.7%	11.5%	12.5%	11.8%	10.0%	11.0%	11.8%	31.0%	6.6%	44.7%	0.0%	11.2%	---	---
9	914	13	46	48	7	3	1	1	10	2	6	3	7	4	1	12	0	13	13	0	0
	19.4%	8.6%	13.1%	12.8%	10.1%	5.4%	4.3%	6.7%	7.6%	5.0%	8.8%	7.5%	8.5%	5.9%	3.4%	9.9%	0.0%	11.4%	8.6%	---	---
10 Best health care possible	2,390	101	226	218	50	36	14	9	89	30	42	27	53	48	9	91	0	101	101	0	0
	50.8%	66.4%	64.6%	58.0%	72.5%	64.3%	60.9%	60.0%	67.9%	75.0%	61.8%	67.5%	64.6%	70.6%	31.0%	75.2%	0.0%	88.6%	66.4%	---	---

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 9

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,781	153	354	378	12	139	34	79	26	71	53	27	113	27	10	98	35	19	0	140	13
Number missing or multiple answer	72	1	4	2	0	1	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,709	152	350	376	12	138	33	79	26	70	53	27	113	26	10	98	34	19	0	139	13
	98.5%	99.3%	98.9%	99.5%	100.0%	99.3%	97.1%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	97.1%	100.0%	—	99.3%	100.0%
0 to 4	59	0	4	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.3%	0.0%	1.1%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	—	0.0%	0.0%
5	119	5	9	5	0	5	0	5	0	1	2	2	2	2	0	2	2	1	0	5	0
	2.5%	3.3%	2.6%	1.3%	0.0%	3.6%	0.0%	6.3%	0.0%	1.4%	3.8%	7.4%	1.8%	7.7%	0.0%	2.0%	5.9%	5.3%	—	3.6%	0.0%
6 or 7	426	16	21	34	3	13	3	10	2	9	4	3	8	4	4	10	4	2	0	14	2
	9.0%	10.5%	6.0%	9.0%	25.0%	9.4%	9.1%	12.7%	7.7%	12.9%	7.5%	11.1%	7.1%	15.4%	40.0%	10.2%	11.8%	10.5%	—	10.1%	15.4%
8 to 10	4,105	131	316	329	9	120	30	64	24	60	47	22	103	20	6	86	28	16	0	120	11
	87.2%	86.2%	90.3%	87.5%	75.0%	87.0%	90.9%	81.0%	92.3%	85.7%	88.7%	81.5%	91.2%	76.9%	60.0%	87.8%	82.4%	84.2%	—	86.3%	84.6%
Significantly different from column:*																					
0 to 6	293	11	22	20	2	9	2	8	1	4	4	3	4	3	3	5	3	3	0	11	0
	6.2%	7.2%	6.3%	5.3%	16.7%	6.5%	6.1%	10.1%	3.8%	5.7%	7.5%	11.1%	3.5%	11.5%	30.0%	5.1%	8.8%	15.8%	—	7.9%	0.0%
7 to 8	1,112	27	56	90	2	24	7	14	1	12	8	6	17	7	3	16	8	3	0	23	4
	23.6%	17.8%	16.0%	23.9%	16.7%	17.4%	21.2%	17.7%	3.8%	17.1%	15.1%	22.2%	15.0%	26.9%	30.0%	16.3%	23.5%	15.8%	—	16.5%	30.8%
9 to 10	3,304	114	272	266	8	105	24	57	24	54	41	18	92	16	4	77	23	13	0	105	9
	70.2%	75.0%	77.7%	70.7%	66.7%	76.1%	72.7%	72.2%	92.3%	77.1%	77.4%	66.7%	81.4%	61.5%	40.0%	78.6%	67.6%	68.4%	—	75.5%	69.2%
Significantly different from column:*								I	H				N	M							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

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Question 9

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Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,781	153	354	378	69	56	23	16	131	41	68	40	82	69	29	122	38	114	153	0	0
Number missing or multiple answer	72	1	4	2	0	0	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,709	152	350	376	69	56	23	15	131	40	68	40	82	68	29	121	38	114	152	0	0
	98.5%	99.3%	98.9%	99.5%	100.0%	100.0%	100.0%	93.8%	100.0%	97.6%	100.0%	100.0%	100.0%	98.6%	100.0%	99.2%	100.0%	100.0%	99.3%	---	---
0 to 4	59	0	4	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.3%	0.0%	1.1%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
5	119	5	9	5	1	2	2	1	4	1	2	2	4	1	4	0	5	0	5	0	0
	2.5%	3.3%	2.6%	1.3%	1.4%	3.6%	8.7%	6.7%	3.1%	2.5%	2.9%	5.0%	4.9%	1.5%	13.8%	0.0%	13.2%	0.0%	3.3%	---	---
6 or 7	426	16	21	34	4	8	4	3	13	2	10	4	9	7	6	10	16	0	16	0	0
	9.0%	10.5%	6.0%	9.0%	5.8%	14.3%	17.4%	20.0%	9.9%	5.0%	14.7%	10.0%	11.0%	10.3%	20.7%	8.3%	42.1%	0.0%	10.5%	---	---
8 to 10	4,105	131	316	329	64	46	17	11	114	37	56	34	69	60	19	111	17	114	131	0	0
	87.2%	86.2%	90.3%	87.5%	92.8%	82.1%	73.9%	73.3%	87.0%	92.5%	82.4%	85.0%	84.1%	88.2%	65.5%	91.7%	44.7%	100.0%	86.2%	---	---
Significantly different from column:*																	R	Q			
0 to 6	293	11	22	20	1	6	4	3	8	2	6	3	8	3	7	3	11	0	11	0	0
	6.2%	7.2%	6.3%	5.3%	1.4%	10.7%	17.4%	20.0%	6.1%	5.0%	8.8%	7.5%	9.8%	4.4%	24.1%	2.5%	28.9%	0.0%	7.2%	---	---
7 to 8	1,112	27	56	90	11	11	4	2	24	6	14	7	14	13	12	15	27	0	27	0	0
	23.6%	17.8%	16.0%	23.9%	15.9%	19.6%	17.4%	13.3%	18.3%	15.0%	20.6%	17.5%	17.1%	19.1%	41.4%	12.4%	71.1%	0.0%	17.8%	---	---
9 to 10	3,304	114	272	266	57	39	15	10	99	32	48	30	60	52	10	103	0	114	114	0	0
	70.2%	75.0%	77.7%	70.7%	82.6%	69.6%	65.2%	66.7%	75.6%	80.0%	70.6%	75.0%	73.2%	76.5%	34.5%	85.1%	0.0%	100.0%	75.0%	---	---
Significantly different from column:*															P	O	R	Q			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 10

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,781	153	354	378	12	139	34	79	26	71	53	27	113	27	10	98	35	19	0	140	13
Number missing or multiple answer	78	2	5	3	1	1	0	0	1	1	0	1	1	1	0	1	1	0	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,703	151	349	375	11	138	34	79	25	70	53	26	112	26	10	97	34	19	0	139	12
	98.4%	98.7%	98.6%	99.2%	91.7%	99.3%	100.0%	100.0%	96.2%	98.6%	100.0%	96.3%	99.1%	96.3%	100.0%	99.0%	97.1%	100.0%	---	99.3%	92.3%
Never	45	2	6	15	0	2	0	2	0	1	0	1	1	1	0	1	1	0	0	2	0
	1.0%	1.3%	1.7%	4.0%	0.0%	1.4%	0.0%	2.5%	0.0%	1.4%	0.0%	3.8%	0.9%	3.8%	0.0%	1.0%	2.9%	0.0%	---	1.4%	0.0%
Sometimes	290	5	21	26	0	5	0	3	2	1	1	3	4	1	0	1	3	1	0	5	0
	6.2%	3.3%	6.0%	6.9%	0.0%	3.6%	0.0%	3.8%	8.0%	1.4%	1.9%	11.5%	3.6%	3.8%	0.0%	1.0%	8.8%	5.3%	---	3.6%	0.0%
Usually	1,166	28	45	57	4	23	8	14	3	14	5	8	14	10	3	11	12	4	0	25	3
	24.8%	18.5%	12.9%	15.2%	36.4%	16.7%	23.5%	17.7%	12.0%	20.0%	9.4%	30.8%	12.5%	38.5%	30.0%	11.3%	35.3%	21.1%	---	18.0%	25.0%
Always	3,202	116	277	277	7	108	26	60	20	54	47	14	93	14	7	84	18	14	0	107	9
	68.1%	76.8%	79.4%	73.9%	63.6%	78.3%	76.5%	75.9%	80.0%	77.1%	88.7%	53.8%	83.0%	53.8%	70.0%	86.6%	52.9%	73.7%	---	77.0%	75.0%
Significantly different from column:*		A								L	L	JK	N	M		Q	P				
Usually or Always	4,368	144	322	334	11	131	34	74	23	68	52	22	107	24	10	95	30	18	0	132	12
	92.9%	95.4%	92.3%	89.1%	100.0%	94.9%	100.0%	93.7%	92.0%	97.1%	98.1%	84.6%	95.5%	92.3%	100.0%	97.9%	88.2%	94.7%	---	95.0%	100.0%
Significantly different from column:*		D																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 10

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,781	153	354	378	69	56	23	16	131	41	68	40	82	69	29	122	38	114	153	0	0
Number missing or multiple answer	78	2	5	3	0	2	0	0	1	0	0	2	2	0	1	1	1	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,703	151	349	375	69	54	23	16	130	41	68	38	80	69	28	121	37	113	151	0	0
	98.4%	98.7%	98.6%	99.2%	100.0%	96.4%	100.0%	100.0%	99.2%	100.0%	100.0%	95.0%	97.6%	100.0%	96.6%	99.2%	97.4%	99.1%	98.7%	---	---
Never	45	2	6	15	0	2	0	0	2	0	2	0	2	0	0	2	2	0	2	0	0
	1.0%	1.3%	1.7%	4.0%	0.0%	3.7%	0.0%	0.0%	1.5%	0.0%	2.9%	0.0%	2.5%	0.0%	0.0%	1.7%	5.4%	0.0%	1.3%	---	---
Sometimes	290	5	21	26	1	4	0	1	4	2	1	2	2	3	2	3	3	2	5	0	0
	6.2%	3.3%	6.0%	6.9%	1.4%	7.4%	0.0%	6.3%	3.1%	4.9%	1.5%	5.3%	2.5%	4.3%	7.1%	2.5%	8.1%	1.8%	3.3%	---	---
Usually	1,166	28	45	57	12	8	5	2	25	5	13	9	15	12	10	18	16	11	28	0	0
	24.8%	18.5%	12.9%	15.2%	17.4%	14.8%	21.7%	12.5%	19.2%	12.2%	19.1%	23.7%	18.8%	17.4%	35.7%	14.9%	43.2%	9.7%	18.5%	---	---
Always	3,202	116	277	277	56	40	18	13	99	34	52	27	61	54	16	98	16	100	116	0	0
	68.1%	76.8%	79.4%	73.9%	81.2%	74.1%	78.3%	81.3%	76.2%	82.9%	76.5%	71.1%	76.3%	78.3%	57.1%	81.0%	43.2%	88.5%	76.8%	---	---
Significantly different from column:*		A													P	O	R	Q			
Usually or Always	4,368	144	322	334	68	48	23	15	124	39	65	36	76	66	26	116	32	111	144	0	0
	92.9%	95.4%	92.3%	89.1%	98.6%	88.9%	100.0%	93.8%	95.4%	95.1%	95.6%	94.7%	95.0%	95.7%	92.9%	95.9%	86.5%	98.2%	95.4%	---	---
Significantly different from column:*		D																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 11

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	54	5	12	7	1	4	0	3	0	2	3	0	5	0	0	3	1	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,255	185	461	479	17	166	40	93	31	92	60	29	132	34	15	119	40	25	30	139	13
	98.4%	97.4%	97.5%	98.6%	94.4%	97.6%	100.0%	96.9%	100.0%	97.9%	95.2%	100.0%	96.4%	100.0%	100.0%	97.5%	97.6%	96.2%	100.0%	99.3%	100.0%
Yes	2,304	128	356	369	14	112	29	63	19	63	45	18	92	23	11	80	29	19	18	101	8
	70.8%	69.2%	77.2%	77.0%	82.4%	67.5%	72.5%	67.7%	61.3%	68.5%	75.0%	62.1%	69.7%	67.6%	73.3%	67.2%	72.5%	76.0%	60.0%	72.7%	61.5%
No	951	57	105	110	3	54	11	30	12	29	15	11	40	11	4	39	11	6	12	38	5
	29.2%	30.8%	22.8%	23.0%	17.6%	32.5%	27.5%	32.3%	38.7%	31.5%	25.0%	37.9%	30.3%	32.4%	26.7%	32.8%	27.5%	24.0%	40.0%	27.3%	38.5%
Significantly different from column:*		CD																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 11

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	54	5	12	7	4	0	1	0	5	2	3	0	4	1	1	4	0	1	5	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,255	185	461	479	82	69	29	23	153	51	74	55	103	80	32	147	38	113	185	0	0
	98.4%	97.4%	97.5%	98.6%	95.3%	100.0%	96.7%	100.0%	96.8%	96.2%	96.1%	100.0%	96.3%	98.8%	97.0%	97.4%	100.0%	99.1%	97.4%	---	---
Yes	2,304	128	356	369	56	50	19	16	105	20	68	37	76	51	27	98	31	78	128	0	0
	70.8%	69.2%	77.2%	77.0%	68.3%	72.5%	65.5%	69.6%	68.6%	39.2%	91.9%	67.3%	73.8%	63.8%	84.4%	66.7%	81.6%	69.0%	69.2%	---	---
No	951	57	105	110	26	19	10	7	48	31	6	18	27	29	5	49	7	35	57	0	0
	29.2%	30.8%	22.8%	23.0%	31.7%	27.5%	34.5%	30.4%	31.4%	60.8%	8.1%	32.7%	26.2%	36.3%	15.6%	33.3%	18.4%	31.0%	30.8%	---	---
Significantly different from column:*		CD								KL	JL	JK			P	O					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 12

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

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,304	128	356	369	14	112	29	63	19	63	45	18	92	23	11	80	29	19	18	101	8
Number missing or multiple answer	93	4	11	7	0	4	1	1	1	2	0	2	1	2	1	2	2	0	3	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,211	124	345	362	14	108	28	62	18	61	45	16	91	21	10	78	27	19	15	100	8
	96.0%	96.9%	96.9%	98.1%	100.0%	96.4%	96.6%	98.4%	94.7%	96.8%	100.0%	88.9%	98.9%	91.3%	90.9%	97.5%	93.1%	100.0%	83.3%	99.0%	100.0%
Yes	239	18	32	32	2	16	4	9	0	11	5	2	12	1	4	9	6	3	3	11	3
	10.8%	14.5%	9.3%	8.8%	14.3%	14.8%	14.3%	14.5%	0.0%	18.0%	11.1%	12.5%	13.2%	4.8%	40.0%	11.5%	22.2%	15.8%	20.0%	11.0%	37.5%
No	1,972	106	313	330	12	92	24	53	18	50	40	14	79	20	6	69	21	16	12	89	5
	89.2%	85.5%	90.7%	91.2%	85.7%	85.2%	85.7%	85.5%	100.0%	82.0%	88.9%	87.5%	86.8%	95.2%	60.0%	88.5%	77.8%	84.2%	80.0%	89.0%	62.5%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 12

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

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,304	128	356	369	56	50	19	16	105	20	68	37	76	51	27	98	31	78	128	0	0
Number missing or multiple answer	93	4	11	7	2	2	0	1	2	0	2	2	3	1	0	4	0	1	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,211	124	345	362	54	48	19	15	103	20	66	35	73	50	27	94	31	77	124	0	0
	96.0%	96.9%	96.9%	98.1%	96.4%	96.0%	100.0%	93.8%	98.1%	100.0%	97.1%	94.6%	96.1%	98.0%	100.0%	95.9%	100.0%	98.7%	96.9%	---	---
Yes	239	18	32	32	8	4	6	4	13	3	11	3	12	6	3	14	6	8	18	0	0
	10.8%	14.5%	9.3%	8.8%	14.8%	8.3%	31.6%	26.7%	12.6%	15.0%	16.7%	8.6%	16.4%	12.0%	11.1%	14.9%	19.4%	10.4%	14.5%	---	---
No	1,972	106	313	330	46	44	13	11	90	17	55	32	61	44	24	80	25	69	106	0	0
	89.2%	85.5%	90.7%	91.2%	85.2%	91.7%	68.4%	73.3%	87.4%	85.0%	83.3%	91.4%	83.6%	88.0%	88.9%	85.1%	80.6%	89.6%	85.5%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 13

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

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)			Child's Doctor Visits in One Year (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	239	18	32	32	2	16	4	9	0	11	5	2	12	1	4	9	6	3	3	11	3
Number missing or multiple answer	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	234	18	32	32	2	16	4	9	0	11	5	2	12	1	4	9	6	3	3	11	3
	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	217	16	29	26	2	14	3	9	0	9	5	2	10	1	4	8	5	3	1	11	3
	92.7%	88.9%	90.6%	81.3%	100.0%	87.5%	75.0%	100.0%	---	81.8%	100.0%	100.0%	83.3%	100.0%	100.0%	88.9%	83.3%	100.0%	33.3%	100.0%	100.0%
No	17	2	3	6	0	2	1	0	0	2	0	0	2	0	0	1	1	0	2	0	0
	7.3%	11.1%	9.4%	18.8%	0.0%	12.5%	25.0%	0.0%	---	18.2%	0.0%	0.0%	16.7%	0.0%	0.0%	11.1%	16.7%	0.0%	66.7%	0.0%	0.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 13

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

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	239	18	32	32	8	4	6	4	13	3	11	3	12	6	3	14	6	8	18	0	0
Number missing or multiple answer	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	234	18	32	32	8	4	6	4	13	3	11	3	12	6	3	14	6	8	18	0	0
	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	217	16	29	26	7	4	5	2	13	2	10	3	11	5	3	13	6	8	16	0	0
	92.7%	88.9%	90.6%	81.3%	87.5%	100.0%	83.3%	50.0%	100.0%	66.7%	90.9%	100.0%	91.7%	83.3%	100.0%	92.9%	100.0%	100.0%	88.9%	---	---
No	17	2	3	6	1	0	1	2	0	1	1	0	1	1	0	1	0	0	2	0	0
	7.3%	11.1%	9.4%	18.8%	12.5%	0.0%	16.7%	50.0%	0.0%	33.3%	9.1%	0.0%	8.3%	16.7%	0.0%	7.1%	0.0%	0.0%	11.1%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 14

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)			Child's Doctor Visits in One Year (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	58	8	14	8	0	8	0	4	2	5	3	0	5	2	1	4	1	3	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,251	182	459	478	18	162	40	92	29	89	60	29	132	32	14	118	40	23	30	137	13
	98.2%	95.8%	97.0%	98.4%	100.0%	95.3%	100.0%	95.8%	93.5%	94.7%	95.2%	100.0%	96.4%	94.1%	93.3%	96.7%	97.6%	88.5%	100.0%	97.9%	100.0%
Yes	208	12	31	30	1	11	2	5	1	6	4	2	6	4	2	8	4	0	0	8	4
	6.4%	6.6%	6.8%	6.3%	5.6%	6.8%	5.0%	5.4%	3.4%	6.7%	6.7%	6.9%	4.5%	12.5%	14.3%	6.8%	10.0%	0.0%	0.0%	5.8%	30.8%
No	3,043	170	428	448	17	151	38	87	28	83	56	27	126	28	12	110	36	23	30	129	9
	93.6%	93.4%	93.2%	93.7%	94.4%	93.2%	95.0%	94.6%	96.6%	93.3%	93.3%	93.1%	95.5%	87.5%	85.7%	93.2%	90.0%	100.0%	100.0%	94.2%	69.2%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 14

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	58	8	14	8	4	3	1	0	7	3	4	1	5	3	1	7	0	3	8	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,251	182	459	478	82	66	29	23	151	50	73	54	102	78	32	144	38	111	182	0	0
	98.2%	95.8%	97.0%	98.4%	95.3%	95.7%	96.7%	100.0%	95.6%	94.3%	94.8%	98.2%	95.3%	96.3%	97.0%	95.4%	100.0%	97.4%	95.8%	---	---
Yes	208	12	31	30	7	4	1	1	11	4	5	3	6	6	2	10	6	6	12	0	0
	6.4%	6.6%	6.8%	6.3%	8.5%	6.1%	3.4%	4.3%	7.3%	8.0%	6.8%	5.6%	5.9%	7.7%	6.3%	6.9%	15.8%	5.4%	6.6%	---	---
No	3,043	170	428	448	75	62	28	22	140	46	68	51	96	72	30	134	32	105	170	0	0
	93.6%	93.4%	93.2%	93.7%	91.5%	93.9%	96.6%	95.7%	92.7%	92.0%	93.2%	94.4%	94.1%	92.3%	93.8%	93.1%	84.2%	94.6%	93.4%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 15

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	208	12	31	30	1	11	2	5	1	6	4	2	6	4	2	8	4	0	0	8	4
Number missing or multiple answer	7	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	201	12	31	29	1	11	2	5	1	6	4	2	6	4	2	8	4	0	0	8	4
	96.6%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%
Never	18	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	9.0%	0.0%	6.5%	13.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%
Sometimes	32	1	6	4	0	1	0	1	0	1	0	0	1	0	0	1	0	0	0	1	0
	15.9%	8.3%	19.4%	13.8%	0.0%	9.1%	0.0%	20.0%	0.0%	16.7%	0.0%	0.0%	16.7%	0.0%	0.0%	12.5%	0.0%	---	---	12.5%	0.0%
Usually	36	1	3	6	0	1	1	0	0	0	1	0	1	0	0	1	0	0	0	1	0
	17.9%	8.3%	9.7%	20.7%	0.0%	9.1%	50.0%	0.0%	0.0%	0.0%	25.0%	0.0%	16.7%	0.0%	0.0%	12.5%	0.0%	---	---	12.5%	0.0%
Always	115	10	20	15	1	9	1	4	1	5	3	2	4	4	2	6	4	0	0	6	4
	57.2%	83.3%	64.5%	51.7%	100.0%	81.8%	50.0%	80.0%	100.0%	83.3%	75.0%	100.0%	66.7%	100.0%	100.0%	75.0%	100.0%	---	---	75.0%	100.0%
Significantly different from column:*																					
Usually or Always	151	11	23	21	1	10	2	4	1	5	4	2	5	4	2	7	4	0	0	7	4
	75.1%	91.7%	74.2%	72.4%	100.0%	90.9%	100.0%	80.0%	100.0%	83.3%	100.0%	100.0%	83.3%	100.0%	100.0%	87.5%	100.0%	---	---	87.5%	100.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 15

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	208	12	31	30	7	4	1	1	11	4	5	3	6	6	2	10	6	6	12	0	0
Number missing or multiple answer	7	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	201	12	31	29	7	4	1	1	11	4	5	3	6	6	2	10	6	6	12	0	0
	96.6%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	18	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	9.0%	0.0%	6.5%	13.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Sometimes	32	1	6	4	0	1	0	0	1	0	1	0	1	0	0	1	1	0	1	0	0
	15.9%	8.3%	19.4%	13.8%	0.0%	25.0%	0.0%	0.0%	9.1%	0.0%	20.0%	0.0%	16.7%	0.0%	0.0%	10.0%	16.7%	0.0%	8.3%	---	---
Usually	36	1	3	6	1	0	0	0	1	1	0	0	0	1	1	0	1	0	1	0	0
	17.9%	8.3%	9.7%	20.7%	14.3%	0.0%	0.0%	0.0%	9.1%	25.0%	0.0%	0.0%	0.0%	16.7%	50.0%	0.0%	16.7%	0.0%	8.3%	---	---
Always	115	10	20	15	6	3	1	1	9	3	4	3	5	5	1	9	4	6	10	0	0
	57.2%	83.3%	64.5%	51.7%	85.7%	75.0%	100.0%	100.0%	81.8%	75.0%	80.0%	100.0%	83.3%	83.3%	50.0%	90.0%	66.7%	100.0%	83.3%	---	---
Significantly different from column:*																					
Usually or Always	151	11	23	21	7	3	1	1	10	4	4	3	5	6	2	9	5	6	11	0	0
	75.1%	91.7%	74.2%	72.4%	100.0%	75.0%	100.0%	100.0%	90.9%	100.0%	80.0%	100.0%	83.3%	100.0%	100.0%	90.0%	83.3%	100.0%	91.7%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 16

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	208	12	31	30	1	11	2	5	1	6	4	2	6	4	2	8	4	0	0	8	4
Number missing or multiple answer	12	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	196	12	31	29	1	11	2	5	1	6	4	2	6	4	2	8	4	0	0	8	4
	94.2%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	—	—	100.0%	100.0%
Yes	168	12	26	21	1	11	2	5	1	6	4	2	6	4	2	8	4	0	0	8	4
	85.7%	100.0%	83.9%	72.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	—	—	100.0%	100.0%
No	28	0	5	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	14.3%	0.0%	16.1%	27.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	—	—	0.0%	0.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 16

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	208	12	31	30	7	4	1	1	11	4	5	3	6	6	2	10	6	6	12	0	0
Number missing or multiple answer	12	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	196	12	31	29	7	4	1	1	11	4	5	3	6	6	2	10	6	6	12	0	0
	94.2%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	168	12	26	21	7	4	1	1	11	4	5	3	6	6	2	10	6	6	12	0	0
	85.7%	100.0%	83.9%	72.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
No	28	0	5	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	14.3%	0.0%	16.1%	27.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 17

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	58	9	13	7	1	8	0	5	2	5	3	1	6	1	1	5	4	0	0	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,251	181	460	479	17	162	40	91	29	89	60	28	131	33	14	117	37	26	30	134	13
	98.2%	95.3%	97.3%	98.6%	94.4%	95.3%	100.0%	94.8%	93.5%	94.7%	95.2%	96.6%	95.6%	97.1%	93.3%	95.9%	90.2%	100.0%	100.0%	95.7%	100.0%
Yes	418	18	48	45	3	15	4	10	1	6	9	3	13	3	2	8	3	7	3	12	2
	12.9%	9.9%	10.4%	9.4%	17.6%	9.3%	10.0%	11.0%	3.4%	6.7%	15.0%	10.7%	9.9%	9.1%	14.3%	6.8%	8.1%	26.9%	10.0%	9.0%	15.4%
No	2,833	163	412	434	14	147	36	81	28	83	51	25	118	30	12	109	34	19	27	122	11
	87.1%	90.1%	89.6%	90.6%	82.4%	90.7%	90.0%	89.0%	96.6%	93.3%	85.0%	89.3%	90.1%	90.9%	85.7%	93.2%	91.9%	73.1%	90.0%	91.0%	84.6%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 17

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	58	9	13	7	5	3	1	1	8	3	5	1	5	4	1	8	1	5	9	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,251	181	460	479	81	66	29	22	150	50	72	54	102	77	32	143	37	109	181	0	0
	98.2%	95.3%	97.3%	98.6%	94.2%	95.7%	96.7%	95.7%	94.9%	94.3%	93.5%	98.2%	95.3%	95.1%	97.0%	94.7%	97.4%	95.6%	95.3%	---	---
Yes	418	18	48	45	9	8	1	1	16	8	7	3	13	5	5	13	5	9	18	0	0
	12.9%	9.9%	10.4%	9.4%	11.1%	12.1%	3.4%	4.5%	10.7%	16.0%	9.7%	5.6%	12.7%	6.5%	15.6%	9.1%	13.5%	8.3%	9.9%	---	---
No	2,833	163	412	434	72	58	28	21	134	42	65	51	89	72	27	130	32	100	163	0	0
	87.1%	90.1%	89.6%	90.6%	88.9%	87.9%	96.6%	95.5%	89.3%	84.0%	90.3%	94.4%	87.3%	93.5%	84.4%	90.9%	86.5%	91.7%	90.1%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 18

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	418	18	48	45	3	15	4	10	1	6	9	3	13	3	2	8	3	7	3	12	2
Number missing or multiple answer	5	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	413	18	46	43	3	15	4	10	1	6	9	3	13	3	2	8	3	7	3	12	2
	98.8%	100.0%	95.8%	95.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	51	2	7	5	0	2	0	1	0	1	0	1	1	0	1	0	0	2	0	2	0
	12.3%	11.1%	15.2%	11.6%	0.0%	13.3%	0.0%	10.0%	0.0%	16.7%	0.0%	33.3%	7.7%	0.0%	50.0%	0.0%	0.0%	28.6%	0.0%	16.7%	0.0%
Sometimes	52	2	4	7	1	1	0	0	0	1	1	0	2	0	0	1	0	1	0	0	1
	12.6%	11.1%	8.7%	16.3%	33.3%	6.7%	0.0%	0.0%	0.0%	16.7%	11.1%	0.0%	15.4%	0.0%	0.0%	12.5%	0.0%	14.3%	0.0%	0.0%	50.0%
Usually	73	2	5	5	1	1	1	1	0	0	1	1	1	0	1	1	0	1	0	2	0
	17.7%	11.1%	10.9%	11.6%	33.3%	6.7%	25.0%	10.0%	0.0%	0.0%	11.1%	33.3%	7.7%	0.0%	50.0%	12.5%	0.0%	14.3%	0.0%	16.7%	0.0%
Always	237	12	30	26	1	11	3	8	1	4	7	1	9	3	0	6	3	3	3	8	1
	57.4%	66.7%	65.2%	60.5%	33.3%	73.3%	75.0%	80.0%	100.0%	66.7%	77.8%	33.3%	69.2%	100.0%	0.0%	75.0%	100.0%	42.9%	100.0%	66.7%	50.0%
Significantly different from column:*																					
Usually or Always	310	14	35	31	2	12	4	9	1	4	8	2	10	3	1	7	3	4	3	10	1
	75.1%	77.8%	76.1%	72.1%	66.7%	80.0%	100.0%	90.0%	100.0%	66.7%	88.9%	66.7%	76.9%	100.0%	50.0%	87.5%	100.0%	57.1%	100.0%	83.3%	50.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 18

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	418	18	48	45	9	8	1	1	16	8	7	3	13	5	5	13	5	9	18	0	0
Number missing or multiple answer	5	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	413	18	46	43	9	8	1	1	16	8	7	3	13	5	5	13	5	9	18	0	0
	98.8%	100.0%	95.8%	95.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	51	2	7	5	1	1	0	0	2	1	1	0	2	0	2	0	0	2	2	0	0
	12.3%	11.1%	15.2%	11.6%	11.1%	12.5%	0.0%	0.0%	12.5%	12.5%	14.3%	0.0%	15.4%	0.0%	40.0%	0.0%	0.0%	22.2%	11.1%	---	---
Sometimes	52	2	4	7	1	1	0	0	1	1	0	1	2	0	1	1	1	0	2	0	0
	12.6%	11.1%	8.7%	16.3%	11.1%	12.5%	0.0%	0.0%	6.3%	12.5%	0.0%	33.3%	15.4%	0.0%	20.0%	7.7%	20.0%	0.0%	11.1%	---	---
Usually	73	2	5	5	1	0	1	0	2	1	1	0	1	1	2	0	2	0	2	0	0
	17.7%	11.1%	10.9%	11.6%	11.1%	0.0%	100.0%	0.0%	12.5%	12.5%	14.3%	0.0%	7.7%	20.0%	40.0%	0.0%	40.0%	0.0%	11.1%	---	---
Always	237	12	30	26	6	6	0	1	11	5	5	2	8	4	0	12	2	7	12	0	0
	57.4%	66.7%	65.2%	60.5%	66.7%	75.0%	0.0%	100.0%	68.8%	62.5%	71.4%	66.7%	61.5%	80.0%	0.0%	92.3%	40.0%	77.8%	66.7%	---	---
Significantly different from column:*																					
Usually or Always	310	14	35	31	7	6	1	1	13	6	6	2	9	5	2	12	4	7	14	0	0
	75.1%	77.8%	76.1%	72.1%	77.8%	75.0%	100.0%	100.0%	81.3%	75.0%	85.7%	66.7%	69.2%	100.0%	40.0%	92.3%	80.0%	77.8%	77.8%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 19

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	418	18	48	45	3	15	4	10	1	6	9	3	13	3	2	8	3	7	3	12	2
Number missing or multiple answer	7	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	411	18	48	43	3	15	4	10	1	6	9	3	13	3	2	8	3	7	3	12	2
	98.3%	100.0%	100.0%	95.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	280	12	32	22	1	11	4	5	1	2	7	3	10	0	2	7	1	4	2	9	0
	68.1%	66.7%	66.7%	51.2%	33.3%	73.3%	100.0%	50.0%	100.0%	33.3%	77.8%	100.0%	76.9%	0.0%	100.0%	87.5%	33.3%	57.1%	66.7%	75.0%	0.0%
No	131	6	16	21	2	4	0	5	0	4	2	0	3	3	0	1	2	3	1	3	2
	31.9%	33.3%	33.3%	48.8%	66.7%	26.7%	0.0%	50.0%	0.0%	66.7%	22.2%	0.0%	23.1%	100.0%	0.0%	12.5%	66.7%	42.9%	33.3%	25.0%	100.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 19

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	418	18	48	45	9	8	1	1	16	8	7	3	13	5	5	13	5	9	18	0	0
Number missing or multiple answer	7	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	411	18	48	43	9	8	1	1	16	8	7	3	13	5	5	13	5	9	18	0	0
	98.3%	100.0%	100.0%	95.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	280	12	32	22	8	3	1	1	11	6	5	1	8	4	3	9	4	5	12	0	0
	68.1%	66.7%	66.7%	51.2%	88.9%	37.5%	100.0%	100.0%	68.8%	75.0%	71.4%	33.3%	61.5%	80.0%	60.0%	69.2%	80.0%	55.6%	66.7%	---	---
No	131	6	16	21	1	5	0	0	5	2	2	2	5	1	2	4	1	4	6	0	0
	31.9%	33.3%	33.3%	48.8%	11.1%	62.5%	0.0%	0.0%	31.3%	25.0%	28.6%	66.7%	38.5%	20.0%	40.0%	30.8%	20.0%	44.4%	33.3%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 20

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	53	8	9	9	0	8	0	6	1	5	2	1	7	1	0	8	0	0	1	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,256	182	464	477	18	162	40	90	30	89	61	28	130	33	15	114	41	26	29	136	13
	98.4%	95.8%	98.1%	98.1%	100.0%	95.3%	100.0%	93.8%	96.8%	94.7%	96.8%	96.6%	94.9%	97.1%	100.0%	93.4%	100.0%	100.0%	96.7%	97.1%	100.0%
Yes	576	32	59	80	5	27	4	20	5	14	14	4	21	6	4	6	13	13	4	25	3
	17.7%	17.6%	12.7%	16.8%	27.8%	16.7%	10.0%	22.2%	16.7%	15.7%	23.0%	14.3%	16.2%	18.2%	26.7%	5.3%	31.7%	50.0%	13.8%	18.4%	23.1%
No	2,680	150	405	397	13	135	36	70	25	75	47	24	109	27	11	108	28	13	25	111	10
	82.3%	82.4%	87.3%	83.2%	72.2%	83.3%	90.0%	77.8%	83.3%	84.3%	77.0%	85.7%	83.8%	81.8%	73.3%	94.7%	68.3%	50.0%	86.2%	81.6%	76.9%
Significantly different from column:*																Q	P				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 20

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	53	8	9	9	5	0	3	1	6	3	4	1	4	4	1	7	1	3	8	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,256	182	464	477	81	69	27	22	152	50	73	54	103	77	32	144	37	111	182	0	0
	98.4%	95.8%	98.1%	98.1%	94.2%	100.0%	90.0%	95.7%	96.2%	94.3%	94.8%	98.2%	96.3%	95.1%	97.0%	95.4%	97.4%	97.4%	95.8%	---	---
Yes	576	32	59	80	12	15	4	2	28	4	18	10	23	9	10	22	8	19	32	0	0
	17.7%	17.6%	12.7%	16.8%	14.8%	21.7%	14.8%	9.1%	18.4%	8.0%	24.7%	18.5%	22.3%	11.7%	31.3%	15.3%	21.6%	17.1%	17.6%	---	---
No	2,680	150	405	397	69	54	23	20	124	46	55	44	80	68	22	122	29	92	150	0	0
	82.3%	82.4%	87.3%	83.2%	85.2%	78.3%	85.2%	90.9%	81.6%	92.0%	75.3%	81.5%	77.7%	88.3%	68.8%	84.7%	78.4%	82.9%	82.4%	---	---
Significantly different from column:*										K	J				P	O					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 21

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	576	32	59	80	5	27	4	20	5	14	14	4	21	6	4	6	13	13	4	25	3
Number missing or multiple answer	9	1	2	2	1	0	0	1	0	0	1	0	0	1	0	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	567	31	57	78	4	27	4	19	5	14	13	4	21	5	4	6	13	12	3	25	3
	98.4%	96.9%	96.6%	97.5%	80.0%	100.0%	100.0%	95.0%	100.0%	100.0%	92.9%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	92.3%	75.0%	100.0%	100.0%
Never	73	1	5	10	0	1	0	1	0	1	0	0	0	0	1	0	0	1	1	0	0
	12.9%	3.2%	8.8%	12.8%	0.0%	3.7%	0.0%	5.3%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	8.3%	33.3%	0.0%	0.0%
Sometimes	90	1	13	14	0	1	0	0	0	1	0	0	0	1	0	0	0	1	0	1	0
	15.9%	3.2%	22.8%	17.9%	0.0%	3.7%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	8.3%	0.0%	4.0%	0.0%
Usually	119	10	11	8	4	6	2	6	1	5	3	2	7	1	2	3	3	4	1	7	2
	21.0%	32.3%	19.3%	10.3%	100.0%	22.2%	50.0%	31.6%	20.0%	35.7%	23.1%	50.0%	33.3%	20.0%	50.0%	50.0%	23.1%	33.3%	33.3%	28.0%	66.7%
Always	285	19	28	46	0	19	2	12	4	7	10	2	14	3	1	3	10	6	1	17	1
	50.3%	61.3%	49.1%	59.0%	0.0%	70.4%	50.0%	63.2%	80.0%	50.0%	76.9%	50.0%	66.7%	60.0%	25.0%	50.0%	76.9%	50.0%	33.3%	68.0%	33.3%
Significantly different from column:*																					
Usually or Always	404	29	39	54	4	25	4	18	5	12	13	4	21	4	3	6	13	10	2	24	3
	71.3%	93.5%	68.4%	69.2%	100.0%	92.6%	100.0%	94.7%	100.0%	85.7%	100.0%	100.0%	100.0%	80.0%	75.0%	100.0%	100.0%	83.3%	66.7%	96.0%	100.0%
Significantly different from column:*		ACD																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 21

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	576	32	59	80	12	15	4	2	28	4	18	10	23	9	10	22	8	19	32	0	0
Number missing or multiple answer	9	1	2	2	0	1	0	0	1	0	1	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	567	31	57	78	12	14	4	2	27	4	17	10	22	9	10	21	8	19	31	0	0
	98.4%	96.9%	96.6%	97.5%	100.0%	93.3%	100.0%	100.0%	96.4%	100.0%	94.4%	100.0%	95.7%	100.0%	100.0%	95.5%	100.0%	100.0%	96.9%	---	---
Never	73	1	5	10	1	0	0	0	1	0	0	1	1	0	1	0	0	0	1	0	0
	12.9%	3.2%	8.8%	12.8%	8.3%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	10.0%	4.5%	0.0%	10.0%	0.0%	0.0%	0.0%	3.2%	---	---
Sometimes	90	1	13	14	0	1	0	0	1	0	1	0	1	0	0	1	1	0	1	0	0
	15.9%	3.2%	22.8%	17.9%	0.0%	7.1%	0.0%	0.0%	3.7%	0.0%	5.9%	0.0%	4.5%	0.0%	0.0%	4.8%	12.5%	0.0%	3.2%	---	---
Usually	119	10	11	8	4	3	2	1	8	2	5	3	5	5	5	5	4	4	10	0	0
	21.0%	32.3%	19.3%	10.3%	33.3%	21.4%	50.0%	50.0%	29.6%	50.0%	29.4%	30.0%	22.7%	55.6%	50.0%	23.8%	50.0%	21.1%	32.3%	---	---
Always	285	19	28	46	7	10	2	1	17	2	11	6	15	4	4	15	3	15	19	0	0
	50.3%	61.3%	49.1%	59.0%	58.3%	71.4%	50.0%	50.0%	63.0%	50.0%	64.7%	60.0%	68.2%	44.4%	40.0%	71.4%	37.5%	78.9%	61.3%	---	---
Significantly different from column:*																					
Usually or Always	404	29	39	54	11	13	4	2	25	4	16	9	20	9	9	20	7	19	29	0	0
	71.3%	93.5%	68.4%	69.2%	91.7%	92.9%	100.0%	100.0%	92.6%	100.0%	94.1%	90.0%	90.9%	100.0%	90.0%	95.2%	87.5%	100.0%	93.5%	---	---
Significantly different from column:*		CDA																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 22

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	576	32	59	80	5	27	4	20	5	14	14	4	21	6	4	6	13	13	4	25	3
Number missing or multiple answer	10	0	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	566	32	57	75	5	27	4	20	5	14	14	4	21	6	4	6	13	13	4	25	3
	98.3%	100.0%	96.6%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	325	19	38	40	2	17	3	10	5	7	10	2	12	3	3	4	7	8	2	15	2
	57.4%	59.4%	66.7%	53.3%	40.0%	63.0%	75.0%	50.0%	100.0%	50.0%	71.4%	50.0%	57.1%	50.0%	75.0%	66.7%	53.8%	61.5%	50.0%	60.0%	66.7%
No	241	13	19	35	3	10	1	10	0	7	4	2	9	3	1	2	6	5	2	10	1
	42.6%	40.6%	33.3%	46.7%	60.0%	37.0%	25.0%	50.0%	0.0%	50.0%	28.6%	50.0%	42.9%	50.0%	25.0%	33.3%	46.2%	38.5%	50.0%	40.0%	33.3%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 22

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	576	32	59	80	12	15	4	2	28	4	18	10	23	9	10	22	8	19	32	0	0
Number missing or multiple answer	10	0	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	566	32	57	75	12	15	4	2	28	4	18	10	23	9	10	22	8	19	32	0	0
	98.3%	100.0%	96.6%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	325	19	38	40	7	7	4	2	16	4	9	6	11	8	5	14	5	11	19	0	0
	57.4%	59.4%	66.7%	53.3%	58.3%	46.7%	100.0%	100.0%	57.1%	100.0%	50.0%	60.0%	47.8%	88.9%	50.0%	63.6%	62.5%	57.9%	59.4%	---	---
No	241	13	19	35	5	8	0	0	12	0	9	4	12	1	5	8	3	8	13	0	0
	42.6%	40.6%	33.3%	46.7%	41.7%	53.3%	0.0%	0.0%	42.9%	0.0%	50.0%	40.0%	52.2%	11.1%	50.0%	36.4%	37.5%	42.1%	40.6%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 23

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	64	6	14	5	1	5	0	4	1	4	2	0	6	0	0	5	1	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,245	184	459	481	17	165	40	92	30	90	61	29	131	34	15	117	40	26	30	137	13
	98.1%	96.8%	97.0%	99.0%	94.4%	97.1%	100.0%	95.8%	96.8%	95.7%	96.8%	100.0%	95.6%	100.0%	100.0%	95.9%	97.6%	100.0%	100.0%	97.9%	100.0%
Yes	772	46	100	91	2	44	11	28	4	18	19	9	30	10	4	22	12	12	0	38	5
	23.8%	25.0%	21.8%	18.9%	11.8%	26.7%	27.5%	30.4%	13.3%	20.0%	31.1%	31.0%	22.9%	29.4%	26.7%	18.8%	30.0%	46.2%	0.0%	27.7%	38.5%
No	2,473	138	359	390	15	121	29	64	26	72	42	20	101	24	11	95	28	14	30	99	8
	76.2%	75.0%	78.2%	81.1%	88.2%	73.3%	72.5%	69.6%	86.7%	80.0%	68.9%	69.0%	77.1%	70.6%	73.3%	81.2%	70.0%	53.8%	100.0%	72.3%	61.5%
Significantly different from column:*																R		P	T	S	

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 23

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	64	6	14	5	5	0	1	0	6	2	4	0	3	3	1	5	0	3	6	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,245	184	459	481	81	69	29	23	152	51	73	55	104	78	32	146	38	111	184	0	0
	98.1%	96.8%	97.0%	99.0%	94.2%	100.0%	96.7%	100.0%	96.2%	96.2%	94.8%	100.0%	97.2%	96.3%	97.0%	96.7%	100.0%	97.4%	96.8%	---	---
Yes	772	46	100	91	23	15	7	6	38	15	23	8	26	20	12	33	18	24	46	0	0
	23.8%	25.0%	21.8%	18.9%	28.4%	21.7%	24.1%	26.1%	25.0%	29.4%	31.5%	14.5%	25.0%	25.6%	37.5%	22.6%	47.4%	21.6%	25.0%	---	---
No	2,473	138	359	390	58	54	22	17	114	36	50	47	78	58	20	113	20	87	138	0	0
	76.2%	75.0%	78.2%	81.1%	71.6%	78.3%	75.9%	73.9%	75.0%	70.6%	68.5%	85.5%	75.0%	74.4%	62.5%	77.4%	52.6%	78.4%	75.0%	---	---
Significantly different from column:*										L	K						R	Q			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 24

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

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)			Child's Doctor Visits in One Year (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	772	46	100	91	2	44	11	28	4	18	19	9	30	10	4	22	12	12	0	38	5
Number missing or multiple answer	44	3	3	2	0	3	0	2	1	0	3	0	1	1	0	1	1	1	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	728	43	97	89	2	41	11	26	3	18	16	9	29	9	4	21	11	11	0	35	5
	94.3%	93.5%	97.0%	97.8%	100.0%	93.2%	100.0%	92.9%	75.0%	100.0%	84.2%	100.0%	96.7%	90.0%	100.0%	95.5%	91.7%	91.7%	—	92.1%	100.0%
Yes	455	25	54	47	1	24	9	14	1	9	11	5	16	6	2	14	5	6	0	18	5
	62.5%	58.1%	55.7%	52.8%	50.0%	58.5%	81.8%	53.8%	33.3%	50.0%	68.8%	55.6%	55.2%	66.7%	50.0%	66.7%	45.5%	54.5%	—	51.4%	100.0%
No	273	18	43	42	1	17	2	12	2	9	5	4	13	3	2	7	6	5	0	17	0
	37.5%	41.9%	44.3%	47.2%	50.0%	41.5%	18.2%	46.2%	66.7%	50.0%	31.3%	44.4%	44.8%	33.3%	50.0%	33.3%	54.5%	45.5%	—	48.6%	0.0%
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 24

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

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	772	46	100	91	23	15	7	6	38	15	23	8	26	20	12	33	18	24	46	0	0
Number missing or multiple answer	44	3	3	2	2	1	0	0	3	1	0	2	2	1	0	3	1	2	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	728	43	97	89	21	14	7	6	35	14	23	6	24	19	12	30	17	22	43	0	0
	94.3%	93.5%	97.0%	97.8%	91.3%	93.3%	100.0%	100.0%	92.1%	93.3%	100.0%	75.0%	92.3%	95.0%	100.0%	90.9%	94.4%	91.7%	93.5%	---	---
Yes	455	25	54	47	15	5	4	3	22	9	13	3	13	12	4	20	9	13	25	0	0
	62.5%	58.1%	55.7%	52.8%	71.4%	35.7%	57.1%	50.0%	62.9%	64.3%	56.5%	50.0%	54.2%	63.2%	33.3%	66.7%	52.9%	59.1%	58.1%	---	---
No	273	18	43	42	6	9	3	3	13	5	10	3	11	7	8	10	8	9	18	0	0
	37.5%	41.9%	44.3%	47.2%	28.6%	64.3%	42.9%	50.0%	37.1%	35.7%	43.5%	50.0%	45.8%	36.8%	66.7%	33.3%	47.1%	40.9%	41.9%	---	---
Significantly different from column:*					F	E									P	O					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 25

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)			Child's Doctor Visits in One Year (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	58	4	9	5	0	4	0	3	0	2	2	0	3	1	0	3	0	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,352	186	464	481	18	166	40	93	31	92	61	29	134	33	15	119	41	25	30	139	13
	99.1%	97.9%	98.1%	99.0%	100.0%	97.6%	100.0%	96.9%	100.0%	97.9%	96.8%	100.0%	97.8%	97.1%	100.0%	97.5%	100.0%	96.2%	100.0%	99.3%	100.0%
Yes	5,636	166	412	415	11	153	38	80	28	79	54	29	121	29	12	107	37	22	22	127	13
	88.7%	89.2%	88.8%	86.3%	61.1%	92.2%	95.0%	86.0%	90.3%	85.9%	88.5%	100.0%	90.3%	87.9%	80.0%	89.9%	90.2%	88.0%	73.3%	91.4%	100.0%
No	716	20	52	66	7	13	2	13	3	13	7	0	13	4	3	12	4	3	8	12	0
	11.3%	10.8%	11.2%	13.7%	38.9%	7.8%	5.0%	14.0%	9.7%	14.1%	11.5%	0.0%	9.7%	12.1%	20.0%	10.1%	9.8%	12.0%	26.7%	8.6%	0.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 25

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	58	4	9	5	2	0	2	1	3	1	3	0	3	1	0	3	1	0	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,352	186	464	481	84	69	28	22	155	52	74	55	104	80	33	148	37	114	186	0	0
	99.1%	97.9%	98.1%	99.0%	97.7%	100.0%	93.3%	95.7%	98.1%	98.1%	96.1%	100.0%	97.2%	98.8%	100.0%	98.0%	97.4%	100.0%	97.9%	---	---
Yes	5,636	166	412	415	78	56	27	20	137	50	68	44	93	71	28	133	35	104	166	0	0
	88.7%	89.2%	88.8%	86.3%	92.9%	81.2%	96.4%	90.9%	88.4%	96.2%	91.9%	80.0%	89.4%	88.8%	84.8%	89.9%	94.6%	91.2%	89.2%	---	---
No	716	20	52	66	6	13	1	2	18	2	6	11	11	9	5	15	2	10	20	0	0
	11.3%	10.8%	11.2%	13.7%	7.1%	18.8%	3.6%	9.1%	11.6%	3.8%	8.1%	20.0%	10.6%	11.3%	15.2%	10.1%	5.4%	8.8%	10.8%	---	---
Significantly different from column:*					F	E				L	L	JK									

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 26

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,636	166	412	415	11	153	38	80	28	79	54	29	121	29	12	107	37	22	22	127	13
Number missing or multiple answer	188	3	12	9	1	2	2	0	0	1	2	0	2	0	0	3	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,448	163	400	406	10	151	36	80	28	78	52	29	119	29	12	104	37	22	21	127	13
	96.7%	98.2%	97.1%	97.8%	90.9%	98.7%	94.7%	100.0%	100.0%	98.7%	96.3%	100.0%	98.3%	100.0%	100.0%	97.2%	100.0%	100.0%	95.5%	100.0%	100.0%
None	1,039	17	63	66	3	14	2	9	4	9	5	2	12	4	1	9	3	5	12	5	0
	19.1%	10.4%	15.8%	16.3%	30.0%	9.3%	5.6%	11.3%	14.3%	11.5%	9.6%	6.9%	10.1%	13.8%	8.3%	8.7%	8.1%	22.7%	57.1%	3.9%	0.0%
1 time	1,951	48	120	116	4	43	12	17	14	22	16	9	40	6	2	30	14	4	5	43	0
	35.8%	29.4%	30.0%	28.6%	40.0%	28.5%	33.3%	21.3%	50.0%	28.2%	30.8%	31.0%	33.6%	20.7%	16.7%	28.8%	37.8%	18.2%	23.8%	33.9%	0.0%
2	1,248	48	99	101	1	47	6	31	7	28	14	5	34	10	1	35	9	4	2	45	1
	22.9%	29.4%	24.8%	24.9%	10.0%	31.1%	16.7%	38.8%	25.0%	35.9%	26.9%	17.2%	28.6%	34.5%	8.3%	33.7%	24.3%	18.2%	9.5%	35.4%	7.7%
3	603	29	54	59	1	27	10	12	2	8	11	9	18	6	5	15	7	7	1	26	1
	11.1%	17.8%	13.5%	14.5%	10.0%	17.9%	27.8%	15.0%	7.1%	10.3%	21.2%	31.0%	15.1%	20.7%	41.7%	14.4%	18.9%	31.8%	4.8%	20.5%	7.7%
4	334	9	33	24	0	9	2	4	1	5	2	2	8	0	1	6	3	0	1	8	0
	6.1%	5.5%	8.3%	5.9%	0.0%	6.0%	5.6%	5.0%	3.6%	6.4%	3.8%	6.9%	6.7%	0.0%	8.3%	5.8%	8.1%	0.0%	4.8%	6.3%	0.0%
5 to 9	228	8	27	34	0	8	3	5	0	2	4	2	5	2	1	6	1	1	0	0	8
	4.2%	4.9%	6.8%	8.4%	0.0%	5.3%	8.3%	6.3%	0.0%	2.6%	7.7%	6.9%	4.2%	6.9%	8.3%	5.8%	2.7%	4.5%	0.0%	0.0%	61.5%
10 or more times	45	4	4	6	1	3	1	2	0	4	0	0	2	1	1	3	0	1	0	0	3
	0.8%	2.5%	1.0%	1.5%	10.0%	2.0%	2.8%	2.5%	0.0%	5.1%	0.0%	0.0%	1.7%	3.4%	8.3%	2.9%	0.0%	4.5%	0.0%	0.0%	23.1%
2 or more times	2,458	98	217	224	3	94	22	54	10	47	31	18	67	19	9	65	20	13	4	79	13
	45.1%	60.1%	54.3%	55.2%	30.0%	62.3%	61.1%	67.5%	35.7%	60.3%	59.6%	62.1%	56.3%	65.5%	75.0%	62.5%	54.1%	59.1%	19.0%	62.2%	100.0%
Significantly different from column:*		A					I	I	GH										TU	S	S

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 26

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,636	166	412	415	78	56	27	20	137	50	68	44	93	71	28	133	35	104	166	0	0
Number missing or multiple answer	188	3	12	9	1	0	2	2	1	2	0	0	3	0	0	2	0	0	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,448	163	400	406	77	56	25	18	136	48	68	44	90	71	28	131	35	104	163	0	0
	96.7%	98.2%	97.1%	97.8%	98.7%	100.0%	92.6%	90.0%	99.3%	96.0%	100.0%	100.0%	96.8%	100.0%	100.0%	98.5%	100.0%	100.0%	98.2%	---	---
None	1,039	17	63	66	11	4	2	2	14	6	5	6	12	5	1	14	2	3	17	0	0
	19.1%	10.4%	15.8%	16.3%	14.3%	7.1%	8.0%	11.1%	10.3%	12.5%	7.4%	13.6%	13.3%	7.0%	3.6%	10.7%	5.7%	2.9%	10.4%	---	---
1 time	1,951	48	120	116	19	23	4	3	42	8	22	16	26	21	10	37	10	33	48	0	0
	35.8%	29.4%	30.0%	28.6%	24.7%	41.1%	16.0%	16.7%	30.9%	16.7%	32.4%	36.4%	28.9%	29.6%	35.7%	28.2%	28.6%	31.7%	29.4%	---	---
2	1,248	48	99	101	22	16	10	8	39	16	18	14	25	23	8	39	10	36	48	0	0
	22.9%	29.4%	24.8%	24.9%	28.6%	28.6%	40.0%	44.4%	28.7%	33.3%	26.5%	31.8%	27.8%	32.4%	28.6%	29.8%	28.6%	34.6%	29.4%	---	---
3	603	29	54	59	14	8	4	3	24	12	12	4	17	11	6	23	7	19	29	0	0
	11.1%	17.8%	13.5%	14.5%	18.2%	14.3%	16.0%	16.7%	17.6%	25.0%	17.6%	9.1%	18.9%	15.5%	21.4%	17.6%	20.0%	18.3%	17.8%	---	---
4	334	9	33	24	4	3	2	1	8	2	5	2	3	6	1	8	2	6	9	0	0
	6.1%	5.5%	8.3%	5.9%	5.2%	5.4%	8.0%	5.6%	5.9%	4.2%	7.4%	4.5%	3.3%	8.5%	3.6%	6.1%	5.7%	5.8%	5.5%	---	---
5 to 9	228	8	27	34	7	0	1	0	8	3	4	1	4	4	0	8	2	6	8	0	0
	4.2%	4.9%	6.8%	8.4%	9.1%	0.0%	4.0%	0.0%	5.9%	6.3%	5.9%	2.3%	4.4%	5.6%	0.0%	6.1%	5.7%	5.8%	4.9%	---	---
10 or more times	45	4	4	6	0	2	2	1	1	1	2	1	3	1	2	2	2	1	4	0	0
	0.8%	2.5%	1.0%	1.5%	0.0%	3.6%	8.0%	5.6%	0.7%	2.1%	2.9%	2.3%	3.3%	1.4%	7.1%	1.5%	5.7%	1.0%	2.5%	---	---
2 or more times	2,458	98	217	224	47	29	19	13	80	34	41	22	52	45	17	80	23	68	98	0	0
	45.1%	60.1%	54.3%	55.2%	61.0%	51.8%	76.0%	72.2%	58.8%	70.8%	60.3%	50.0%	57.8%	63.4%	60.7%	61.1%	65.7%	65.4%	60.1%	---	---
Significantly different from column:*		A				G	F			L		J									

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 27

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	7	137	34	71	24	69	47	27	107	25	11	95	34	17	9	122	13
Number missing or multiple answer	17	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,392	146	333	339	7	137	34	71	24	69	47	27	107	25	11	95	34	17	9	122	13
	99.6%	100.0%	98.8%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	35	2	3	12	0	2	1	1	0	1	0	1	2	0	0	1	1	0	0	2	0
	0.8%	1.4%	0.9%	3.5%	0.0%	1.5%	2.9%	1.4%	0.0%	1.4%	0.0%	3.7%	1.9%	0.0%	0.0%	1.1%	2.9%	0.0%	0.0%	1.6%	0.0%
Sometimes	137	2	19	16	0	2	0	1	1	2	0	0	0	2	0	1	1	0	0	2	0
	3.1%	1.4%	5.7%	4.7%	0.0%	1.5%	0.0%	1.4%	4.2%	2.9%	0.0%	0.0%	0.0%	8.0%	0.0%	1.1%	2.9%	0.0%	0.0%	1.6%	0.0%
Usually	575	13	27	32	3	10	4	7	2	6	3	4	5	4	3	6	5	2	0	12	1
	13.1%	8.9%	8.1%	9.4%	42.9%	7.3%	11.8%	9.9%	8.3%	8.7%	6.4%	14.8%	4.7%	16.0%	27.3%	6.3%	14.7%	11.8%	0.0%	9.8%	7.7%
Always	3,645	129	284	279	4	123	29	62	21	60	44	22	100	19	8	87	27	15	9	106	12
	83.0%	88.4%	85.3%	82.3%	57.1%	89.8%	85.3%	87.3%	87.5%	87.0%	93.6%	81.5%	93.5%	76.0%	72.7%	91.6%	79.4%	88.2%	100.0%	86.9%	92.3%
Significantly different from column:*																					
Usually or Always	4,220	142	311	311	7	133	33	69	23	66	47	26	105	23	11	93	32	17	9	118	13
	96.1%	97.3%	93.4%	91.7%	100.0%	97.1%	97.1%	97.2%	95.8%	95.7%	100.0%	96.3%	98.1%	92.0%	100.0%	97.9%	94.1%	100.0%	100.0%	96.7%	100.0%
Significantly different from column:*		D																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 27

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	66	52	23	16	122	42	63	38	78	66	27	117	33	101	146	0	0
Number missing or multiple answer	17	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,392	146	333	339	66	52	23	16	122	42	63	38	78	66	27	117	33	101	146	0	0
	99.6%	100.0%	98.8%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	35	2	3	12	0	1	1	0	2	0	1	1	2	0	1	1	1	1	2	0	0
	0.8%	1.4%	0.9%	3.5%	0.0%	1.9%	4.3%	0.0%	1.6%	0.0%	1.6%	2.6%	2.6%	0.0%	3.7%	0.9%	3.0%	1.0%	1.4%	---	---
Sometimes	137	2	19	16	1	1	0	0	2	0	1	1	0	2	0	2	1	1	2	0	0
	3.1%	1.4%	5.7%	4.7%	1.5%	1.9%	0.0%	0.0%	1.6%	0.0%	1.6%	2.6%	0.0%	3.0%	0.0%	1.7%	3.0%	1.0%	1.4%	---	---
Usually	575	13	27	32	5	5	2	1	12	5	5	3	8	5	5	8	8	4	13	0	0
	13.1%	8.9%	8.1%	9.4%	7.6%	9.6%	8.7%	6.3%	9.8%	11.9%	7.9%	7.9%	10.3%	7.6%	18.5%	6.8%	24.2%	4.0%	8.9%	---	---
Always	3,645	129	284	279	60	45	20	15	106	37	56	33	68	59	21	106	23	95	129	0	0
	83.0%	88.4%	85.3%	82.3%	90.9%	86.5%	87.0%	93.8%	86.9%	88.1%	88.9%	86.8%	87.2%	89.4%	77.8%	90.6%	69.7%	94.1%	88.4%	---	---
Significantly different from column:*																					
Usually or Always	4,220	142	311	311	65	50	22	16	118	42	61	36	76	64	26	114	31	99	142	0	0
	96.1%	97.3%	93.4%	91.7%	98.5%	96.2%	95.7%	100.0%	96.7%	100.0%	96.8%	94.7%	97.4%	97.0%	96.3%	97.4%	93.9%	98.0%	97.3%	---	---
Significantly different from column:*		D																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 28

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	7	137	34	71	24	69	47	27	107	25	11	95	34	17	9	122	13
Number missing or multiple answer	24	0	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,385	146	331	339	7	137	34	71	24	69	47	27	107	25	11	95	34	17	9	122	13
	99.5%	100.0%	98.2%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	24	2	5	4	0	2	1	1	0	2	0	0	1	0	1	1	0	1	0	2	0
	0.5%	1.4%	1.5%	1.2%	0.0%	1.5%	2.9%	1.4%	0.0%	2.9%	0.0%	0.0%	0.9%	0.0%	9.1%	1.1%	0.0%	5.9%	0.0%	1.6%	0.0%
Sometimes	102	4	13	13	0	4	1	3	0	2	0	2	2	1	1	2	2	0	0	3	1
	2.3%	2.7%	3.9%	3.8%	0.0%	2.9%	2.9%	4.2%	0.0%	2.9%	0.0%	7.4%	1.9%	4.0%	9.1%	2.1%	5.9%	0.0%	0.0%	2.5%	7.7%
Usually	557	10	23	27	1	9	1	7	2	4	3	3	4	3	2	5	2	3	1	8	0
	12.7%	6.8%	6.9%	8.0%	14.3%	6.6%	2.9%	9.9%	8.3%	5.8%	6.4%	11.1%	3.7%	12.0%	18.2%	5.3%	5.9%	17.6%	11.1%	6.6%	0.0%
Always	3,702	130	290	295	6	122	31	60	22	61	44	22	100	21	7	87	30	13	8	109	12
	84.4%	89.0%	87.6%	87.0%	85.7%	89.1%	91.2%	84.5%	91.7%	88.4%	93.6%	81.5%	93.5%	84.0%	63.6%	91.6%	88.2%	76.5%	88.9%	89.3%	92.3%
Significantly different from column:*																					
Usually or Always	4,259	140	313	322	7	131	32	67	24	65	47	25	104	24	9	92	32	16	9	117	12
	97.1%	95.9%	94.6%	95.0%	100.0%	95.6%	94.1%	94.4%	100.0%	94.2%	100.0%	92.6%	97.2%	96.0%	81.8%	96.8%	94.1%	94.1%	100.0%	95.9%	92.3%
Significantly different from column:*																					

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 28

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	66	52	23	16	122	42	63	38	78	66	27	117	33	101	146	0	0
Number missing or multiple answer	24	0	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,385	146	331	339	66	52	23	16	122	42	63	38	78	66	27	117	33	101	146	0	0
	99.5%	100.0%	98.2%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	24	2	5	4	0	1	1	0	2	0	1	1	2	0	0	2	0	2	2	0	0
	0.5%	1.4%	1.5%	1.2%	0.0%	1.9%	4.3%	0.0%	1.6%	0.0%	1.6%	2.6%	2.6%	0.0%	0.0%	1.7%	0.0%	2.0%	1.4%	---	---
Sometimes	102	4	13	13	2	2	0	0	4	1	1	2	2	2	2	2	4	0	4	0	0
	2.3%	2.7%	3.9%	3.8%	3.0%	3.8%	0.0%	0.0%	3.3%	2.4%	1.6%	5.3%	2.6%	3.0%	7.4%	1.7%	12.1%	0.0%	2.7%	---	---
Usually	557	10	23	27	4	3	3	1	8	4	4	2	8	2	5	5	5	3	10	0	0
	12.7%	6.8%	6.9%	8.0%	6.1%	5.8%	13.0%	6.3%	6.6%	9.5%	6.3%	5.3%	10.3%	3.0%	18.5%	4.3%	15.2%	3.0%	6.8%	---	---
Always	3,702	130	290	295	60	46	19	15	108	37	57	33	66	62	20	108	24	96	130	0	0
	84.4%	89.0%	87.6%	87.0%	90.9%	88.5%	82.6%	93.8%	88.5%	88.1%	90.5%	86.8%	84.6%	93.9%	74.1%	92.3%	72.7%	95.0%	89.0%	---	---
Significantly different from column:*																					
Usually or Always	4,259	140	313	322	64	49	22	16	116	41	61	35	74	64	25	113	29	99	140	0	0
	97.1%	95.9%	94.6%	95.0%	97.0%	94.2%	95.7%	100.0%	95.1%	97.6%	96.8%	92.1%	94.9%	97.0%	92.6%	96.6%	87.9%	98.0%	95.9%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 29

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	7	137	34	71	24	69	47	27	107	25	11	95	34	17	9	122	13
Number missing or multiple answer	25	2	7	2	0	2	1	0	0	2	0	0	1	1	0	1	1	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,384	144	330	338	7	135	33	71	24	67	47	27	106	24	11	94	33	17	9	120	13
	99.4%	98.6%	97.9%	99.4%	100.0%	98.5%	97.1%	100.0%	100.0%	97.1%	100.0%	100.0%	99.1%	96.0%	100.0%	98.9%	97.1%	100.0%	100.0%	98.4%	100.0%
Never	23	2	4	3	0	2	1	1	0	1	0	1	2	0	0	1	1	0	0	2	0
	0.5%	1.4%	1.2%	0.9%	0.0%	1.5%	3.0%	1.4%	0.0%	1.5%	0.0%	3.7%	1.9%	0.0%	0.0%	1.1%	3.0%	0.0%	0.0%	1.7%	0.0%
Sometimes	72	2	17	12	0	2	0	2	0	1	0	1	1	1	0	1	1	0	0	2	0
	1.6%	1.4%	5.2%	3.6%	0.0%	1.5%	0.0%	2.8%	0.0%	1.5%	0.0%	3.7%	0.9%	4.2%	0.0%	1.1%	3.0%	0.0%	0.0%	1.7%	0.0%
Usually	445	8	19	24	1	7	3	4	1	4	3	1	4	2	2	5	0	3	1	5	1
	10.2%	5.6%	5.8%	7.1%	14.3%	5.2%	9.1%	5.6%	4.2%	6.0%	6.4%	3.7%	3.8%	8.3%	18.2%	5.3%	0.0%	17.6%	11.1%	4.2%	7.7%
Always	3,844	132	290	299	6	124	29	64	23	61	44	24	99	21	9	87	31	14	8	111	12
	87.7%	91.7%	87.9%	88.5%	85.7%	91.9%	87.9%	90.1%	95.8%	91.0%	93.6%	88.9%	93.4%	87.5%	81.8%	92.6%	93.9%	82.4%	88.9%	92.5%	92.3%
Significantly different from column:*																					
Usually or Always	4,289	140	309	323	7	131	32	68	24	65	47	25	103	23	11	92	31	17	9	116	13
	97.8%	97.2%	93.6%	95.6%	100.0%	97.0%	97.0%	95.8%	100.0%	97.0%	100.0%	92.6%	97.2%	95.8%	100.0%	97.9%	93.9%	100.0%	100.0%	96.7%	100.0%
Significantly different from column:*																					

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 29

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	66	52	23	16	122	42	63	38	78	66	27	117	33	101	146	0	0
Number missing or multiple answer	25	2	7	2	0	1	0	1	1	1	1	0	0	2	0	2	0	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,384	144	330	338	66	51	23	15	121	41	62	38	78	64	27	115	33	100	144	0	0
	99.4%	98.6%	97.9%	99.4%	100.0%	98.1%	100.0%	93.8%	99.2%	97.6%	98.4%	100.0%	100.0%	97.0%	100.0%	98.3%	100.0%	99.0%	98.6%	---	---
Never	23	2	4	3	0	1	1	0	2	1	1	0	1	1	1	1	1	1	2	0	0
	0.5%	1.4%	1.2%	0.9%	0.0%	2.0%	4.3%	0.0%	1.7%	2.4%	1.6%	0.0%	1.3%	1.6%	3.7%	0.9%	3.0%	1.0%	1.4%	---	---
Sometimes	72	2	17	12	1	1	0	0	2	0	0	2	1	1	1	1	2	0	2	0	0
	1.6%	1.4%	5.2%	3.6%	1.5%	2.0%	0.0%	0.0%	1.7%	0.0%	0.0%	5.3%	1.3%	1.6%	3.7%	0.9%	6.1%	0.0%	1.4%	---	---
Usually	445	8	19	24	4	1	3	1	6	4	2	2	4	4	3	5	3	3	8	0	0
	10.2%	5.6%	5.8%	7.1%	6.1%	2.0%	13.0%	6.7%	5.0%	9.8%	3.2%	5.3%	5.1%	6.3%	11.1%	4.3%	9.1%	3.0%	5.6%	---	---
Always	3,844	132	290	299	61	48	19	14	111	36	59	34	72	58	22	108	27	96	132	0	0
	87.7%	91.7%	87.9%	88.5%	92.4%	94.1%	82.6%	93.3%	91.7%	87.8%	95.2%	89.5%	92.3%	90.6%	81.5%	93.9%	81.8%	96.0%	91.7%	---	---
Significantly different from column:*																					
Usually or Always	4,289	140	309	323	65	49	22	15	117	40	61	36	76	62	25	113	30	99	140	0	0
	97.8%	97.2%	93.6%	95.6%	98.5%	96.1%	95.7%	100.0%	96.7%	97.6%	98.4%	94.7%	97.4%	96.9%	92.6%	98.3%	90.9%	99.0%	97.2%	---	---
Significantly different from column:*																					

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 30

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	7	137	34	71	24	69	47	27	107	25	11	95	34	17	9	122	13
Number missing or multiple answer	55	1	10	1	0	1	1	0	0	0	1	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,354	145	327	339	7	136	33	71	24	69	46	27	106	25	11	94	34	17	9	121	13
	98.8%	99.3%	97.0%	99.7%	100.0%	99.3%	97.1%	100.0%	100.0%	100.0%	97.9%	100.0%	99.1%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	99.2%	100.0%
Yes	2,951	100	223	218	5	93	21	48	18	53	28	16	72	20	8	62	28	10	8	83	8
	67.8%	69.0%	68.2%	64.3%	71.4%	68.4%	63.6%	67.6%	75.0%	76.8%	60.9%	59.3%	67.9%	80.0%	72.7%	66.0%	82.4%	58.8%	88.9%	68.6%	61.5%
No	1,403	45	104	121	2	43	12	23	6	16	18	11	34	5	3	32	6	7	1	38	5
	32.2%	31.0%	31.8%	35.7%	28.6%	31.6%	36.4%	32.4%	25.0%	23.2%	39.1%	40.7%	32.1%	20.0%	27.3%	34.0%	17.6%	41.2%	11.1%	31.4%	38.5%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 30

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	66	52	23	16	122	42	63	38	78	66	27	117	33	101	146	0	0
Number missing or multiple answer	55	1	10	1	0	1	0	0	1	0	1	0	0	1	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,354	145	327	339	66	51	23	16	121	42	62	38	78	65	27	116	33	100	145	0	0
	98.8%	99.3%	97.0%	99.7%	100.0%	98.1%	100.0%	100.0%	99.2%	100.0%	98.4%	100.0%	100.0%	98.5%	100.0%	99.1%	100.0%	99.0%	99.3%	---	---
Yes	2,951	100	223	218	43	37	15	11	81	8	54	35	56	42	21	77	26	64	100	0	0
	67.8%	69.0%	68.2%	64.3%	65.2%	72.5%	65.2%	68.8%	66.9%	19.0%	87.1%	92.1%	71.8%	64.6%	77.8%	66.4%	78.8%	64.0%	69.0%	---	---
No	1,403	45	104	121	23	14	8	5	40	34	8	3	22	23	6	39	7	36	45	0	0
	32.2%	31.0%	31.8%	35.7%	34.8%	27.5%	34.8%	31.3%	33.1%	81.0%	12.9%	7.9%	28.2%	35.4%	22.2%	33.6%	21.2%	36.0%	31.0%	---	---
Significantly different from column:*										KL	J	J									

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 31

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

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,951	100	223	218	5	93	21	48	18	53	28	16	72	20	8	62	28	10	8	83	8
Number missing or multiple answer	58	2	1	0	0	2	0	2	0	1	0	1	2	0	0	1	1	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,893	98	222	218	5	91	21	46	18	52	28	15	70	20	8	61	27	10	8	81	8
	98.0%	98.0%	99.6%	100.0%	100.0%	97.8%	100.0%	95.8%	100.0%	98.1%	100.0%	93.8%	97.2%	100.0%	100.0%	98.4%	96.4%	100.0%	100.0%	97.6%	100.0%
Never	17	1	2	4	0	1	0	1	0	1	0	0	0	1	0	1	0	0	0	1	0
	0.6%	1.0%	0.9%	1.8%	0.0%	1.1%	0.0%	2.2%	0.0%	1.9%	0.0%	0.0%	0.0%	5.0%	0.0%	1.6%	0.0%	0.0%	0.0%	1.2%	0.0%
Sometimes	94	2	16	13	2	0	0	1	0	2	0	0	1	1	0	1	1	0	0	1	1
	3.2%	2.0%	7.2%	6.0%	40.0%	0.0%	0.0%	2.2%	0.0%	3.8%	0.0%	0.0%	1.4%	5.0%	0.0%	1.6%	3.7%	0.0%	0.0%	1.2%	12.5%
Usually	560	12	33	28	1	11	3	4	4	8	2	2	6	4	2	5	5	2	1	10	0
	19.4%	12.2%	14.9%	12.8%	20.0%	12.1%	14.3%	8.7%	22.2%	15.4%	7.1%	13.3%	8.6%	20.0%	25.0%	8.2%	18.5%	20.0%	12.5%	12.3%	0.0%
Always	2,222	83	171	173	2	79	18	40	14	41	26	13	63	14	6	54	21	8	7	69	7
	76.8%	84.7%	77.0%	79.4%	40.0%	86.8%	85.7%	87.0%	77.8%	78.8%	92.9%	86.7%	90.0%	70.0%	75.0%	88.5%	77.8%	80.0%	87.5%	85.2%	87.5%
Significantly different from column:*																					
Usually or Always	2,782	95	204	201	3	90	21	44	18	49	28	15	69	18	8	59	26	10	8	79	7
	96.2%	96.9%	91.9%	92.2%	60.0%	98.9%	100.0%	95.7%	100.0%	94.2%	100.0%	100.0%	98.6%	90.0%	100.0%	96.7%	96.3%	100.0%	100.0%	97.5%	87.5%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 31

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

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,951	100	223	218	43	37	15	11	81	8	54	35	56	42	21	77	26	64	100	0	0
Number missing or multiple answer	58	2	1	0	1	1	0	0	2	0	0	2	2	0	1	1	1	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,893	98	222	218	42	36	15	11	79	8	54	33	54	42	20	76	25	63	98	0	0
	98.0%	98.0%	99.6%	100.0%	97.7%	97.3%	100.0%	100.0%	97.5%	100.0%	100.0%	94.3%	96.4%	100.0%	95.2%	98.7%	96.2%	98.4%	98.0%	---	---
Never	17	1	2	4	1	0	0	0	1	0	0	1	0	1	0	1	1	0	1	0	0
	0.6%	1.0%	0.9%	1.8%	2.4%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	3.0%	0.0%	2.4%	0.0%	1.3%	4.0%	0.0%	1.0%	---	---
Sometimes	94	2	16	13	0	2	0	0	1	0	1	1	2	0	2	0	2	0	2	0	0
	3.2%	2.0%	7.2%	6.0%	0.0%	5.6%	0.0%	0.0%	1.3%	0.0%	1.9%	3.0%	3.7%	0.0%	10.0%	0.0%	8.0%	0.0%	2.0%	---	---
Usually	560	12	33	28	5	3	3	1	8	1	7	3	6	5	4	8	5	5	12	0	0
	19.4%	12.2%	14.9%	12.8%	11.9%	8.3%	20.0%	9.1%	10.1%	12.5%	13.0%	9.1%	11.1%	11.9%	20.0%	10.5%	20.0%	7.9%	12.2%	---	---
Always	2,222	83	171	173	36	31	12	10	69	7	46	28	46	36	14	67	17	58	83	0	0
	76.8%	84.7%	77.0%	79.4%	85.7%	86.1%	80.0%	90.9%	87.3%	87.5%	85.2%	84.8%	85.2%	85.7%	70.0%	88.2%	68.0%	92.1%	84.7%	---	---
Significantly different from column:*																					
Usually or Always	2,782	95	204	201	41	34	15	11	77	8	53	31	52	41	18	75	22	63	95	0	0
	96.2%	96.9%	91.9%	92.2%	97.6%	94.4%	100.0%	100.0%	97.5%	100.0%	98.1%	93.9%	96.3%	97.6%	90.0%	98.7%	88.0%	100.0%	96.9%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 32

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	7	137	34	71	24	69	47	27	107	25	11	95	34	17	9	122	13
Number missing or multiple answer	58	0	7	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,351	146	330	338	7	137	34	71	24	69	47	27	107	25	11	95	34	17	9	122	13
	98.7%	100.0%	97.9%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	74	3	11	7	0	3	1	2	0	2	0	1	1	1	1	0	2	1	0	3	0
	1.7%	2.1%	3.3%	2.1%	0.0%	2.2%	2.9%	2.8%	0.0%	2.9%	0.0%	3.7%	0.9%	4.0%	9.1%	0.0%	5.9%	5.9%	0.0%	2.5%	0.0%
Sometimes	251	8	28	33	0	8	3	4	0	3	2	3	5	2	0	5	3	0	1	6	1
	5.8%	5.5%	8.5%	9.8%	0.0%	5.8%	8.8%	5.6%	0.0%	4.3%	4.3%	11.1%	4.7%	8.0%	0.0%	5.3%	8.8%	0.0%	11.1%	4.9%	7.7%
Usually	929	26	55	42	2	24	8	14	3	15	8	3	14	6	6	18	3	5	1	21	3
	21.4%	17.8%	16.7%	12.4%	28.6%	17.5%	23.5%	19.7%	12.5%	21.7%	17.0%	11.1%	13.1%	24.0%	54.5%	18.9%	8.8%	29.4%	11.1%	17.2%	23.1%
Always	3,097	109	236	256	5	102	22	51	21	49	37	20	87	16	4	72	26	11	7	92	9
	71.2%	74.7%	71.5%	75.7%	71.4%	74.5%	64.7%	71.8%	87.5%	71.0%	78.7%	74.1%	81.3%	64.0%	36.4%	75.8%	76.5%	64.7%	77.8%	75.4%	69.2%
Significantly different from column:*																					
Usually or Always	4,026	135	291	298	7	126	30	65	24	64	45	23	101	22	10	90	29	16	8	113	12
	92.5%	92.5%	88.2%	88.2%	100.0%	92.0%	88.2%	91.5%	100.0%	92.8%	95.7%	85.2%	94.4%	88.0%	90.9%	94.7%	85.3%	94.1%	88.9%	92.6%	92.3%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 32

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	66	52	23	16	122	42	63	38	78	66	27	117	33	101	146	0	0
Number missing or multiple answer	58	0	7	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,351	146	330	338	66	52	23	16	122	42	63	38	78	66	27	117	33	101	146	0	0
	98.7%	100.0%	97.9%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	74	3	11	7	0	2	0	1	2	1	0	2	2	1	1	2	1	1	3	0	0
	1.7%	2.1%	3.3%	2.1%	0.0%	3.8%	0.0%	6.3%	1.6%	2.4%	0.0%	5.3%	2.6%	1.5%	3.7%	1.7%	3.0%	1.0%	2.1%	---	---
Sometimes	251	8	28	33	2	3	3	2	6	4	3	1	3	5	4	4	5	2	8	0	0
	5.8%	5.5%	8.5%	9.8%	3.0%	5.8%	13.0%	12.5%	4.9%	9.5%	4.8%	2.6%	3.8%	7.6%	14.8%	3.4%	15.2%	2.0%	5.5%	---	---
Usually	929	26	55	42	10	11	5	4	21	10	12	4	11	15	8	18	13	11	26	0	0
	21.4%	17.8%	16.7%	12.4%	15.2%	21.2%	21.7%	25.0%	17.2%	23.8%	19.0%	10.5%	14.1%	22.7%	29.6%	15.4%	39.4%	10.9%	17.8%	---	---
Always	3,097	109	236	256	54	36	15	9	93	27	48	31	62	45	14	93	14	87	109	0	0
	71.2%	74.7%	71.5%	75.7%	81.8%	69.2%	65.2%	56.3%	76.2%	64.3%	76.2%	81.6%	79.5%	68.2%	51.9%	79.5%	42.4%	86.1%	74.7%	---	---
Significantly different from column:*															P	O	R	Q			
Usually or Always	4,026	135	291	298	64	47	20	13	114	37	60	35	73	60	22	111	27	98	135	0	0
	92.5%	92.5%	88.2%	88.2%	97.0%	90.4%	87.0%	81.3%	93.4%	88.1%	95.2%	92.1%	93.6%	90.9%	81.5%	94.9%	81.8%	97.0%	92.5%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 33

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	7	137	34	71	24	69	47	27	107	25	11	95	34	17	9	122	13
Number missing or multiple answer	47	0	6	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,362	146	331	332	7	137	34	71	24	69	47	27	107	25	11	95	34	17	9	122	13
	98.9%	100.0%	98.2%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	3,927	124	285	273	6	116	30	59	19	57	43	21	92	20	10	82	27	15	9	100	13
	90.0%	84.9%	86.1%	82.2%	85.7%	84.7%	88.2%	83.1%	79.2%	82.6%	91.5%	77.8%	86.0%	80.0%	90.9%	86.3%	79.4%	88.2%	100.0%	82.0%	100.0%
No	435	22	46	59	1	21	4	12	5	12	4	6	15	5	1	13	7	2	0	22	0
	10.0%	15.1%	13.9%	17.8%	14.3%	15.3%	11.8%	16.9%	20.8%	17.4%	8.5%	22.2%	14.0%	20.0%	9.1%	13.7%	20.6%	11.8%	0.0%	18.0%	0.0%
Significantly different from column:*		A																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 33

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	66	52	23	16	122	42	63	38	78	66	27	117	33	101	146	0	0
Number missing or multiple answer	47	0	6	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,362	146	331	332	66	52	23	16	122	42	63	38	78	66	27	117	33	101	146	0	0
	98.9%	100.0%	98.2%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	3,927	124	285	273	59	43	18	14	103	37	54	32	65	58	18	104	24	88	124	0	0
	90.0%	84.9%	86.1%	82.2%	89.4%	82.7%	78.3%	87.5%	84.4%	88.1%	85.7%	84.2%	83.3%	87.9%	66.7%	88.9%	72.7%	87.1%	84.9%	---	---
No	435	22	46	59	7	9	5	2	19	5	9	6	13	8	9	13	9	13	22	0	0
	10.0%	15.1%	13.9%	17.8%	10.6%	17.3%	21.7%	12.5%	15.6%	11.9%	14.3%	15.8%	16.7%	12.1%	33.3%	11.1%	27.3%	12.9%	15.1%	---	---
Significantly different from column:*		A																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	7	137	34	71	24	69	47	27	107	25	11	95	34	17	9	122	13
Number missing or multiple answer	63	1	9	3	0	1	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,346	145	328	337	7	136	34	70	24	69	47	26	106	25	11	94	34	17	8	122	13
	98.6%	99.3%	97.3%	99.1%	100.0%	99.3%	100.0%	98.6%	100.0%	100.0%	100.0%	96.3%	99.1%	100.0%	100.0%	98.9%	100.0%	100.0%	88.9%	100.0%	100.0%
Yes	2,004	61	139	123	5	56	16	33	7	27	19	15	41	13	7	35	17	9	0	49	10
	46.1%	42.1%	42.4%	36.5%	71.4%	41.2%	47.1%	47.1%	29.2%	39.1%	40.4%	57.7%	38.7%	52.0%	63.6%	37.2%	50.0%	52.9%	0.0%	40.2%	76.9%
No	2,342	84	189	214	2	80	18	37	17	42	28	11	65	12	4	59	17	8	8	73	3
	53.9%	57.9%	57.6%	63.5%	28.6%	58.8%	52.9%	52.9%	70.8%	60.9%	59.6%	42.3%	61.3%	48.0%	36.4%	62.8%	50.0%	47.1%	100.0%	59.8%	23.1%
Significantly different from column:*																				U	T

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,409	146	337	340	66	52	23	16	122	42	63	38	78	66	27	117	33	101	146	0	0
Number missing or multiple answer	63	1	9	3	1	0	0	0	0	0	0	1	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,346	145	328	337	65	52	23	16	122	42	63	37	77	66	27	116	33	101	145	0	0
	98.6%	99.3%	97.3%	99.1%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.4%	98.7%	100.0%	100.0%	99.1%	100.0%	100.0%	99.3%	---	---
Yes	2,004	61	139	123	30	20	11	5	52	20	27	14	32	29	15	46	20	39	61	0	0
	46.1%	42.1%	42.4%	36.5%	46.2%	38.5%	47.8%	31.3%	42.6%	47.6%	42.9%	37.8%	41.6%	43.9%	55.6%	39.7%	60.6%	38.6%	42.1%	---	---
No	2,342	84	189	214	35	32	12	11	70	22	36	23	45	37	12	70	13	62	84	0	0
	53.9%	57.9%	57.6%	63.5%	53.8%	61.5%	52.2%	68.8%	57.4%	52.4%	57.1%	62.2%	58.4%	56.1%	44.4%	60.3%	39.4%	61.4%	57.9%	---	---
Significantly different from column:*																	R	Q			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 35

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

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)			Child's Doctor Visits in One Year (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,004	61	139	123	5	56	16	33	7	27	19	15	41	13	7	35	17	9	0	49	10
Number missing or multiple answer	43	3	1	5	0	3	0	1	1	1	2	0	2	1	0	1	0	2	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,961	58	138	118	5	53	16	32	6	26	17	15	39	12	7	34	17	7	0	47	10
	97.9%	95.1%	99.3%	95.9%	100.0%	94.6%	100.0%	97.0%	85.7%	96.3%	89.5%	100.0%	95.1%	92.3%	100.0%	97.1%	100.0%	77.8%	---	95.9%	100.0%
Never	108	8	12	6	0	8	1	6	1	4	0	4	5	3	0	4	4	0	0	8	0
	5.5%	13.8%	8.7%	5.1%	0.0%	15.1%	6.3%	18.8%	16.7%	15.4%	0.0%	26.7%	12.8%	25.0%	0.0%	11.8%	23.5%	0.0%	---	17.0%	0.0%
Sometimes	186	2	16	17	2	0	0	0	1	2	0	0	1	0	1	1	1	0	0	1	1
	9.5%	3.4%	11.6%	14.4%	40.0%	0.0%	0.0%	0.0%	16.7%	7.7%	0.0%	0.0%	2.6%	0.0%	14.3%	2.9%	5.9%	0.0%	---	2.1%	10.0%
Usually	487	15	16	15	1	14	5	8	1	6	5	4	8	4	3	10	3	2	0	11	3
	24.8%	25.9%	11.6%	12.7%	20.0%	26.4%	31.3%	25.0%	16.7%	23.1%	29.4%	26.7%	20.5%	33.3%	42.9%	29.4%	17.6%	28.6%	---	23.4%	30.0%
Always	1,180	33	94	80	2	31	10	18	3	14	12	7	25	5	3	19	9	5	0	27	6
	60.2%	56.9%	68.1%	67.8%	40.0%	58.5%	62.5%	56.3%	50.0%	53.8%	70.6%	46.7%	64.1%	41.7%	42.9%	55.9%	52.9%	71.4%	---	57.4%	60.0%
Significantly different from column:*																					
Usually or Always	1,667	48	110	95	3	45	15	26	4	20	17	11	33	9	6	29	12	7	0	38	9
	85.0%	82.8%	79.7%	80.5%	60.0%	84.9%	93.8%	81.3%	66.7%	76.9%	100.0%	73.3%	84.6%	75.0%	85.7%	85.3%	70.6%	100.0%	---	80.9%	90.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 35

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

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,004	61	139	123	30	20	11	5	52	20	27	14	32	29	15	46	20	39	61	0	0
Number missing or multiple answer	43	3	1	5	2	1	0	0	2	1	1	1	3	0	0	3	0	2	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,961	58	138	118	28	19	11	5	50	19	26	13	29	29	15	43	20	37	58	0	0
	97.9%	95.1%	99.3%	95.9%	93.3%	95.0%	100.0%	100.0%	96.2%	95.0%	96.3%	92.9%	90.6%	100.0%	100.0%	93.5%	100.0%	94.9%	95.1%	---	---
Never	108	8	12	6	2	3	3	1	7	1	5	2	3	5	3	5	5	3	8	0	0
	5.5%	13.8%	8.7%	5.1%	7.1%	15.8%	27.3%	20.0%	14.0%	5.3%	19.2%	15.4%	10.3%	17.2%	20.0%	11.6%	25.0%	8.1%	13.8%	---	---
Sometimes	186	2	16	17	0	2	0	0	1	0	0	2	1	1	1	1	2	0	2	0	0
	9.5%	3.4%	11.6%	14.4%	0.0%	10.5%	0.0%	0.0%	2.0%	0.0%	0.0%	15.4%	3.4%	3.4%	6.7%	2.3%	10.0%	0.0%	3.4%	---	---
Usually	487	15	16	15	9	4	2	1	13	6	6	3	6	9	4	11	8	6	15	0	0
	24.8%	25.9%	11.6%	12.7%	32.1%	21.1%	18.2%	20.0%	26.0%	31.6%	23.1%	23.1%	20.7%	31.0%	26.7%	25.6%	40.0%	16.2%	25.9%	---	---
Always	1,180	33	94	80	17	10	6	3	29	12	15	6	19	14	7	26	5	28	33	0	0
	60.2%	56.9%	68.1%	67.8%	60.7%	52.6%	54.5%	60.0%	58.0%	63.2%	57.7%	46.2%	65.5%	48.3%	46.7%	60.5%	25.0%	75.7%	56.9%	---	---
Significantly different from column:*																	R	Q			
Usually or Always	1,667	48	110	95	26	14	8	4	42	18	21	9	25	23	11	37	13	34	48	0	0
	85.0%	82.8%	79.7%	80.5%	92.9%	73.7%	72.7%	80.0%	84.0%	94.7%	80.8%	69.2%	86.2%	79.3%	73.3%	86.0%	65.0%	91.9%	82.8%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 36

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,636	166	412	415	11	153	38	80	28	79	54	29	121	29	12	107	37	22	22	127	13
Number missing or multiple answer	170	2	7	6	0	2	0	1	0	2	0	0	1	0	1	0	1	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,466	164	405	409	11	151	38	79	28	77	54	29	120	29	11	107	36	21	21	127	13
	97.0%	98.8%	98.3%	98.6%	100.0%	98.7%	100.0%	98.8%	100.0%	97.5%	100.0%	100.0%	99.2%	100.0%	91.7%	100.0%	97.3%	95.5%	95.5%	100.0%	100.0%
0 Worst personal doctor possible	8	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	1.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	8	2	5	2	0	2	1	1	0	1	0	1	2	0	0	1	1	0	1	1	0
	0.1%	1.2%	1.2%	0.5%	0.0%	1.3%	2.6%	1.3%	0.0%	1.3%	0.0%	3.4%	1.7%	0.0%	0.0%	0.9%	2.8%	0.0%	4.8%	0.8%	0.0%
2	10	1	1	1	0	1	0	1	0	1	0	0	0	1	0	1	0	0	0	1	0
	0.2%	0.6%	0.2%	0.2%	0.0%	0.7%	0.0%	1.3%	0.0%	1.3%	0.0%	0.0%	0.0%	3.4%	0.0%	0.9%	0.0%	0.0%	0.0%	0.8%	0.0%
3	23	1	3	2	1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	1
	0.4%	0.6%	0.7%	0.5%	9.1%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.8%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	7.7%
4	24	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	93	0	9	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.7%	0.0%	2.2%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6	103	3	5	7	0	3	0	3	0	1	0	2	1	0	1	1	1	1	1	2	0
	1.9%	1.8%	1.2%	1.7%	0.0%	2.0%	0.0%	3.8%	0.0%	1.3%	0.0%	6.9%	0.8%	0.0%	9.1%	0.9%	2.8%	4.8%	4.8%	1.6%	0.0%
7	265	4	14	19	0	4	3	1	0	1	3	0	3	1	0	3	0	1	0	3	1
	4.8%	2.4%	3.5%	4.6%	0.0%	2.6%	7.9%	1.3%	0.0%	1.3%	5.6%	0.0%	2.5%	3.4%	0.0%	2.8%	0.0%	4.8%	0.0%	2.4%	7.7%
8	698	11	48	35	0	11	4	6	1	4	5	2	5	4	1	6	3	2	2	8	0
	12.8%	6.7%	11.9%	8.6%	0.0%	7.3%	10.5%	7.6%	3.6%	5.2%	9.3%	6.9%	4.2%	13.8%	9.1%	5.6%	8.3%	9.5%	9.5%	6.3%	0.0%
9	988	22	46	67	3	18	8	5	5	9	8	4	17	3	2	12	6	4	1	20	0
	18.1%	13.4%	11.4%	16.4%	27.3%	11.9%	21.1%	6.3%	17.9%	11.7%	14.8%	13.8%	14.2%	10.3%	18.2%	11.2%	16.7%	19.0%	4.8%	15.7%	0.0%
10 Best personal doctor possible	3,246	120	270	264	7	112	22	62	22	59	38	20	91	20	7	82	25	13	16	92	11
	59.4%	73.2%	66.7%	64.5%	63.6%	74.2%	57.9%	78.5%	78.6%	76.6%	70.4%	69.0%	75.8%	69.0%	63.6%	76.6%	69.4%	61.9%	76.2%	72.4%	84.6%

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 36

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,636	166	412	415	78	56	27	20	137	50	68	44	93	71	28	133	35	104	166	0	0
Number missing or multiple answer	170	2	7	6	0	1	1	1	0	0	2	0	1	1	1	1	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,466	164	405	409	78	55	26	19	137	50	66	44	92	70	27	132	35	104	164	0	0
	97.0%	98.8%	98.3%	98.6%	100.0%	98.2%	96.3%	95.0%	100.0%	100.0%	97.1%	100.0%	98.9%	98.6%	96.4%	99.2%	100.0%	100.0%	98.8%	---	---
0 Worst personal doctor possible	8	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	1.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
1	8	2	5	2	0	1	1	0	2	2	0	0	1	1	1	1	1	0	2	0	0
	0.1%	1.2%	1.2%	0.5%	0.0%	1.8%	3.8%	0.0%	1.5%	4.0%	0.0%	0.0%	1.1%	1.4%	3.7%	0.8%	2.9%	0.0%	1.2%	---	---
2	10	1	1	1	1	0	0	0	1	0	0	1	0	1	0	1	1	0	1	0	0
	0.2%	0.6%	0.2%	0.2%	1.3%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	2.3%	0.0%	1.4%	0.0%	0.8%	2.9%	0.0%	0.6%	---	---
3	23	1	3	2	0	1	0	0	0	0	0	1	1	0	1	0	1	0	1	0	0
	0.4%	0.6%	0.7%	0.5%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	1.1%	0.0%	3.7%	0.0%	2.9%	0.0%	0.6%	---	---
4	24	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
5	93	0	9	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.7%	0.0%	2.2%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
6	103	3	5	7	1	1	1	0	3	1	0	2	3	0	3	0	2	0	3	0	0
	1.9%	1.8%	1.2%	1.7%	1.3%	1.8%	3.8%	0.0%	2.2%	2.0%	0.0%	4.5%	3.3%	0.0%	11.1%	0.0%	5.7%	0.0%	1.8%	---	---
7	265	4	14	19	2	1	1	0	4	2	1	1	0	4	2	2	2	2	4	0	0
	4.8%	2.4%	3.5%	4.6%	2.6%	1.8%	3.8%	0.0%	2.9%	4.0%	1.5%	2.3%	0.0%	5.7%	7.4%	1.5%	5.7%	1.9%	2.4%	---	---
8	698	11	48	35	5	5	1	2	9	5	5	1	9	2	6	4	7	1	11	0	0
	12.8%	6.7%	11.9%	8.6%	6.4%	9.1%	3.8%	10.5%	6.6%	10.0%	7.6%	2.3%	9.8%	2.9%	22.2%	3.0%	20.0%	1.0%	6.7%	---	---
9	988	22	46	67	11	4	4	4	17	6	9	6	11	10	3	18	8	11	22	0	0
	18.1%	13.4%	11.4%	16.4%	14.1%	7.3%	15.4%	21.1%	12.4%	12.0%	13.6%	13.6%	12.0%	14.3%	11.1%	13.6%	22.9%	10.6%	13.4%	---	---
10 Best personal doctor possible	3,246	120	270	264	58	42	18	13	101	34	51	32	67	52	11	106	13	90	120	0	0
	59.4%	73.2%	66.7%	64.5%	74.4%	76.4%	69.2%	68.4%	73.7%	68.0%	77.3%	72.7%	72.8%	74.3%	40.7%	80.3%	37.1%	86.5%	73.2%	---	---

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 36

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)			Child's Doctor Visits in One Year (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,636	166	412	415	11	153	38	80	28	79	54	29	121	29	12	107	37	22	22	127	13
Number missing or multiple answer	170	2	7	6	0	2	0	1	0	2	0	0	1	0	1	0	1	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,466	164	405	409	11	151	38	79	28	77	54	29	120	29	11	107	36	21	21	127	13
	97.0%	98.8%	98.3%	98.6%	100.0%	98.7%	100.0%	98.8%	100.0%	97.5%	100.0%	100.0%	99.2%	100.0%	91.7%	100.0%	97.3%	95.5%	95.5%	100.0%	100.0%
0 to 4	73 1.3%	4 2.4%	13 3.2%	7 1.7%	1 9.1%	3 2.0%	1 2.6%	2 2.5%	0 0.0%	3 3.9%	0 0.0%	1 3.4%	3 2.5%	1 3.4%	0 0.0%	3 2.8%	1 2.8%	0 0.0%	1 4.8%	2 1.6%	1 7.7%
5	93 1.7%	0 0.0%	9 2.2%	10 2.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
6 or 7	368 6.7%	7 4.3%	19 4.7%	26 6.4%	0 0.0%	7 4.6%	3 7.9%	4 5.1%	0 0.0%	2 2.6%	3 5.6%	2 6.9%	4 3.3%	1 3.4%	1 9.1%	4 3.7%	1 2.8%	2 9.5%	1 4.8%	5 3.9%	1 7.7%
8 to 10	4,932 90.2%	153 93.3%	364 89.9%	366 89.5%	10 90.9%	141 93.4%	34 89.5%	73 92.4%	28 100.0%	72 93.5%	51 94.4%	26 89.7%	113 94.2%	27 93.1%	10 90.9%	100 93.5%	34 94.4%	19 90.5%	19 90.5%	120 94.5%	11 84.6%
Significantly different from column:*																					
0 to 6	269 4.9%	7 4.3%	27 6.7%	24 5.9%	1 9.1%	6 4.0%	1 2.6%	5 6.3%	0 0.0%	4 5.2%	0 0.0%	3 10.3%	4 3.3%	1 3.4%	1 9.1%	4 3.7%	2 5.6%	1 4.8%	2 9.5%	4 3.1%	1 7.7%
7 to 8	963 17.6%	15 9.1%	62 15.3%	54 13.2%	0 0.0%	15 9.9%	7 18.4%	7 8.9%	1 3.6%	5 6.5%	8 14.8%	2 6.9%	8 6.7%	5 17.2%	1 9.1%	9 8.4%	3 8.3%	3 14.3%	2 9.5%	11 8.7%	1 7.7%
9 to 10	4,234 77.5%	142 86.6%	316 78.0%	331 80.9%	10 90.9%	130 86.1%	30 78.9%	67 84.8%	27 96.4%	68 88.3%	46 85.2%	24 82.8%	108 90.0%	23 79.3%	9 81.8%	94 87.9%	31 86.1%	17 81.0%	17 81.0%	112 88.2%	11 84.6%
Significantly different from column:*		AC																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 36

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,636	166	412	415	78	56	27	20	137	50	68	44	93	71	28	133	35	104	166	0	0
Number missing or multiple answer	170	2	7	6	0	1	1	1	0	0	2	0	1	1	1	1	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,466	164	405	409	78	55	26	19	137	50	66	44	92	70	27	132	35	104	164	0	0
	97.0%	98.8%	98.3%	98.6%	100.0%	98.2%	96.3%	95.0%	100.0%	100.0%	97.1%	100.0%	98.9%	98.6%	96.4%	99.2%	100.0%	100.0%	98.8%	---	---
0 to 4	73	4	13	7	1	2	1	0	3	2	0	2	2	2	2	2	3	0	4	0	0
	1.3%	2.4%	3.2%	1.7%	1.3%	3.6%	3.8%	0.0%	2.2%	4.0%	0.0%	4.5%	2.2%	2.9%	7.4%	1.5%	8.6%	0.0%	2.4%	---	---
5	93	0	9	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.7%	0.0%	2.2%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
6 or 7	368	7	19	26	3	2	2	0	7	3	1	3	3	4	5	2	4	2	7	0	0
	6.7%	4.3%	4.7%	6.4%	3.8%	3.6%	7.7%	0.0%	5.1%	6.0%	1.5%	6.8%	3.3%	5.7%	18.5%	1.5%	11.4%	1.9%	4.3%	---	---
8 to 10	4,932	153	364	366	74	51	23	19	127	45	65	39	87	64	20	128	28	102	153	0	0
	90.2%	93.3%	89.9%	89.5%	94.9%	92.7%	88.5%	100.0%	92.7%	90.0%	98.5%	88.6%	94.6%	91.4%	74.1%	97.0%	80.0%	98.1%	93.3%	---	---
Significantly different from column:*																					
0 to 6	269	7	27	24	2	3	2	0	6	3	0	4	5	2	5	2	5	0	7	0	0
	4.9%	4.3%	6.7%	5.9%	2.6%	5.5%	7.7%	0.0%	4.4%	6.0%	0.0%	9.1%	5.4%	2.9%	18.5%	1.5%	14.3%	0.0%	4.3%	---	---
7 to 8	963	15	62	54	7	6	2	2	13	7	6	2	9	6	8	6	9	3	15	0	0
	17.6%	9.1%	15.3%	13.2%	9.0%	10.9%	7.7%	10.5%	9.5%	14.0%	9.1%	4.5%	9.8%	8.6%	29.6%	4.5%	25.7%	2.9%	9.1%	---	---
9 to 10	4,234	142	316	331	69	46	22	17	118	40	60	38	78	62	14	124	21	101	142	0	0
	77.5%	86.6%	78.0%	80.9%	88.5%	83.6%	84.6%	89.5%	86.1%	80.0%	90.9%	86.4%	84.8%	88.6%	51.9%	93.9%	60.0%	97.1%	86.6%	---	---
Significantly different from column:*		CA																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 37

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,843	166	412	415	11	153	38	80	28	79	54	29	121	29	12	107	37	22	22	127	13
Number missing or multiple answer	85	2	9	6	1	1	0	1	0	1	0	1	2	0	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,758	164	403	409	10	152	38	79	28	78	54	28	119	29	12	105	37	22	20	127	13
	97.0%	98.8%	97.8%	98.6%	90.9%	99.3%	100.0%	98.8%	100.0%	98.7%	100.0%	96.6%	98.3%	100.0%	100.0%	98.1%	100.0%	100.0%	90.9%	100.0%	100.0%
Yes	820	49	101	113	3	46	6	33	4	21	17	11	29	13	6	20	14	15	2	40	5
	29.7%	29.9%	25.1%	27.6%	30.0%	30.3%	15.8%	41.8%	14.3%	26.9%	31.5%	39.3%	24.4%	44.8%	50.0%	19.0%	37.8%	68.2%	10.0%	31.5%	38.5%
No	1,938	115	302	296	7	106	32	46	24	57	37	17	90	16	6	85	23	7	18	87	8
	70.3%	70.1%	74.9%	72.4%	70.0%	69.7%	84.2%	58.2%	85.7%	73.1%	68.5%	60.7%	75.6%	55.2%	50.0%	81.0%	62.2%	31.8%	90.0%	68.5%	61.5%
Significantly different from column:*							H	GI	H				N	M		QR	PR	PQ	T	S	

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 37

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,843	166	412	415	78	56	27	20	137	50	68	44	93	71	28	133	35	104	166	0	0
Number missing or multiple answer	85	2	9	6	1	0	1	1	0	0	0	1	2	0	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,758	164	403	409	77	56	26	19	137	50	68	43	91	71	28	131	35	104	164	0	0
	97.0%	98.8%	97.8%	98.6%	98.7%	100.0%	96.3%	95.0%	100.0%	100.0%	100.0%	97.7%	97.8%	100.0%	100.0%	98.5%	100.0%	100.0%	98.8%	---	---
Yes	820	49	101	113	25	17	7	2	45	7	26	16	32	17	13	36	17	28	49	0	0
	29.7%	29.9%	25.1%	27.6%	32.5%	30.4%	26.9%	10.5%	32.8%	14.0%	38.2%	37.2%	35.2%	23.9%	46.4%	27.5%	48.6%	26.9%	29.9%	---	---
No	1,938	115	302	296	52	39	19	17	92	43	42	27	59	54	15	95	18	76	115	0	0
	70.3%	70.1%	74.9%	72.4%	67.5%	69.6%	73.1%	89.5%	67.2%	86.0%	61.8%	62.8%	64.8%	76.1%	53.6%	72.5%	51.4%	73.1%	70.1%	---	---
Significantly different from column:*								I	H	KL	J	J			P	O	R	Q			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 38

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	820	49	101	113	3	46	6	33	4	21	17	11	29	13	6	20	14	15	2	40	5
Number missing or multiple answer	13	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	807	49	98	111	3	46	6	33	4	21	17	11	29	13	6	20	14	15	2	40	5
	98.4%	100.0%	97.0%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	756	42	94	100	3	39	6	27	4	17	14	11	26	11	4	18	13	11	1	35	5
	93.7%	85.7%	95.9%	90.1%	100.0%	84.8%	100.0%	81.8%	100.0%	81.0%	82.4%	100.0%	89.7%	84.6%	66.7%	90.0%	92.9%	73.3%	50.0%	87.5%	100.0%
No	51	7	4	11	0	7	0	6	0	4	3	0	3	2	2	2	1	4	1	5	0
	6.3%	14.3%	4.1%	9.9%	0.0%	15.2%	0.0%	18.2%	0.0%	19.0%	17.6%	0.0%	10.3%	15.4%	33.3%	10.0%	7.1%	26.7%	50.0%	12.5%	0.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 38

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	820	49	101	113	25	17	7	2	45	7	26	16	32	17	13	36	17	28	49	0	0
Number missing or multiple answer	13	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	807	49	98	111	25	17	7	2	45	7	26	16	32	17	13	36	17	28	49	0	0
	98.4%	100.0%	97.0%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	756	42	94	100	21	16	5	2	39	7	23	12	29	13	9	33	13	27	42	0	0
	93.7%	85.7%	95.9%	90.1%	84.0%	94.1%	71.4%	100.0%	86.7%	100.0%	88.5%	75.0%	90.6%	76.5%	69.2%	91.7%	76.5%	96.4%	85.7%	---	---
No	51	7	4	11	4	1	2	0	6	0	3	4	3	4	4	3	4	1	7	0	0
	6.3%	14.3%	4.1%	9.9%	16.0%	5.9%	28.6%	0.0%	13.3%	0.0%	11.5%	25.0%	9.4%	23.5%	30.8%	8.3%	23.5%	3.6%	14.3%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 39

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	820	49	101	113	3	46	6	33	4	21	17	11	29	13	6	20	14	15	2	40	5
Number missing or multiple answer	20	1	3	1	0	1	0	0	0	0	0	1	0	0	1	0	0	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	800	48	98	112	3	45	6	33	4	21	17	10	29	13	5	20	14	14	2	39	5
	97.6%	98.0%	97.0%	99.1%	100.0%	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	83.3%	100.0%	100.0%	93.3%	100.0%	97.5%	100.0%
Yes	719	40	90	95	3	37	5	27	4	16	14	10	26	10	3	18	13	9	1	33	5
	89.9%	83.3%	91.8%	84.8%	100.0%	82.2%	83.3%	81.8%	100.0%	76.2%	82.4%	100.0%	89.7%	76.9%	60.0%	90.0%	92.9%	64.3%	50.0%	84.6%	100.0%
No	81	8	8	17	0	8	1	6	0	5	3	0	3	3	2	2	1	5	1	6	0
	10.1%	16.7%	8.2%	15.2%	0.0%	17.8%	16.7%	18.2%	0.0%	23.8%	17.6%	0.0%	10.3%	23.1%	40.0%	10.0%	7.1%	35.7%	50.0%	15.4%	0.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 39

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	820	49	101	113	25	17	7	2	45	7	26	16	32	17	13	36	17	28	49	0	0
Number missing or multiple answer	20	1	3	1	1	0	0	0	1	0	1	0	1	0	1	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	800	48	98	112	24	17	7	2	44	7	25	16	31	17	12	36	17	27	48	0	0
	97.6%	98.0%	97.0%	99.1%	96.0%	100.0%	100.0%	100.0%	97.8%	100.0%	96.2%	100.0%	96.9%	100.0%	92.3%	100.0%	100.0%	96.4%	98.0%	---	---
Yes	719	40	90	95	19	15	6	2	37	7	20	13	26	14	8	32	12	26	40	0	0
	89.9%	83.3%	91.8%	84.8%	79.2%	88.2%	85.7%	100.0%	84.1%	100.0%	80.0%	81.3%	83.9%	82.4%	66.7%	88.9%	70.6%	96.3%	83.3%	---	---
No	81	8	8	17	5	2	1	0	7	0	5	3	5	3	4	4	5	1	8	0	0
	10.1%	16.7%	8.2%	15.2%	20.8%	11.8%	14.3%	0.0%	15.9%	0.0%	20.0%	18.8%	16.1%	17.6%	33.3%	11.1%	29.4%	3.7%	16.7%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 40

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)			Child's Doctor Visits in One Year (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	66	4	7	6	0	4	1	2	0	2	1	1	3	0	1	4	0	0	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,344	186	466	480	18	166	39	94	31	92	62	28	134	34	14	118	41	26	28	140	12
	99.0%	97.9%	98.5%	98.8%	100.0%	97.6%	97.5%	97.9%	100.0%	97.9%	98.4%	96.6%	97.8%	100.0%	93.3%	96.7%	100.0%	100.0%	93.3%	100.0%	92.3%
Yes	1,633	51	95	102	3	48	12	29	5	22	19	10	35	11	5	32	11	8	3	37	8
	25.7%	27.4%	20.4%	21.3%	16.7%	28.9%	30.8%	30.9%	16.1%	23.9%	30.6%	35.7%	26.1%	32.4%	35.7%	27.1%	26.8%	30.8%	10.7%	26.4%	66.7%
No	4,711	135	371	378	15	118	27	65	26	70	43	18	99	23	9	86	30	18	25	103	4
	74.3%	72.6%	79.6%	78.8%	83.3%	71.1%	69.2%	69.1%	83.9%	76.1%	69.4%	64.3%	73.9%	67.6%	64.3%	72.9%	73.2%	69.2%	89.3%	73.6%	33.3%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 40

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	66	4	7	6	2	1	1	0	3	0	2	2	1	3	0	4	0	1	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,344	186	466	480	84	68	29	23	155	53	75	53	106	78	33	147	38	113	186	0	0
	99.0%	97.9%	98.5%	98.8%	97.7%	98.6%	96.7%	100.0%	98.1%	100.0%	97.4%	96.4%	99.1%	96.3%	100.0%	97.4%	100.0%	99.1%	97.9%	---	---
Yes	1,633	51	95	102	26	13	11	6	44	17	23	10	27	24	10	40	16	28	51	0	0
	25.7%	27.4%	20.4%	21.3%	31.0%	19.1%	37.9%	26.1%	28.4%	32.1%	30.7%	18.9%	25.5%	30.8%	30.3%	27.2%	42.1%	24.8%	27.4%	---	---
No	4,711	135	371	378	58	55	18	17	111	36	52	43	79	54	23	107	22	85	135	0	0
	74.3%	72.6%	79.6%	78.8%	69.0%	80.9%	62.1%	73.9%	71.6%	67.9%	69.3%	81.1%	74.5%	69.2%	69.7%	72.8%	57.9%	75.2%	72.6%	---	---
Significantly different from column:*						G	F										R	Q			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 41

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,633	51	95	102	3	48	12	29	5	22	19	10	35	11	5	32	11	8	3	37	8
Number missing or multiple answer	28	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,605	51	94	100	3	48	12	29	5	22	19	10	35	11	5	32	11	8	3	37	8
	98.3%	100.0%	98.9%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	62	1	1	8	0	1	0	1	0	1	0	0	0	0	1	0	0	1	1	0	0
	3.9%	2.0%	1.1%	8.0%	0.0%	2.1%	0.0%	3.4%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	12.5%	33.3%	0.0%	0.0%
Sometimes	238	10	14	13	0	10	2	7	0	3	4	3	6	4	0	6	3	1	0	7	2
	14.8%	19.6%	14.9%	13.0%	0.0%	20.8%	16.7%	24.1%	0.0%	13.6%	21.1%	30.0%	17.1%	36.4%	0.0%	18.8%	27.3%	12.5%	0.0%	18.9%	25.0%
Usually	427	11	15	19	2	9	2	6	1	3	5	3	9	1	1	7	1	3	1	7	1
	26.6%	21.6%	16.0%	19.0%	66.7%	18.8%	16.7%	20.7%	20.0%	13.6%	26.3%	30.0%	25.7%	9.1%	20.0%	21.9%	9.1%	37.5%	33.3%	18.9%	12.5%
Always	878	29	64	60	1	28	8	15	4	15	10	4	20	6	3	19	7	3	1	23	5
	54.7%	56.9%	68.1%	60.0%	33.3%	58.3%	66.7%	51.7%	80.0%	68.2%	52.6%	40.0%	57.1%	54.5%	60.0%	59.4%	63.6%	37.5%	33.3%	62.2%	62.5%
Significantly different from column:*																					
Usually or Always	1,305	40	79	79	3	37	10	21	5	18	15	7	29	7	4	26	8	6	2	30	6
	81.3%	78.4%	84.0%	79.0%	100.0%	77.1%	83.3%	72.4%	100.0%	81.8%	78.9%	70.0%	82.9%	63.6%	80.0%	81.3%	72.7%	75.0%	66.7%	81.1%	75.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 41

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,633	51	95	102	26	13	11	6	44	17	23	10	27	24	10	40	16	28	51	0	0
Number missing or multiple answer	28	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,605	51	94	100	26	13	11	6	44	17	23	10	27	24	10	40	16	28	51	0	0
	98.3%	100.0%	98.9%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	62	1	1	8	1	0	0	0	1	0	0	1	1	0	1	0	0	0	1	0	0
	3.9%	2.0%	1.1%	8.0%	3.8%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	10.0%	3.7%	0.0%	10.0%	0.0%	0.0%	0.0%	2.0%	---	---
Sometimes	238	10	14	13	5	2	2	2	8	4	5	1	6	4	2	7	5	3	10	0	0
	14.8%	19.6%	14.9%	13.0%	19.2%	15.4%	18.2%	33.3%	18.2%	23.5%	21.7%	10.0%	22.2%	16.7%	20.0%	17.5%	31.3%	10.7%	19.6%	---	---
Usually	427	11	15	19	5	3	3	1	10	3	6	1	8	3	2	9	4	4	11	0	0
	26.6%	21.6%	16.0%	19.0%	19.2%	23.1%	27.3%	16.7%	22.7%	17.6%	26.1%	10.0%	29.6%	12.5%	20.0%	22.5%	25.0%	14.3%	21.6%	---	---
Always	878	29	64	60	15	8	6	3	25	10	12	7	12	17	5	24	7	21	29	0	0
	54.7%	56.9%	68.1%	60.0%	57.7%	61.5%	54.5%	50.0%	56.8%	58.8%	52.2%	70.0%	44.4%	70.8%	50.0%	60.0%	43.8%	75.0%	56.9%	---	---
Significantly different from column:*																	R	Q			
Usually or Always	1,305	40	79	79	20	11	9	4	35	13	18	8	20	20	7	33	11	25	40	0	0
	81.3%	78.4%	84.0%	79.0%	76.9%	84.6%	81.8%	66.7%	79.5%	76.5%	78.3%	80.0%	74.1%	83.3%	70.0%	82.5%	68.8%	89.3%	78.4%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 42

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,633	51	95	102	3	48	12	29	5	22	19	10	35	11	5	32	11	8	3	37	8
Number missing or multiple answer	33	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,600	51	93	101	3	48	12	29	5	22	19	10	35	11	5	32	11	8	3	37	8
	98.0%	100.0%	97.9%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
None	91	2	6	9	0	2	0	2	0	1	1	0	1	0	1	1	0	1	1	1	0
	5.7%	3.9%	6.5%	8.9%	0.0%	4.2%	0.0%	6.9%	0.0%	4.5%	5.3%	0.0%	2.9%	0.0%	20.0%	3.1%	0.0%	12.5%	33.3%	2.7%	0.0%
1 specialist	1,009	35	63	62	2	33	9	19	4	16	14	5	26	8	1	24	7	4	2	24	6
	63.1%	68.6%	67.7%	61.4%	66.7%	68.8%	75.0%	65.5%	80.0%	72.7%	73.7%	50.0%	74.3%	72.7%	20.0%	75.0%	63.6%	50.0%	66.7%	64.9%	75.0%
2	305	11	15	20	0	11	2	6	1	3	4	4	7	2	2	6	3	2	0	9	2
	19.1%	21.6%	16.1%	19.8%	0.0%	22.9%	16.7%	20.7%	20.0%	13.6%	21.1%	40.0%	20.0%	18.2%	40.0%	18.8%	27.3%	25.0%	0.0%	24.3%	25.0%
3	114	1	6	4	0	1	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0
	7.1%	2.0%	6.5%	4.0%	0.0%	2.1%	8.3%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	9.1%	0.0%	0.0%	2.7%	0.0%
4	37	1	1	3	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0	1	0
	2.3%	2.0%	1.1%	3.0%	33.3%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	20.0%	0.0%	0.0%	12.5%	0.0%	2.7%	0.0%
5 or more specialists	44	1	2	3	0	1	0	1	0	1	0	0	1	0	0	1	0	0	0	1	0
	2.8%	2.0%	2.2%	3.0%	0.0%	2.1%	0.0%	3.4%	0.0%	4.5%	0.0%	0.0%	2.9%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	2.7%	0.0%
3 or more specialists	195	3	9	10	1	2	1	2	0	2	0	1	1	1	1	1	1	1	0	3	0
	12.2%	5.9%	9.7%	9.9%	33.3%	4.2%	8.3%	6.9%	0.0%	9.1%	0.0%	10.0%	2.9%	9.1%	20.0%	3.1%	9.1%	12.5%	0.0%	8.1%	0.0%
Significantly different from column:*																					

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 42

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,633	51	95	102	26	13	11	6	44	17	23	10	27	24	10	40	16	28	51	0	0
Number missing or multiple answer	33	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,600	51	93	101	26	13	11	6	44	17	23	10	27	24	10	40	16	28	51	0	0
	98.0%	100.0%	97.9%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
None	91	2	6	9	2	0	0	0	2	0	1	1	2	0	2	0	0	1	2	0	0
	5.7%	3.9%	6.5%	8.9%	7.7%	0.0%	0.0%	0.0%	4.5%	0.0%	4.3%	10.0%	7.4%	0.0%	20.0%	0.0%	0.0%	3.6%	3.9%	---	---
1 specialist	1,009	35	63	62	18	10	7	5	29	12	15	7	18	17	3	31	10	20	35	0	0
	63.1%	68.6%	67.7%	61.4%	69.2%	76.9%	63.6%	83.3%	65.9%	70.6%	65.2%	70.0%	66.7%	70.8%	30.0%	77.5%	62.5%	71.4%	68.6%	---	---
2	305	11	15	20	6	2	3	0	11	4	5	2	5	6	4	7	4	7	11	0	0
	19.1%	21.6%	16.1%	19.8%	23.1%	15.4%	27.3%	0.0%	25.0%	23.5%	21.7%	20.0%	18.5%	25.0%	40.0%	17.5%	25.0%	25.0%	21.6%	---	---
3	114	1	6	4	0	0	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0
	7.1%	2.0%	6.5%	4.0%	0.0%	0.0%	0.0%	16.7%	0.0%	5.9%	0.0%	0.0%	0.0%	4.2%	0.0%	2.5%	0.0%	0.0%	2.0%	---	---
4	37	1	1	3	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	0
	2.3%	2.0%	1.1%	3.0%	0.0%	0.0%	9.1%	0.0%	2.3%	0.0%	4.3%	0.0%	3.7%	0.0%	10.0%	0.0%	6.3%	0.0%	2.0%	---	---
5 or more specialists	44	1	2	3	0	1	0	0	1	0	1	0	1	0	0	1	1	0	1	0	0
	2.8%	2.0%	2.2%	3.0%	0.0%	7.7%	0.0%	0.0%	2.3%	0.0%	4.3%	0.0%	3.7%	0.0%	0.0%	2.5%	6.3%	0.0%	2.0%	---	---
3 or more specialists	195	3	9	10	0	1	1	1	2	1	2	0	2	1	1	2	2	0	3	0	0
	12.2%	5.9%	9.7%	9.9%	0.0%	7.7%	9.1%	16.7%	4.5%	5.9%	8.7%	0.0%	7.4%	4.2%	10.0%	5.0%	12.5%	0.0%	5.9%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 43

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

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)			Child's Doctor Visits in One Year (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,509	49	87	92	3	46	12	27	5	21	18	10	34	11	4	31	11	7	2	36	8
Number missing or multiple answer	9	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,500	49	85	89	3	46	12	27	5	21	18	10	34	11	4	31	11	7	2	36	8
	99.4%	100.0%	97.7%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst specialist possible	8	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	6	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	16	1	0	2	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0	1	0
	1.1%	2.0%	0.0%	2.2%	0.0%	2.2%	0.0%	3.7%	0.0%	0.0%	0.0%	10.0%	0.0%	9.1%	0.0%	0.0%	9.1%	0.0%	0.0%	2.8%	0.0%
5	39	0	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.6%	0.0%	3.5%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6	35	1	1	0	0	1	0	0	0	0	0	1	1	0	0	0	1	0	0	1	0
	2.3%	2.0%	1.2%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	2.9%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	2.8%	0.0%
7	99	3	6	3	0	3	2	1	0	1	1	1	2	1	0	2	0	1	0	3	0
	6.6%	6.1%	7.1%	3.4%	0.0%	6.5%	16.7%	3.7%	0.0%	4.8%	5.6%	10.0%	5.9%	9.1%	0.0%	6.5%	0.0%	14.3%	0.0%	8.3%	0.0%
8	185	2	11	13	1	1	0	2	0	1	0	1	0	1	1	1	0	1	0	2	0
	12.3%	4.1%	12.9%	14.6%	33.3%	2.2%	0.0%	7.4%	0.0%	4.8%	0.0%	10.0%	0.0%	9.1%	25.0%	3.2%	0.0%	14.3%	0.0%	5.6%	0.0%
9	254	6	9	11	0	6	1	3	1	1	4	1	5	1	0	5	1	0	0	4	1
	16.9%	12.2%	10.6%	12.4%	0.0%	13.0%	8.3%	11.1%	20.0%	4.8%	22.2%	10.0%	14.7%	9.1%	0.0%	16.1%	9.1%	0.0%	0.0%	11.1%	12.5%
10 Best specialist possible	849	36	55	54	2	34	9	20	4	18	13	5	26	7	3	23	8	5	2	25	7
	56.6%	73.5%	64.7%	60.7%	66.7%	73.9%	75.0%	74.1%	80.0%	85.7%	72.2%	50.0%	76.5%	63.6%	75.0%	74.2%	72.7%	71.4%	100.0%	69.4%	87.5%

NA - Not Applicable

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Question 43

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

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,509	49	87	92	24	13	11	6	42	17	22	9	25	24	8	40	16	27	49	0	0
Number missing or multiple answer	9	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,500	49	85	89	24	13	11	6	42	17	22	9	25	24	8	40	16	27	49	0	0
	99.4%	100.0%	97.7%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
0 Worst specialist possible	8	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
2	6	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
3	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
4	16	1	0	2	0	1	0	0	1	0	1	0	1	0	0	1	1	0	1	0	0
	1.1%	2.0%	0.0%	2.2%	0.0%	7.7%	0.0%	0.0%	2.4%	0.0%	4.5%	0.0%	4.0%	0.0%	0.0%	2.5%	6.3%	0.0%	2.0%	---	---
5	39	0	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.6%	0.0%	3.5%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
6	35	1	1	0	1	0	0	0	1	0	0	1	0	1	0	1	1	0	1	0	0
	2.3%	2.0%	1.2%	0.0%	4.2%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	11.1%	0.0%	4.2%	0.0%	2.5%	6.3%	0.0%	2.0%	---	---
7	99	3	6	3	2	0	1	1	2	2	1	0	2	1	1	1	2	1	3	0	0
	6.6%	6.1%	7.1%	3.4%	8.3%	0.0%	9.1%	16.7%	4.8%	11.8%	4.5%	0.0%	8.0%	4.2%	12.5%	2.5%	12.5%	3.7%	6.1%	---	---
8	185	2	11	13	0	0	2	0	2	0	2	0	1	1	2	0	2	0	2	0	0
	12.3%	4.1%	12.9%	14.6%	0.0%	0.0%	18.2%	0.0%	4.8%	0.0%	9.1%	0.0%	4.0%	4.2%	25.0%	0.0%	12.5%	0.0%	4.1%	---	---
9	254	6	9	11	4	1	1	1	5	2	2	2	4	2	0	6	3	2	6	0	0
	16.9%	12.2%	10.6%	12.4%	16.7%	7.7%	9.1%	16.7%	11.9%	11.8%	9.1%	22.2%	16.0%	8.3%	0.0%	15.0%	18.8%	7.4%	12.2%	---	---
10 Best specialist possible	849	36	55	54	17	11	7	4	31	13	16	6	17	19	5	31	7	24	36	0	0
	56.6%	73.5%	64.7%	60.7%	70.8%	84.6%	63.6%	66.7%	73.8%	76.5%	72.7%	66.7%	68.0%	79.2%	62.5%	77.5%	43.8%	88.9%	73.5%	---	---

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 43

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

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)			Child's Doctor Visits in One Year (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,509	49	87	92	3	46	12	27	5	21	18	10	34	11	4	31	11	7	2	36	8
Number missing or multiple answer	9	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,500	49	85	89	3	46	12	27	5	21	18	10	34	11	4	31	11	7	2	36	8
	99.4%	100.0%	97.7%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	39	1	0	4	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0	1	0
	2.6%	2.0%	0.0%	4.5%	0.0%	2.2%	0.0%	3.7%	0.0%	0.0%	0.0%	10.0%	0.0%	9.1%	0.0%	0.0%	9.1%	0.0%	0.0%	2.8%	0.0%
5	39	0	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.6%	0.0%	3.5%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6 or 7	134	4	7	3	0	4	2	1	0	1	1	2	3	1	0	2	1	1	0	4	0
	8.9%	8.2%	8.2%	3.4%	0.0%	8.7%	16.7%	3.7%	0.0%	4.8%	5.6%	20.0%	8.8%	9.1%	0.0%	6.5%	9.1%	14.3%	0.0%	11.1%	0.0%
8 to 10	1,288	44	75	78	3	41	10	25	5	20	17	7	31	9	4	29	9	6	2	31	8
	85.9%	89.8%	88.2%	87.6%	100.0%	89.1%	83.3%	92.6%	100.0%	95.2%	94.4%	70.0%	91.2%	81.8%	100.0%	93.5%	81.8%	85.7%	100.0%	86.1%	100.0%
Significantly different from column:*																					
0 to 6	113	2	4	8	0	2	0	1	0	0	0	2	1	1	0	0	2	0	0	2	0
	7.5%	4.1%	4.7%	9.0%	0.0%	4.3%	0.0%	3.7%	0.0%	0.0%	0.0%	20.0%	2.9%	9.1%	0.0%	0.0%	18.2%	0.0%	0.0%	5.6%	0.0%
7 to 8	284	5	17	16	1	4	2	3	0	2	1	2	2	2	1	3	0	2	0	5	0
	18.9%	10.2%	20.0%	18.0%	33.3%	8.7%	16.7%	11.1%	0.0%	9.5%	5.6%	20.0%	5.9%	18.2%	25.0%	9.7%	0.0%	28.6%	0.0%	13.9%	0.0%
9 to 10	1,103	42	64	65	2	40	10	23	5	19	17	6	31	8	3	28	9	5	2	29	8
	73.5%	85.7%	75.3%	73.0%	66.7%	87.0%	83.3%	85.2%	100.0%	90.5%	94.4%	60.0%	91.2%	72.7%	75.0%	90.3%	81.8%	71.4%	100.0%	80.6%	100.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 43

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

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,509	49	87	92	24	13	11	6	42	17	22	9	25	24	8	40	16	27	49	0	0
Number missing or multiple answer	9	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,500	49	85	89	24	13	11	6	42	17	22	9	25	24	8	40	16	27	49	0	0
	99.4%	100.0%	97.7%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
0 to 4	39	1	0	4	0	1	0	0	1	0	1	0	1	0	0	0	1	1	0	1	0
	2.6%	2.0%	0.0%	4.5%	0.0%	7.7%	0.0%	0.0%	2.4%	0.0%	4.5%	0.0%	4.0%	0.0%	0.0%	2.5%	6.3%	0.0%	2.0%	---	---
5	39	0	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.6%	0.0%	3.5%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
6 or 7	134	4	7	3	3	0	1	1	3	2	1	1	2	2	1	2	3	1	4	0	0
	8.9%	8.2%	8.2%	3.4%	12.5%	0.0%	9.1%	16.7%	7.1%	11.8%	4.5%	11.1%	8.0%	8.3%	12.5%	5.0%	18.8%	3.7%	8.2%	---	---
8 to 10	1,288	44	75	78	21	12	10	5	38	15	20	8	22	22	7	37	12	26	44	0	0
	85.9%	89.8%	88.2%	87.6%	87.5%	92.3%	90.9%	83.3%	90.5%	88.2%	90.9%	88.9%	88.0%	91.7%	87.5%	92.5%	75.0%	96.3%	89.8%	---	---
Significantly different from column:*																					
0 to 6	113	2	4	8	1	1	0	0	2	0	1	1	1	1	0	2	2	0	2	0	0
	7.5%	4.1%	4.7%	9.0%	4.2%	7.7%	0.0%	0.0%	4.8%	0.0%	4.5%	11.1%	4.0%	4.2%	0.0%	5.0%	12.5%	0.0%	4.1%	---	---
7 to 8	284	5	17	16	2	0	3	1	4	2	3	0	3	2	3	1	4	1	5	0	0
	18.9%	10.2%	20.0%	18.0%	8.3%	0.0%	27.3%	16.7%	9.5%	11.8%	13.6%	0.0%	12.0%	8.3%	37.5%	2.5%	25.0%	3.7%	10.2%	---	---
9 to 10	1,103	42	64	65	21	12	8	5	36	15	18	8	21	21	5	37	10	26	42	0	0
	73.5%	85.7%	75.3%	73.0%	87.5%	92.3%	72.7%	83.3%	85.7%	88.2%	81.8%	88.9%	84.0%	87.5%	62.5%	92.5%	62.5%	96.3%	85.7%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 44

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	76	2	10	10	0	2	0	1	1	1	0	1	2	0	0	1	0	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,334	188	463	476	18	168	40	95	30	93	63	28	135	34	15	121	41	25	28	140	13
	98.8%	98.9%	97.9%	97.9%	100.0%	98.8%	100.0%	99.0%	96.8%	98.9%	100.0%	96.6%	98.5%	100.0%	100.0%	99.2%	100.0%	96.2%	93.3%	100.0%	100.0%
Yes	1,783	38	132	136	3	34	9	16	4	17	14	5	30	5	2	24	8	6	5	26	4
	28.1%	20.2%	28.5%	28.6%	16.7%	20.2%	22.5%	16.8%	13.3%	18.3%	22.2%	17.9%	22.2%	14.7%	13.3%	19.8%	19.5%	24.0%	17.9%	18.6%	30.8%
No	4,551	150	331	340	15	134	31	79	26	76	49	23	105	29	13	97	33	19	23	114	9
	71.9%	79.8%	71.5%	71.4%	83.3%	79.8%	77.5%	83.2%	86.7%	81.7%	77.8%	82.1%	77.8%	85.3%	86.7%	80.2%	80.5%	76.0%	82.1%	81.4%	69.2%
Significantly different from column:*		ACD																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 44

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	76	2	10	10	1	1	0	0	1	0	0	2	2	0	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,334	188	463	476	85	68	30	23	157	53	77	53	105	81	33	149	38	114	188	0	0
	98.8%	98.9%	97.9%	97.9%	98.8%	98.6%	100.0%	100.0%	99.4%	100.0%	100.0%	96.4%	98.1%	100.0%	100.0%	98.7%	100.0%	100.0%	98.9%	---	---
Yes	1,783	38	132	136	15	12	9	8	30	15	13	9	21	17	8	30	11	18	38	0	0
	28.1%	20.2%	28.5%	28.6%	17.6%	17.6%	30.0%	34.8%	19.1%	28.3%	16.9%	17.0%	20.0%	21.0%	24.2%	20.1%	28.9%	15.8%	20.2%	---	---
No	4,551	150	331	340	70	56	21	15	127	38	64	44	84	64	25	119	27	96	150	0	0
	71.9%	79.8%	71.5%	71.4%	82.4%	82.4%	70.0%	65.2%	80.9%	71.7%	83.1%	83.0%	80.0%	79.0%	75.8%	79.9%	71.1%	84.2%	79.8%	---	---
Significantly different from column:*		CDA																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 45

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,783	38	132	136	3	34	9	16	4	17	14	5	30	5	2	24	8	6	5	26	4
Number missing or multiple answer	41	2	0	4	0	2	0	2	0	2	0	0	2	0	0	2	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,742	36	132	132	3	32	9	14	4	15	14	5	28	5	2	22	8	6	4	25	4
	97.7%	94.7%	100.0%	97.1%	100.0%	94.1%	100.0%	87.5%	100.0%	88.2%	100.0%	100.0%	93.3%	100.0%	100.0%	91.7%	100.0%	100.0%	80.0%	96.2%	100.0%
Never	28	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.6%	0.0%	1.5%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	217	6	20	18	0	5	2	1	0	2	2	1	4	1	1	3	2	1	1	4	1
	12.5%	16.7%	15.2%	13.6%	0.0%	15.6%	22.2%	7.1%	0.0%	13.3%	14.3%	20.0%	14.3%	20.0%	50.0%	13.6%	25.0%	16.7%	25.0%	16.0%	25.0%
Usually	488	10	25	25	3	7	3	4	1	3	3	4	9	0	1	5	4	1	1	9	0
	28.0%	27.8%	18.9%	18.9%	100.0%	21.9%	33.3%	28.6%	25.0%	20.0%	21.4%	80.0%	32.1%	0.0%	50.0%	22.7%	50.0%	16.7%	25.0%	36.0%	0.0%
Always	1,009	20	85	85	0	20	4	9	3	10	9	0	15	4	0	14	2	4	2	12	3
	57.9%	55.6%	64.4%	64.4%	0.0%	62.5%	44.4%	64.3%	75.0%	66.7%	64.3%	0.0%	53.6%	80.0%	0.0%	63.6%	25.0%	66.7%	50.0%	48.0%	75.0%
Significantly different from column:*																					
Usually or Always	1,497	30	110	110	3	27	7	13	4	13	12	4	24	4	1	19	6	5	3	21	3
	85.9%	83.3%	83.3%	83.3%	100.0%	84.4%	77.8%	92.9%	100.0%	86.7%	85.7%	80.0%	85.7%	80.0%	50.0%	86.4%	75.0%	83.3%	75.0%	84.0%	75.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 45

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,783	38	132	136	15	12	9	8	30	15	13	9	21	17	8	30	11	18	38	0	0
Number missing or multiple answer	41	2	0	4	1	0		1	1	1			1	1	0	2	0	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,742	36	132	132	14	12	8	7	29	14	13	8	20	16	8	28	11	17	36	0	0
	97.7%	94.7%	100.0%	97.1%	93.3%	100.0%	88.9%	87.5%	96.7%	93.3%	100.0%	88.9%	95.2%	94.1%	100.0%	93.3%	100.0%	94.4%	94.7%	---	---
Never	28	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.6%	0.0%	1.5%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Sometimes	217	6	20	18	2	1	2	1	5	4	1	1	2	4	5	1	2	3	6	0	0
	12.5%	16.7%	15.2%	13.6%	14.3%	8.3%	25.0%	14.3%	17.2%	28.6%	7.7%	12.5%	10.0%	25.0%	62.5%	3.6%	18.2%	17.6%	16.7%	---	---
Usually	488	10	25	25	4	3	3	1	9	3	4	2	5	5	3	7	5	4	10	0	0
	28.0%	27.8%	18.9%	18.9%	28.6%	25.0%	37.5%	14.3%	31.0%	21.4%	30.8%	25.0%	25.0%	31.3%	37.5%	25.0%	45.5%	23.5%	27.8%	---	---
Always	1,009	20	85	85	8	8	3	5	15	7	8	5	13	7	0	20	4	10	20	0	0
	57.9%	55.6%	64.4%	64.4%	57.1%	66.7%	37.5%	71.4%	51.7%	50.0%	61.5%	62.5%	65.0%	43.8%	0.0%	71.4%	36.4%	58.8%	55.6%	---	---
Significantly different from column:*																					
Usually or Always	1,497	30	110	110	12	11	6	6	24	10	12	7	18	12	3	27	9	14	30	0	0
	85.9%	83.3%	83.3%	83.3%	85.7%	91.7%	75.0%	85.7%	82.8%	71.4%	92.3%	87.5%	90.0%	75.0%	37.5%	96.4%	81.8%	82.4%	83.3%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 46

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,783	38	132	136	3	34	9	16	4	17	14	5	30	5	2	24	8	6	5	26	4
Number missing or multiple answer	42	1	1	4	0	1	0	1	0	1	0	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,741	37	131	132	3	33	9	15	4	16	14	5	29	5	2	23	8	6	5	25	4
	97.6%	97.4%	99.2%	97.1%	100.0%	97.1%	100.0%	93.8%	100.0%	94.1%	100.0%	100.0%	96.7%	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	96.2%	100.0%
Never	9	1	2	2	0	1	0	1	0	0	0	1	1	0	0	0	1	0	0	1	0
	0.5%	2.7%	1.5%	1.5%	0.0%	3.0%	0.0%	6.7%	0.0%	0.0%	0.0%	20.0%	3.4%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	4.0%	0.0%
Sometimes	67	2	7	6	1	1	1	0	0	1	1	0	2	0	0	2	0	0	1	1	0
	3.8%	5.4%	5.3%	4.5%	33.3%	3.0%	11.1%	0.0%	0.0%	6.3%	7.1%	0.0%	6.9%	0.0%	0.0%	8.7%	0.0%	0.0%	20.0%	4.0%	0.0%
Usually	355	9	14	16	2	6	2	3	1	3	2	3	6	1	2	4	3	2	1	8	0
	20.4%	24.3%	10.7%	12.1%	66.7%	18.2%	22.2%	20.0%	25.0%	18.8%	14.3%	60.0%	20.7%	20.0%	100.0%	17.4%	37.5%	33.3%	20.0%	32.0%	0.0%
Always	1,310	25	108	108	0	25	6	11	3	12	11	1	20	4	0	17	4	4	3	15	4
	75.2%	67.6%	82.4%	81.8%	0.0%	75.8%	66.7%	73.3%	75.0%	75.0%	78.6%	20.0%	69.0%	80.0%	0.0%	73.9%	50.0%	66.7%	60.0%	60.0%	100.0%
Significantly different from column:*		C																			
Usually or Always	1,665	34	122	124	2	31	8	14	4	15	13	4	26	5	2	21	7	6	4	23	4
	95.6%	91.9%	93.1%	93.9%	66.7%	93.9%	88.9%	93.3%	100.0%	93.8%	92.9%	80.0%	89.7%	100.0%	100.0%	91.3%	87.5%	100.0%	80.0%	92.0%	100.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 46

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,783	38	132	136	15	12	9	8	30	15	13	9	21	17	8	30	11	18	38	0	0
Number missing or multiple answer	42	1	1	4	1	0	0	0	1	0	0	1	1	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,741	37	131	132	14	12	9	8	29	15	13	8	20	17	8	29	11	17	37	0	0
	97.6%	97.4%	99.2%	97.1%	93.3%	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%	88.9%	95.2%	100.0%	100.0%	96.7%	100.0%	94.4%	97.4%	---	---
Never	9	1	2	2	0	1	0	0	1	1	0	0	0	1	1	0	1	0	1	0	0
	0.5%	2.7%	1.5%	1.5%	0.0%	8.3%	0.0%	0.0%	3.4%	6.7%	0.0%	0.0%	0.0%	5.9%	12.5%	0.0%	9.1%	0.0%	2.7%	---	---
Sometimes	67	2	7	6	0	0	2	1	1	1	0	0	1	1	1	1	1	0	2	0	0
	3.8%	5.4%	5.3%	4.5%	0.0%	0.0%	22.2%	12.5%	3.4%	6.7%	0.0%	0.0%	5.0%	5.9%	12.5%	3.4%	9.1%	0.0%	5.4%	---	---
Usually	355	9	14	16	5	1	2	0	9	3	3	3	5	4	5	4	3	5	9	0	0
	20.4%	24.3%	10.7%	12.1%	35.7%	8.3%	22.2%	0.0%	31.0%	20.0%	23.1%	37.5%	25.0%	23.5%	62.5%	13.8%	27.3%	29.4%	24.3%	---	---
Always	1,310	25	108	108	9	10	5	7	18	10	10	5	14	11	1	24	6	12	25	0	0
	75.2%	67.6%	82.4%	81.8%	64.3%	83.3%	55.6%	87.5%	62.1%	66.7%	76.9%	62.5%	70.0%	64.7%	12.5%	82.8%	54.5%	70.6%	67.6%	---	---
Significantly different from column:*		C																			
Usually or Always	1,665	34	122	124	14	11	7	7	27	13	13	8	19	15	6	28	9	17	34	0	0
	95.6%	91.9%	93.1%	93.9%	100.0%	91.7%	77.8%	87.5%	93.1%	86.7%	100.0%	100.0%	95.0%	88.2%	75.0%	96.6%	81.8%	100.0%	91.9%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 47

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	109	5	28	15	1	4	3	0	2	3	1	1	4	1	0	2	2	0	0	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,301	185	445	471	17	166	37	96	29	91	62	28	133	33	15	120	39	26	30	135	13
	98.3%	97.4%	94.1%	96.9%	94.4%	97.6%	92.5%	100.0%	93.5%	96.8%	98.4%	96.6%	97.1%	97.1%	100.0%	98.4%	95.1%	100.0%	100.0%	96.4%	100.0%
Yes	1,469	31	112	126	3	27	6	18	2	13	13	4	22	5	4	20	2	9	3	20	4
	23.3%	16.8%	25.2%	26.8%	17.6%	16.3%	16.2%	18.8%	6.9%	14.3%	21.0%	14.3%	16.5%	15.2%	26.7%	16.7%	5.1%	34.6%	10.0%	14.8%	30.8%
No	4,832	154	333	345	14	139	31	78	27	78	49	24	111	28	11	100	37	17	27	115	9
	76.7%	83.2%	74.8%	73.2%	82.4%	83.7%	83.8%	81.3%	93.1%	85.7%	79.0%	85.7%	83.5%	84.8%	73.3%	83.3%	94.9%	65.4%	90.0%	85.2%	69.2%
Significantly different from column:*		ACD														R		P			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 47

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	109	5	28	15	0	4	0	1	4	2	2	1	3	2	0	5	0	4	5	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,301	185	445	471	86	65	30	22	154	51	75	54	104	79	33	146	38	110	185	0	0
	98.3%	97.4%	94.1%	96.9%	100.0%	94.2%	100.0%	95.7%	97.5%	96.2%	97.4%	98.2%	97.2%	97.5%	100.0%	96.7%	100.0%	96.5%	97.4%	---	---
Yes	1,469	31	112	126	14	10	6	5	24	8	15	6	20	10	7	24	8	16	31	0	0
	23.3%	16.8%	25.2%	26.8%	16.3%	15.4%	20.0%	22.7%	15.6%	15.7%	20.0%	11.1%	19.2%	12.7%	21.2%	16.4%	21.1%	14.5%	16.8%	---	---
No	4,832	154	333	345	72	55	24	17	130	43	60	48	84	69	26	122	30	94	154	0	0
	76.7%	83.2%	74.8%	73.2%	83.7%	84.6%	80.0%	77.3%	84.4%	84.3%	80.0%	88.9%	80.8%	87.3%	78.8%	83.6%	78.9%	85.5%	83.2%	---	---
Significantly different from column:*		CDA																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 48

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

Base: All respondents who answered Q47

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,301	185	445	471	17	166	37	96	29	91	62	28	133	33	15	120	39	26	30	135	13
Number missing or multiple answer	27	1	6	7	0	1	1	0	0	1	0	0	0	0	1	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,274	184	439	464	17	165	36	96	29	90	62	28	133	33	14	119	39	26	29	135	13
	99.6%	99.5%	98.7%	98.5%	100.0%	99.4%	97.3%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	93.3%	99.2%	100.0%	100.0%	96.7%	100.0%	100.0%
Never	26	2	1	3	1	1	0	2	0	1	1	0	1	1	0	1	0	1	1	1	0
	0.4%	1.1%	0.2%	0.6%	5.9%	0.6%	0.0%	2.1%	0.0%	1.1%	1.6%	0.0%	0.8%	3.0%	0.0%	0.8%	0.0%	3.8%	3.4%	0.7%	0.0%
Sometimes	168	2	12	10	2	0	0	1	0	1	0	1	1	0	1	1	0	1	1	1	0
	2.7%	1.1%	2.7%	2.2%	11.8%	0.0%	0.0%	1.0%	0.0%	1.1%	0.0%	3.6%	0.8%	0.0%	7.1%	0.8%	0.0%	3.8%	3.4%	0.7%	0.0%
Usually	449	4	27	26	0	4	2	2	0	0	2	2	4	0	0	2	1	1	0	2	1
	7.2%	2.2%	6.2%	5.6%	0.0%	2.4%	5.6%	2.1%	0.0%	0.0%	3.2%	7.1%	3.0%	0.0%	0.0%	1.7%	2.6%	3.8%	0.0%	1.5%	7.7%
Always	5,631	176	399	425	14	160	34	91	29	88	59	25	127	32	13	115	38	23	27	131	12
	89.8%	95.7%	90.9%	91.6%	82.4%	97.0%	94.4%	94.8%	100.0%	97.8%	95.2%	89.3%	95.5%	97.0%	92.9%	96.6%	97.4%	88.5%	93.1%	97.0%	92.3%
Significantly different from column:*		AC																			
Usually or Always	6,080	180	426	451	14	164	36	93	29	88	61	27	131	32	13	117	39	24	27	133	13
	96.9%	97.8%	97.0%	97.2%	82.4%	99.4%	100.0%	96.9%	100.0%	97.8%	98.4%	96.4%	98.5%	97.0%	92.9%	98.3%	100.0%	92.3%	93.1%	98.5%	100.0%
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 47 are reported to NCQA as "Always" in question 48, and are used in calculating the Question Summary Rate.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 48

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

Base: All respondents who answered Q47

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,301	185	445	471	86	65	30	22	154	51	75	54	104	79	33	146	38	110	185	0	0
Number missing or multiple answer	27	1	6	7	1	0	0	1	0	0	1	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,274	184	439	464	85	65	30	21	154	51	74	54	103	79	33	145	38	110	184	0	0
	99.6%	99.5%	98.7%	98.5%	98.8%	100.0%	100.0%	95.5%	100.0%	100.0%	98.7%	100.0%	99.0%	100.0%	100.0%	99.3%	100.0%	100.0%	99.5%	---	---
Never	26	2	1	3	0	2	0	0	2	0	2	0	2	0	0	2	1	0	2	0	0
	0.4%	1.1%	0.2%	0.6%	0.0%	3.1%	0.0%	0.0%	1.3%	0.0%	2.7%	0.0%	1.9%	0.0%	0.0%	1.4%	2.6%	0.0%	1.1%	---	---
Sometimes	168	2	12	10	0	0	2	1	1	0	1	0	2	0	1	1	1	0	2	0	0
	2.7%	1.1%	2.7%	2.2%	0.0%	0.0%	6.7%	4.8%	0.6%	0.0%	1.4%	0.0%	1.9%	0.0%	3.0%	0.7%	2.6%	0.0%	1.1%	---	---
Usually	449	4	27	26	1	1	2	0	4	2	1	1	3	1	2	2	2	1	4	0	0
	7.2%	2.2%	6.2%	5.6%	1.2%	1.5%	6.7%	0.0%	2.6%	3.9%	1.4%	1.9%	2.9%	1.3%	6.1%	1.4%	5.3%	0.9%	2.2%	---	---
Always	5,631	176	399	425	84	62	26	20	147	49	70	53	96	78	30	140	34	109	176	0	0
	89.8%	95.7%	90.9%	91.6%	98.8%	95.4%	86.7%	95.2%	95.5%	96.1%	94.6%	98.1%	93.2%	98.7%	90.9%	96.6%	89.5%	99.1%	95.7%	---	---
Significantly different from column:*		CA																			
Usually or Always	6,080	180	426	451	85	63	28	20	151	51	71	54	99	79	32	142	36	110	180	0	0
	96.9%	97.8%	97.0%	97.2%	100.0%	96.9%	93.3%	95.2%	98.1%	100.0%	95.9%	100.0%	96.1%	100.0%	97.0%	97.9%	94.7%	100.0%	97.8%	---	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 47 are reported to NCQA as "Always" in question 48, and are used in calculating the Question Summary Rate.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 49

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	116	6	18	22	0	6	2	1	2	4	2	0	4	1	0	5	0	1	3	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,294	184	455	464	18	164	38	95	29	90	61	29	133	33	15	117	41	25	27	138	13
	98.2%	96.8%	96.2%	95.5%	100.0%	96.5%	95.0%	99.0%	93.5%	95.7%	96.8%	100.0%	97.1%	97.1%	100.0%	95.9%	100.0%	96.2%	90.0%	98.6%	100.0%
0 Worst health plan possible	17 0.3%	0 0.0%	2 0.4%	4 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	7 0.1%	0 0.0%	2 0.4%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	15 0.2%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	27 0.4%	2 1.1%	2 0.4%	1 0.2%	0 0.0%	2 1.2%	0 0.0%	2 2.1%	0 0.0%	1 1.1%	0 0.0%	1 3.4%	0 0.0%	0 0.0%	1 6.7%	1 0.9%	0 0.0%	1 4.0%	0 0.0%	1 0.7%	0 0.0%
4	49 0.8%	2 1.1%	2 0.4%	4 0.9%	1 5.6%	1 0.6%	0 0.0%	1 1.1%	0 0.0%	2 2.2%	0 0.0%	0 0.0%	1 0.8%	1 3.0%	0 0.0%	2 1.7%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	1 7.7%
5	214 3.4%	6 3.3%	10 2.2%	14 3.0%	0 0.0%	6 3.7%	1 2.6%	3 3.2%	0 0.0%	3 3.3%	2 3.3%	1 3.4%	2 1.5%	2 6.1%	2 13.3%	2 1.7%	2 4.9%	2 8.0%	3 11.1%	3 2.2%	0 0.0%
6	190 3.0%	3 1.6%	9 2.0%	10 2.2%	0 0.0%	3 1.8%	1 2.6%	2 2.1%	0 0.0%	1 1.1%	1 1.6%	1 3.4%	3 2.3%	0 0.0%	0 0.0%	1 0.9%	1 2.4%	1 4.0%	0 0.0%	3 2.2%	0 0.0%
7	441 7.0%	8 4.3%	17 3.7%	22 4.7%	2 11.1%	6 3.7%	1 2.6%	7 7.4%	0 0.0%	3 3.3%	3 4.9%	2 6.9%	4 3.0%	1 3.0%	3 20.0%	4 3.4%	3 7.3%	1 4.0%	0 0.0%	8 5.8%	0 0.0%
8	988 15.7%	12 6.5%	60 13.2%	67 14.4%	1 5.6%	10 6.1%	4 10.5%	5 5.3%	2 6.9%	4 4.4%	6 9.8%	1 3.4%	10 7.5%	2 6.1%	0 0.0%	6 5.1%	4 9.8%	2 8.0%	0 0.0%	11 8.0%	1 7.7%
9	1,146 18.2%	26 14.1%	55 12.1%	52 11.2%	4 22.2%	22 13.4%	4 10.5%	11 11.6%	8 27.6%	8 8.9%	9 14.8%	9 31.0%	21 15.8%	3 9.1%	2 13.3%	14 12.0%	8 19.5%	4 16.0%	2 7.4%	21 15.2%	1 7.7%
10 Best health plan possible	3,200 50.8%	125 67.9%	296 65.1%	288 62.1%	10 55.6%	114 69.5%	27 71.1%	64 67.4%	19 65.5%	68 75.6%	40 65.6%	14 48.3%	92 69.2%	24 72.7%	7 46.7%	87 74.4%	23 56.1%	14 56.0%	22 81.5%	90 65.2%	10 76.9%

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 49

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	116	6	18	22	4	1	1	3	3	3	2	1	5	1	0	0	1	1	6	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,294	184	455	464	82	68	29	20	155	50	75	54	102	80	33	151	37	113	184	0	0
	98.2%	96.8%	96.2%	95.5%	95.3%	98.6%	96.7%	87.0%	98.1%	94.3%	97.4%	98.2%	95.3%	98.8%	100.0%	100.0%	97.4%	99.1%	96.8%	---	---
0 Worst health plan possible	17	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.4%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
1	7	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.4%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
2	15	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
3	27	2	2	1	0	1	1	0	1	1	1	0	2	0	2	0	1	0	2	0	0
	0.4%	1.1%	0.4%	0.2%	0.0%	1.5%	3.4%	0.0%	0.6%	2.0%	1.3%	0.0%	2.0%	0.0%	6.1%	0.0%	2.7%	0.0%	1.1%	---	---
4	49	2	2	4	0	1	1	0	1	0	1	1	1	1	2	0	2	0	2	0	0
	0.8%	1.1%	0.4%	0.9%	0.0%	1.5%	3.4%	0.0%	0.6%	0.0%	1.3%	1.9%	1.0%	1.3%	6.1%	0.0%	5.4%	0.0%	1.1%	---	---
5	214	6	10	14	4	2	0	0	6	1	2	3	4	2	6	0	2	1	6	0	0
	3.4%	3.3%	2.2%	3.0%	4.9%	2.9%	0.0%	0.0%	3.9%	2.0%	2.7%	5.6%	3.9%	2.5%	18.2%	0.0%	5.4%	0.9%	3.3%	---	---
6	190	3	9	10	1	2	0	0	3	2	0	1	2	1	3	0	2	1	3	0	0
	3.0%	1.6%	2.0%	2.2%	1.2%	2.9%	0.0%	0.0%	1.9%	4.0%	0.0%	1.9%	2.0%	1.3%	9.1%	0.0%	5.4%	0.9%	1.6%	---	---
7	441	8	17	22	2	5	1	0	8	1	6	1	4	4	8	0	6	2	8	0	0
	7.0%	4.3%	3.7%	4.7%	2.4%	7.4%	3.4%	0.0%	5.2%	2.0%	8.0%	1.9%	3.9%	5.0%	24.2%	0.0%	16.2%	1.8%	4.3%	---	---
8	988	12	60	67	5	4	2	1	11	3	7	2	7	5	12	0	6	6	12	0	0
	15.7%	6.5%	13.2%	14.4%	6.1%	5.9%	6.9%	5.0%	7.1%	6.0%	9.3%	3.7%	6.9%	6.3%	36.4%	0.0%	16.2%	5.3%	6.5%	---	---
9	1,146	26	55	52	12	8	6	3	23	7	12	7	15	11	0	26	8	14	26	0	0
	18.2%	14.1%	12.1%	11.2%	14.6%	11.8%	20.7%	15.0%	14.8%	14.0%	16.0%	13.0%	14.7%	13.8%	0.0%	17.2%	21.6%	12.4%	14.1%	---	---
10 Best health plan possible	3,200	125	296	288	58	45	18	16	102	35	46	39	67	56	0	125	10	89	125	0	0
	50.8%	67.9%	65.1%	62.1%	70.7%	66.2%	62.1%	80.0%	65.8%	70.0%	61.3%	72.2%	65.7%	70.0%	0.0%	82.8%	27.0%	78.8%	67.9%	---	---

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 49

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	116	6	18	22	0	6	2	1	2	4	2	0	4	1	0	5	0	1	3	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,294	184	455	464	18	164	38	95	29	90	61	29	133	33	15	117	41	25	27	138	13
	98.2%	96.8%	96.2%	95.5%	100.0%	96.5%	95.0%	99.0%	93.5%	95.7%	96.8%	100.0%	97.1%	97.1%	100.0%	95.9%	100.0%	96.2%	90.0%	98.6%	100.0%
0 to 4	115	4	8	11	1	3	0	3	0	3	0	1	1	1	1	3	0	1	0	2	1
	1.8%	2.2%	1.8%	2.4%	5.6%	1.8%	0.0%	3.2%	0.0%	3.3%	0.0%	3.4%	0.8%	3.0%	6.7%	2.6%	0.0%	4.0%	0.0%	1.4%	7.7%
5	214	6	10	14	0	6	1	3	0	3	2	1	2	2	2	2	2	2	3	3	0
	3.4%	3.3%	2.2%	3.0%	0.0%	3.7%	2.6%	3.2%	0.0%	3.3%	3.3%	3.4%	1.5%	6.1%	13.3%	1.7%	4.9%	8.0%	11.1%	2.2%	0.0%
6 or 7	631	11	26	32	2	9	2	9	0	4	4	3	7	1	3	5	4	2	0	11	0
	10.0%	6.0%	5.7%	6.9%	11.1%	5.5%	5.3%	9.5%	0.0%	4.4%	6.6%	10.3%	5.3%	3.0%	20.0%	4.3%	9.8%	8.0%	0.0%	8.0%	0.0%
8 to 10	5,334	163	411	407	15	146	35	80	29	80	55	24	123	29	9	107	35	20	24	122	12
	84.7%	88.6%	90.3%	87.7%	83.3%	89.0%	92.1%	84.2%	100.0%	88.9%	90.2%	82.8%	92.5%	87.9%	60.0%	91.5%	85.4%	80.0%	88.9%	88.4%	92.3%
Significantly different from column:*																					
0 to 6	519	13	27	35	1	12	2	8	0	7	3	3	6	3	3	6	3	4	3	8	1
	8.2%	7.1%	5.9%	7.5%	5.6%	7.3%	5.3%	8.4%	0.0%	7.8%	4.9%	10.3%	4.5%	9.1%	20.0%	5.1%	7.3%	16.0%	11.1%	5.8%	7.7%
7 to 8	1,429	20	77	89	3	16	5	12	2	7	9	3	14	3	3	10	7	3	0	19	1
	22.7%	10.9%	16.9%	19.2%	16.7%	9.8%	13.2%	12.6%	6.9%	7.8%	14.8%	10.3%	10.5%	9.1%	20.0%	8.5%	17.1%	12.0%	0.0%	13.8%	7.7%
9 to 10	4,346	151	351	340	14	136	31	75	27	76	49	23	113	27	9	101	31	18	24	111	11
	69.0%	82.1%	77.1%	73.3%	77.8%	82.9%	81.6%	78.9%	93.1%	84.4%	80.3%	79.3%	85.0%	81.8%	60.0%	86.3%	75.6%	72.0%	88.9%	80.4%	84.6%
Significantly different from column:*		AD																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

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Question 49

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	116	6	18	22	4	1	1	3	3	3	2	1	5	1	0	0	1	1	6	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,294	184	455	464	82	68	29	20	155	50	75	54	102	80	33	151	37	113	184	0	0
	98.2%	96.8%	96.2%	95.5%	95.3%	98.6%	96.7%	87.0%	98.1%	94.3%	97.4%	98.2%	95.3%	98.8%	100.0%	100.0%	97.4%	99.1%	96.8%	---	---
0 to 4	115	4	8	11	0	2	2	0	2	1	2	1	3	1	4	0	3	0	4	0	0
	1.8%	2.2%	1.8%	2.4%	0.0%	2.9%	6.9%	0.0%	1.3%	2.0%	2.7%	1.9%	2.9%	1.3%	12.1%	0.0%	8.1%	0.0%	2.2%	---	---
5	214	6	10	14	4	2	0	0	6	1	2	3	4	2	6	0	2	1	6	0	0
	3.4%	3.3%	2.2%	3.0%	4.9%	2.9%	0.0%	0.0%	3.9%	2.0%	2.7%	5.6%	3.9%	2.5%	18.2%	0.0%	5.4%	0.9%	3.3%	---	---
6 or 7	631	11	26	32	3	7	1	0	11	3	6	2	6	5	11	0	8	3	11	0	0
	10.0%	6.0%	5.7%	6.9%	3.7%	10.3%	3.4%	0.0%	7.1%	6.0%	8.0%	3.7%	5.9%	6.3%	33.3%	0.0%	21.6%	2.7%	6.0%	---	---
8 to 10	5,334	163	411	407	75	57	26	20	136	45	65	48	89	72	12	151	24	109	163	0	0
	84.7%	88.6%	90.3%	87.7%	91.5%	83.8%	89.7%	100.0%	87.7%	90.0%	86.7%	88.9%	87.3%	90.0%	36.4%	100.0%	64.9%	96.5%	88.6%	---	---
Significantly different from column:*																					
0 to 6	519	13	27	35	5	6	2	0	11	4	4	5	9	4	13	0	7	2	13	0	0
	8.2%	7.1%	5.9%	7.5%	6.1%	8.8%	6.9%	0.0%	7.1%	8.0%	5.3%	9.3%	8.8%	5.0%	39.4%	0.0%	18.9%	1.8%	7.1%	---	---
7 to 8	1,429	20	77	89	7	9	3	1	19	4	13	3	11	9	20	0	12	8	20	0	0
	22.7%	10.9%	16.9%	19.2%	8.5%	13.2%	10.3%	5.0%	12.3%	8.0%	17.3%	5.6%	10.8%	11.3%	60.6%	0.0%	32.4%	7.1%	10.9%	---	---
9 to 10	4,346	151	351	340	70	53	24	19	125	42	58	46	82	67	0	151	18	103	151	0	0
	69.0%	82.1%	77.1%	73.3%	85.4%	77.9%	82.8%	95.0%	80.6%	84.0%	77.3%	85.2%	80.4%	83.8%	0.0%	100.0%	48.6%	91.2%	82.1%	---	---
Significantly different from column:*		DA													P	O	R	Q			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 50

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	25	1	18	20	0	1	0	1	0	1	0	0	0	0	1	0	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,284	189	455	466	18	169	40	95	31	93	63	29	137	34	14	122	41	25	30	140	13
	99.2%	99.5%	96.2%	95.9%	100.0%	99.4%	100.0%	99.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%
Yes	1,692	121	237	255	9	110	23	62	20	56	39	24	89	20	10	77	27	17	7	98	13
	51.5%	64.0%	52.1%	54.7%	50.0%	65.1%	57.5%	65.3%	64.5%	60.2%	61.9%	82.8%	65.0%	58.8%	71.4%	63.1%	65.9%	68.0%	23.3%	70.0%	100.0%
No	1,592	68	218	211	9	59	17	33	11	37	24	5	48	14	4	45	14	8	23	42	0
	48.5%	36.0%	47.9%	45.3%	50.0%	34.9%	42.5%	34.7%	35.5%	39.8%	38.1%	17.2%	35.0%	41.2%	28.6%	36.9%	34.1%	32.0%	76.7%	30.0%	0.0%
Significantly different from column:*		ACD								L	L	JK							TU	S	S

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 50

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	25	1	18	20	0	1	0	0	0	0	1	0	1	0	1	0	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,284	189	455	466	86	68	30	23	158	53	76	55	106	81	32	151	38	114	189	0	0
	99.2%	99.5%	96.2%	95.9%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	99.1%	100.0%	97.0%	100.0%	100.0%	100.0%	99.5%	---	---
Yes	1,692	121	237	255	59	38	21	14	101	33	48	37	69	51	23	97	28	83	121	0	0
	51.5%	64.0%	52.1%	54.7%	68.6%	55.9%	70.0%	60.9%	63.9%	62.3%	63.2%	67.3%	65.1%	63.0%	71.9%	64.2%	73.7%	72.8%	64.0%	---	---
No	1,592	68	218	211	27	30	9	9	57	20	28	18	37	30	9	54	10	31	68	0	0
	48.5%	36.0%	47.9%	45.3%	31.4%	44.1%	30.0%	39.1%	36.1%	37.7%	36.8%	32.7%	34.9%	37.0%	28.1%	35.8%	26.3%	27.2%	36.0%	---	---
Significantly different from column:*		CDA																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 51

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,692	121	237	255	9	110	23	62	20	56	39	24	89	20	10	77	27	17	7	98	13
Number missing or multiple answer	21	2	2	4	0	2	1	0	0	1	1	0	1	1	0	1	1	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,671	119	235	251	9	108	22	62	20	55	38	24	88	19	10	76	26	17	6	97	13
	98.8%	98.3%	99.2%	98.4%	100.0%	98.2%	95.7%	100.0%	100.0%	98.2%	97.4%	100.0%	98.9%	95.0%	100.0%	98.7%	96.3%	100.0%	85.7%	99.0%	100.0%
Never	23	1	0	2	0	1	0	0	0	0	0	1	0	0	1	0	0	1	0	1	0
	1.4%	0.8%	0.0%	0.8%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	10.0%	0.0%	0.0%	5.9%	0.0%	1.0%	0.0%
Sometimes	127	2	23	27	0	2	1	1	0	1	1	0	1	0	1	1	0	1	1	1	0
	7.6%	1.7%	9.8%	10.8%	0.0%	1.9%	4.5%	1.6%	0.0%	1.8%	2.6%	0.0%	1.1%	0.0%	10.0%	1.3%	0.0%	5.9%	16.7%	1.0%	0.0%
Usually	337	23	29	39	4	19	5	12	4	9	5	9	13	4	5	12	10	1	2	20	1
	20.2%	19.3%	12.3%	15.5%	44.4%	17.6%	22.7%	19.4%	20.0%	16.4%	13.2%	37.5%	14.8%	21.1%	50.0%	15.8%	38.5%	5.9%	33.3%	20.6%	7.7%
Always	1,184	93	183	183	5	86	16	49	16	45	32	14	74	15	3	63	16	14	3	75	12
	70.9%	78.2%	77.9%	72.9%	55.6%	79.6%	72.7%	79.0%	80.0%	81.8%	84.2%	58.3%	84.1%	78.9%	30.0%	82.9%	61.5%	82.4%	50.0%	77.3%	92.3%
Significantly different from column:*										L	L	JK				Q	P				
Usually or Always	1,521	116	212	222	9	105	21	61	20	54	37	23	87	19	8	75	26	15	5	95	13
	91.0%	97.5%	90.2%	88.4%	100.0%	97.2%	95.5%	98.4%	100.0%	98.2%	97.4%	95.8%	98.9%	100.0%	80.0%	98.7%	100.0%	88.2%	83.3%	97.9%	100.0%
Significantly different from column:*		ACD																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 51

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,692	121	237	255	59	38	21	14	101	33	48	37	69	51	23	97	28	83	121	0	0
Number missing or multiple answer	21	2	2	4	0	1	1	0	2	2	0	0	0	2	2	0	1	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,671	119	235	251	59	37	20	14	99	31	48	37	69	49	21	97	27	83	119	0	0
	98.8%	98.3%	99.2%	98.4%	100.0%	97.4%	95.2%	100.0%	98.0%	93.9%	100.0%	100.0%	100.0%	96.1%	91.3%	100.0%	96.4%	100.0%	98.3%	---	---
Never	23	1	0	2	1	0	0	0	1	0	1	0	1	0	1	0	0	1	1	0	0
	1.4%	0.8%	0.0%	0.8%	1.7%	0.0%	0.0%	0.0%	1.0%	0.0%	2.1%	0.0%	1.4%	0.0%	4.8%	0.0%	0.0%	1.2%	0.8%	---	---
Sometimes	127	2	23	27	2	0	0	0	2	1	0	1	1	1	1	1	0	1	2	0	0
	7.6%	1.7%	9.8%	10.8%	3.4%	0.0%	0.0%	0.0%	2.0%	3.2%	0.0%	2.7%	1.4%	2.0%	4.8%	1.0%	0.0%	1.2%	1.7%	---	---
Usually	337	23	29	39	12	7	4	4	18	4	11	7	14	9	8	15	12	9	23	0	0
	20.2%	19.3%	12.3%	15.5%	20.3%	18.9%	20.0%	28.6%	18.2%	12.9%	22.9%	18.9%	20.3%	18.4%	38.1%	15.5%	44.4%	10.8%	19.3%	---	---
Always	1,184	93	183	183	44	30	16	10	78	26	36	29	53	39	11	81	15	72	93	0	0
	70.9%	78.2%	77.9%	72.9%	74.6%	81.1%	80.0%	71.4%	78.8%	83.9%	75.0%	78.4%	76.8%	79.6%	52.4%	83.5%	55.6%	86.7%	78.2%	---	---
Significantly different from column:*																	R	Q			
Usually or Always	1,521	116	212	222	56	37	20	14	96	30	47	36	67	48	19	96	27	81	116	0	0
	91.0%	97.5%	90.2%	88.4%	94.9%	100.0%	100.0%	100.0%	97.0%	96.8%	97.9%	97.3%	97.1%	98.0%	90.5%	99.0%	100.0%	97.6%	97.5%	---	---
Significantly different from column:*		CDA																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 52

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,692	121	237	255	9	110	23	62	20	56	39	24	89	20	10	77	27	17	7	98	13
Number missing or multiple answer	38	2	6	10	0	2	0	1	1	2	0	0	2	0	0	2	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,654	119	231	245	9	108	23	61	19	54	39	24	87	20	10	75	27	17	6	97	13
	97.8%	98.3%	97.5%	96.1%	100.0%	98.2%	100.0%	98.4%	95.0%	96.4%	100.0%	100.0%	97.8%	100.0%	100.0%	97.4%	100.0%	100.0%	85.7%	99.0%	100.0%
Yes	997	59	126	119	5	54	8	33	5	28	19	12	44	9	4	38	12	9	3	45	8
	60.3%	49.6%	54.5%	48.6%	55.6%	50.0%	34.8%	54.1%	26.3%	51.9%	48.7%	50.0%	50.6%	45.0%	40.0%	50.7%	44.4%	52.9%	50.0%	46.4%	61.5%
No	657	60	105	126	4	54	15	28	14	26	20	12	43	11	6	37	15	8	3	52	5
	39.7%	50.4%	45.5%	51.4%	44.4%	50.0%	65.2%	45.9%	73.7%	48.1%	51.3%	50.0%	49.4%	55.0%	60.0%	49.3%	55.6%	47.1%	50.0%	53.6%	38.5%
Significantly different from column:*		A						I	H												

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 52

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,692	121	237	255	59	38	21	14	101	33	48	37	69	51	23	97	28	83	121	0	0
Number missing or multiple answer	38	2	6	10	1	1	0	0	2	0	0	2	2	0	0	2	0	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,654	119	231	245	58	37	21	14	99	33	48	35	67	51	23	95	28	82	119	0	0
	97.8%	98.3%	97.5%	96.1%	98.3%	97.4%	100.0%	100.0%	98.0%	100.0%	100.0%	94.6%	97.1%	100.0%	100.0%	97.9%	100.0%	98.8%	98.3%	---	---
Yes	997	59	126	119	28	19	12	8	48	18	23	16	36	23	12	46	16	37	59	0	0
	60.3%	49.6%	54.5%	48.6%	48.3%	51.4%	57.1%	57.1%	48.5%	54.5%	47.9%	45.7%	53.7%	45.1%	52.2%	48.4%	57.1%	45.1%	49.6%	---	---
No	657	60	105	126	30	18	9	6	51	15	25	19	31	28	11	49	12	45	60	0	0
	39.7%	50.4%	45.5%	51.4%	51.7%	48.6%	42.9%	42.9%	51.5%	45.5%	52.1%	54.3%	46.3%	54.9%	47.8%	51.6%	42.9%	54.9%	50.4%	---	---
Significantly different from column:*		A																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 53

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	56	4	19	23	0	4	1	2	0	1	2	1	0	0	0	2	1	1	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,354	186	454	463	18	166	39	94	31	93	61	28	137	34	15	120	40	25	30	137	13
	99.1%	97.9%	96.0%	95.3%	100.0%	97.6%	97.5%	97.9%	100.0%	98.9%	96.8%	96.6%	100.0%	100.0%	100.0%	98.4%	97.6%	96.2%	100.0%	97.9%	100.0%
Poor	24	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.2%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fair	260	15	24	25	3	11	4	6	2	11	1	2	0	0	15	6	2	7	4	9	1
	4.1%	8.1%	5.3%	5.4%	16.7%	6.6%	10.3%	6.4%	6.5%	11.8%	1.6%	7.1%	0.0%	0.0%	100.0%	5.0%	5.0%	28.0%	13.3%	6.6%	7.7%
Good	1,119	34	87	84	2	32	5	21	5	21	7	6	0	34	0	8	16	10	7	24	3
	17.6%	18.3%	19.2%	18.1%	11.1%	19.3%	12.8%	22.3%	16.1%	22.6%	11.5%	21.4%	0.0%	100.0%	0.0%	6.7%	40.0%	40.0%	23.3%	17.5%	23.1%
Very Good	2,340	63	157	165	7	55	11	32	13	24	27	10	63	0	0	43	16	3	6	51	3
	36.8%	33.9%	34.6%	35.6%	38.9%	33.1%	28.2%	34.0%	41.9%	25.8%	44.3%	35.7%	46.0%	0.0%	0.0%	35.8%	40.0%	12.0%	20.0%	37.2%	23.1%
Excellent	2,611	74	185	186	6	68	19	35	11	37	26	10	74	0	0	63	6	5	13	53	6
	41.1%	39.8%	40.7%	40.2%	33.3%	41.0%	48.7%	37.2%	35.5%	39.8%	42.6%	35.7%	54.0%	0.0%	0.0%	52.5%	15.0%	20.0%	43.3%	38.7%	46.2%
Significantly different from column:*													NO	M	M	QR	P	P			
Excellent or Very Good	4,951	137	342	351	13	123	30	67	24	61	53	20	137	0	0	106	22	8	19	104	9
	77.9%	73.7%	75.3%	75.8%	72.2%	74.1%	76.9%	71.3%	77.4%	65.6%	86.9%	71.4%	100.0%	0.0%	0.0%	88.3%	55.0%	32.0%	63.3%	75.9%	69.2%
Significantly different from column:*										K	J		N	M		QR	P	P			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 53

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	56	4	19	23	3	0	1	1	3	3	0	1	3	1	1	2	1	2	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,354	186	454	463	83	69	29	22	155	50	77	54	104	80	32	149	37	112	186	0	0
	99.1%	97.9%	96.0%	95.3%	96.5%	100.0%	96.7%	95.7%	98.1%	94.3%	100.0%	98.2%	97.2%	98.8%	97.0%	98.7%	97.4%	98.2%	97.9%	---	---
Poor	24	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.2%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Fair	260	15	24	25	5	8	1	2	11	1	8	5	10	4	6	9	6	4	15	0	0
	4.1%	8.1%	5.3%	5.4%	6.0%	11.6%	3.4%	9.1%	7.1%	2.0%	10.4%	9.3%	9.6%	5.0%	18.8%	6.0%	16.2%	3.6%	8.1%	---	---
Good	1,119	34	87	84	10	18	5	4	29	6	18	10	20	14	6	27	10	16	34	0	0
	17.6%	18.3%	19.2%	18.1%	12.0%	26.1%	17.2%	18.2%	18.7%	12.0%	23.4%	18.5%	19.2%	17.5%	18.8%	18.1%	27.0%	14.3%	18.3%	---	---
Very Good	2,340	63	157	165	29	24	8	2	57	16	27	19	35	27	14	48	14	40	63	0	0
	36.8%	33.9%	34.6%	35.6%	34.9%	34.8%	27.6%	9.1%	36.8%	32.0%	35.1%	35.2%	33.7%	33.8%	43.8%	32.2%	37.8%	35.7%	33.9%	---	---
Excellent	2,611	74	185	186	39	19	15	14	58	27	24	20	39	35	6	65	7	52	74	0	0
	41.1%	39.8%	40.7%	40.2%	47.0%	27.5%	51.7%	63.6%	37.4%	54.0%	31.2%	37.0%	37.5%	43.8%	18.8%	43.6%	18.9%	46.4%	39.8%	---	---
Significantly different from column:*					F	EG	F	I	H	K	J				P	O	R	Q			
Excellent or Very Good	4,951	137	342	351	68	43	23	16	115	43	51	39	74	62	20	113	21	92	137	0	0
	77.9%	73.7%	75.3%	75.8%	81.9%	62.3%	79.3%	72.7%	74.2%	86.0%	66.2%	72.2%	71.2%	77.5%	62.5%	75.8%	56.8%	82.1%	73.7%	---	---
Significantly different from column:*					F	E				K	J						R	Q			

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 54

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	65	1	18	20	0	1	0	0	1	1	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,345	189	455	466	18	169	40	96	30	93	63	29	136	34	15	122	41	26	30	139	13
	99.0%	99.5%	96.2%	95.9%	100.0%	99.4%	100.0%	100.0%	96.8%	98.9%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	100.0%
Poor	117	7	6	15	2	5	0	6	1	5	1	1	2	1	4	0	0	7	2	5	0
	1.8%	3.7%	1.3%	3.2%	11.1%	3.0%	0.0%	6.3%	3.3%	5.4%	1.6%	3.4%	1.5%	2.9%	26.7%	0.0%	0.0%	26.9%	6.7%	3.6%	0.0%
Fair	589	19	32	38	1	17	1	11	2	9	7	2	6	9	3	0	0	19	3	13	1
	9.3%	10.1%	7.0%	8.2%	5.6%	10.1%	2.5%	11.5%	6.7%	9.7%	11.1%	6.9%	4.4%	26.5%	20.0%	0.0%	0.0%	73.1%	10.0%	9.4%	7.7%
Good	1,126	41	98	79	5	35	5	22	7	19	10	11	22	16	2	0	41	0	6	34	1
	17.7%	21.7%	21.5%	17.0%	27.8%	20.7%	12.5%	22.9%	23.3%	20.4%	15.9%	37.9%	16.2%	47.1%	13.3%	0.0%	100.0%	0.0%	20.0%	24.5%	7.7%
Very Good	1,696	39	98	116	2	37	9	22	7	19	14	6	32	1	4	39	0	0	7	27	2
	26.7%	20.6%	21.5%	24.9%	11.1%	21.9%	22.5%	22.9%	23.3%	20.4%	22.2%	20.7%	23.5%	2.9%	26.7%	32.0%	0.0%	0.0%	23.3%	19.4%	15.4%
Excellent	2,817	83	221	218	8	75	25	35	13	41	31	9	74	7	2	83	0	0	12	60	9
	44.4%	43.9%	48.6%	46.8%	44.4%	44.4%	62.5%	36.5%	43.3%	44.1%	49.2%	31.0%	54.4%	20.6%	13.3%	68.0%	0.0%	0.0%	40.0%	43.2%	69.2%
Significantly different from column:*							H	G					NO	M	M	QR	P	P			
Excellent or Very Good	4,513	122	319	334	10	112	34	57	20	60	45	15	106	8	6	122	0	0	19	87	11
	71.1%	64.6%	70.1%	71.7%	55.6%	66.3%	85.0%	59.4%	66.7%	64.5%	71.4%	51.7%	77.9%	23.5%	40.0%	100.0%	0.0%	0.0%	63.3%	62.6%	84.6%
Significantly different from column:*		A					H	G					N	M		Q	P				

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 54

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	65	1	18	20	0	1	0	0	1	0	0	1	1	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,345	189	455	466	86	68	30	23	157	53	77	54	106	81	33	150	38	113	189	0	0
	99.0%	99.5%	96.2%	95.9%	100.0%	98.6%	100.0%	100.0%	99.4%	100.0%	100.0%	98.2%	99.1%	100.0%	100.0%	99.3%	100.0%	99.1%	99.5%	---	---
Poor	117	7	6	15	2	3	2	1	6	1	3	3	6	1	3	3	3	2	7	0	0
	1.8%	3.7%	1.3%	3.2%	2.3%	4.4%	6.7%	4.3%	3.8%	1.9%	3.9%	5.6%	5.7%	1.2%	9.1%	2.0%	7.9%	1.8%	3.7%	---	---
Fair	589	19	32	38	9	8	1	1	16	2	8	8	17	1	4	15	3	11	19	0	0
	9.3%	10.1%	7.0%	8.2%	10.5%	11.8%	3.3%	4.3%	10.2%	3.8%	10.4%	14.8%	16.0%	1.2%	12.1%	10.0%	7.9%	9.7%	10.1%	---	---
Good	1,126	41	98	79	12	22	4	4	34	6	24	10	19	21	10	31	11	23	41	0	0
	17.7%	21.7%	21.5%	17.0%	14.0%	32.4%	13.3%	17.4%	21.7%	11.3%	31.2%	18.5%	17.9%	25.9%	30.3%	20.7%	28.9%	20.4%	21.7%	---	---
Very Good	1,696	39	98	116	19	9	11	5	31	10	16	13	23	16	9	29	10	19	39	0	0
	26.7%	20.6%	21.5%	24.9%	22.1%	13.2%	36.7%	21.7%	19.7%	18.9%	20.8%	24.1%	21.7%	19.8%	27.3%	19.3%	26.3%	16.8%	20.6%	---	---
Excellent	2,817	83	221	218	44	26	12	12	70	34	26	20	41	42	7	72	11	58	83	0	0
	44.4%	43.9%	48.6%	46.8%	51.2%	38.2%	40.0%	52.2%	44.6%	64.2%	33.8%	37.0%	38.7%	51.9%	21.2%	48.0%	28.9%	51.3%	43.9%	---	---
Significantly different from column:*										KL	J	J			P	O	R	Q			
Excellent or Very Good	4,513	122	319	334	63	35	23	17	101	44	42	33	64	58	16	101	21	77	122	0	0
	71.1%	64.6%	70.1%	71.7%	73.3%	51.5%	76.7%	73.9%	64.3%	83.0%	54.5%	61.1%	60.4%	71.6%	48.5%	67.3%	55.3%	68.1%	64.6%	---	---
Significantly different from column:*		A			F	EG	F			KL	J	J			P	O					

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 55

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	16	1	23	24	0	1	0	1	0	1	0	0	0	0	1	0	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,293	189	450	462	18	169	40	95	31	93	63	29	137	34	14	122	41	25	30	140	13
	99.5%	99.5%	95.1%	95.1%	100.0%	99.4%	100.0%	99.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%
Yes	1,098	82	149	158	8	73	14	46	13	37	28	16	54	18	9	44	25	13	9	63	9
	33.3%	43.4%	33.1%	34.2%	44.4%	43.2%	35.0%	48.4%	41.9%	39.8%	44.4%	55.2%	39.4%	52.9%	64.3%	36.1%	61.0%	52.0%	30.0%	45.0%	69.2%
No	2,195	107	301	304	10	96	26	49	18	56	35	13	83	16	5	78	16	12	21	77	4
	66.7%	56.6%	66.9%	65.8%	55.6%	56.8%	65.0%	51.6%	58.1%	60.2%	55.6%	44.8%	60.6%	47.1%	35.7%	63.9%	39.0%	48.0%	70.0%	55.0%	30.8%
Significantly different from column:*		ACD														Q	P		U		S

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 55

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	16	1	23	24	0	1	0	0	0	0	1	0	1	0	1	0	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,293	189	450	462	86	68	30	23	158	53	76	55	106	81	32	151	38	114	189	0	0
	99.5%	99.5%	95.1%	95.1%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	99.1%	100.0%	97.0%	100.0%	100.0%	100.0%	99.5%	---	---
Yes	1,098	82	149	158	38	33	10	7	70	14	34	32	49	33	16	66	18	54	82	0	0
	33.3%	43.4%	33.1%	34.2%	44.2%	48.5%	33.3%	30.4%	44.3%	26.4%	44.7%	58.2%	46.2%	40.7%	50.0%	43.7%	47.4%	47.4%	43.4%	---	---
No	2,195	107	301	304	48	35	20	16	88	39	42	23	57	48	16	85	20	60	107	0	0
	66.7%	56.6%	66.9%	65.8%	55.8%	51.5%	66.7%	69.6%	55.7%	73.6%	55.3%	41.8%	53.8%	59.3%	50.0%	56.3%	52.6%	52.6%	56.6%	---	---
Significantly different from column:*		CDA								KL	J	J									

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 56

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,098	82	149	158	8	73	14	46	13	37	28	16	54	18	9	44	25	13	9	63	9
Number missing or multiple answer	36	3	2	1	0	3	0	2	0	2	0	1	2	0	0	2	0	1	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,062	79	147	157	8	70	14	44	13	35	28	15	52	18	9	42	25	12	7	62	9
	96.7%	96.3%	98.7%	99.4%	100.0%	95.9%	100.0%	95.7%	100.0%	94.6%	100.0%	93.8%	96.3%	100.0%	100.0%	95.5%	100.0%	92.3%	77.8%	98.4%	100.0%
Yes	897	59	120	119	6	53	10	37	7	26	20	13	36	16	7	27	20	12	5	46	7
	84.5%	74.7%	81.6%	75.8%	75.0%	75.7%	71.4%	84.1%	53.8%	74.3%	71.4%	86.7%	69.2%	88.9%	77.8%	64.3%	80.0%	100.0%	71.4%	74.2%	77.8%
No	165	20	27	38	2	17	4	7	6	9	8	2	16	2	2	15	5	0	2	16	2
	15.5%	25.3%	18.4%	24.2%	25.0%	24.3%	28.6%	15.9%	46.2%	25.7%	28.6%	13.3%	30.8%	11.1%	22.2%	35.7%	20.0%	0.0%	28.6%	25.8%	22.2%
Significantly different from column:*		A																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 56

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,098	82	149	158	38	33	10	7	70	14	34	32	49	33	16	66	18	54	82	0	0
Number missing or multiple answer	36	3	2	1	2	1	0	0	2	0	0	3	3	0	0	3	0	1	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,062	79	147	157	36	32	10	7	68	14	34	29	46	33	16	63	18	53	79	0	0
	96.7%	96.3%	98.7%	99.4%	94.7%	97.0%	100.0%	100.0%	97.1%	100.0%	100.0%	90.6%	93.9%	100.0%	100.0%	95.5%	100.0%	98.1%	96.3%	---	---
Yes	897	59	120	119	28	22	9	6	50	9	28	20	39	20	12	47	14	39	59	0	0
	84.5%	74.7%	81.6%	75.8%	77.8%	68.8%	90.0%	85.7%	73.5%	64.3%	82.4%	69.0%	84.8%	60.6%	75.0%	74.6%	77.8%	73.6%	74.7%	---	---
No	165	20	27	38	8	10	1	1	18	5	6	9	7	13	4	16	4	14	20	0	0
	15.5%	25.3%	18.4%	24.2%	22.2%	31.3%	10.0%	14.3%	26.5%	35.7%	17.6%	31.0%	15.2%	39.4%	25.0%	25.4%	22.2%	26.4%	25.3%	---	---
Significantly different from column:*		A											N	M							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 57

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	897	59	120	119	6	53	10	37	7	26	20	13	36	16	7	27	20	12	5	46	7
Number missing or multiple answer	10	1	4	5	0	1	0	1	0	1	0	0	0	1	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	887	58	116	114	6	52	10	36	7	25	20	13	36	15	7	27	19	12	4	46	7
	98.9%	98.3%	96.7%	95.8%	100.0%	98.1%	100.0%	97.3%	100.0%	96.2%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	95.0%	100.0%	80.0%	100.0%	100.0%
Yes	793	55	102	98	6	49	9	34	7	24	18	13	35	13	7	25	19	11	4	44	6
	89.4%	94.8%	87.9%	86.0%	100.0%	94.2%	90.0%	94.4%	100.0%	96.0%	90.0%	100.0%	97.2%	86.7%	100.0%	92.6%	100.0%	91.7%	100.0%	95.7%	85.7%
No	94	3	14	16	0	3	1	2	0	1	2	0	1	2	0	2	0	1	0	2	1
	10.6%	5.2%	12.1%	14.0%	0.0%	5.8%	10.0%	5.6%	0.0%	4.0%	10.0%	0.0%	2.8%	13.3%	0.0%	7.4%	0.0%	8.3%	0.0%	4.3%	14.3%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 57

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	897	59	120	119	28	22	9	6	50	9	28	20	39	20	12	47	14	39	59	0	0
Number missing or multiple answer	10	1	4	5	0	1	0	0	0	0	0	1	0	1	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	887	58	116	114	28	21	9	6	50	9	28	19	39	19	12	46	14	39	58	0	0
	98.9%	98.3%	96.7%	95.8%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	100.0%	95.0%	100.0%	95.0%	100.0%	97.9%	100.0%	100.0%	98.3%	---	---
Yes	793	55	102	98	26	20	9	6	47	8	27	18	36	19	12	43	14	36	55	0	0
	89.4%	94.8%	87.9%	86.0%	92.9%	95.2%	100.0%	100.0%	94.0%	88.9%	96.4%	94.7%	92.3%	100.0%	100.0%	93.5%	100.0%	92.3%	94.8%	---	---
No	94	3	14	16	2	1	0	0	3	1	1	1	3	0	0	3	0	3	3	0	0
	10.6%	5.2%	12.1%	14.0%	7.1%	4.8%	0.0%	0.0%	6.0%	11.1%	3.6%	5.3%	7.7%	0.0%	0.0%	6.5%	0.0%	7.7%	5.2%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 58

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)			Child's Doctor Visits in One Year (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	48	8	28	27	1	6	1	4	1	6	0	1	5	1	2	5	1	2	4	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,261	182	445	459	17	164	39	92	30	88	63	28	132	33	13	117	40	24	26	137	13
	98.5%	95.8%	94.1%	94.4%	94.4%	96.5%	97.5%	95.8%	96.8%	93.6%	100.0%	96.6%	96.4%	97.1%	86.7%	95.9%	97.6%	92.3%	86.7%	97.9%	100.0%
Yes	637	31	73	83	4	27	4	21	3	11	13	7	15	10	5	7	12	12	2	24	4
	19.5%	17.0%	16.4%	18.1%	23.5%	16.5%	10.3%	22.8%	10.0%	12.5%	20.6%	25.0%	11.4%	30.3%	38.5%	6.0%	30.0%	50.0%	7.7%	17.5%	30.8%
No	2,624	151	372	376	13	137	35	71	27	77	50	21	117	23	8	110	28	12	24	113	9
	80.5%	83.0%	83.6%	81.9%	76.5%	83.5%	89.7%	77.2%	90.0%	87.5%	79.4%	75.0%	88.6%	69.7%	61.5%	94.0%	70.0%	50.0%	92.3%	82.5%	69.2%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 58

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	48	8	28	27	3	3	1	1	3	0	3	3	6	1	2	5	1	2	8	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,261	182	445	459	83	66	29	22	155	53	74	52	101	80	31	146	37	112	182	0	0
	98.5%	95.8%	94.1%	94.4%	96.5%	95.7%	96.7%	95.7%	98.1%	100.0%	96.1%	94.5%	94.4%	98.8%	93.9%	96.7%	97.4%	98.2%	95.8%	---	---
Yes	637	31	73	83	17	10	4	2	29	6	18	7	22	9	9	22	10	18	31	0	0
	19.5%	17.0%	16.4%	18.1%	20.5%	15.2%	13.8%	9.1%	18.7%	11.3%	24.3%	13.5%	21.8%	11.3%	29.0%	15.1%	27.0%	16.1%	17.0%	---	---
No	2,624	151	372	376	66	56	25	20	126	47	56	45	79	71	22	124	27	94	151	0	0
	80.5%	83.0%	83.6%	81.9%	79.5%	84.8%	86.2%	90.9%	81.3%	88.7%	75.7%	86.5%	78.2%	88.8%	71.0%	84.9%	73.0%	83.9%	83.0%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 59

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	637	31	73	83	4	27	4	21	3	11	13	7	15	10	5	7	12	12	2	24	4
Number missing or multiple answer	8	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	629	31	71	83	4	27	4	21	3	11	13	7	15	10	5	7	12	12	2	24	4
	98.7%	100.0%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	587	30	60	69	4	26	4	20	3	11	12	7	14	10	5	7	11	12	2	23	4
	93.3%	96.8%	84.5%	83.1%	100.0%	96.3%	100.0%	95.2%	100.0%	100.0%	92.3%	100.0%	93.3%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	95.8%	100.0%
No	42	1	11	14	0	1	0	1	0	0	1	0	1	0	0	0	1	0	0	1	0
	6.7%	3.2%	15.5%	16.9%	0.0%	3.7%	0.0%	4.8%	0.0%	0.0%	7.7%	0.0%	6.7%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	4.2%	0.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 59

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	637	31	73	83	17	10	4	2	29	6	18	7	22	9	9	22	10	18	31	0	0
Number missing or multiple answer	8	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	629	31	71	83	17	10	4	2	29	6	18	7	22	9	9	22	10	18	31	0	0
	98.7%	100.0%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	587	30	60	69	16	10	4	2	28	6	17	7	21	9	9	21	10	17	30	0	0
	93.3%	96.8%	84.5%	83.1%	94.1%	100.0%	100.0%	100.0%	96.6%	100.0%	94.4%	100.0%	95.5%	100.0%	100.0%	95.5%	100.0%	94.4%	96.8%	---	---
No	42	1	11	14	1	0	0	0	1	0	1	0	1	0	0	1	0	1	1	0	0
	6.7%	3.2%	15.5%	16.9%	5.9%	0.0%	0.0%	0.0%	3.4%	0.0%	5.6%	0.0%	4.5%	0.0%	0.0%	4.5%	0.0%	5.6%	3.2%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 60

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	587	30	60	69	4	26	4	20	3	11	12	7	14	10	5	7	11	12	2	23	4
Number missing or multiple answer	1	0	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	586	30	55	67	4	26	4	20	3	11	12	7	14	10	5	7	11	12	2	23	4
	99.8%	100.0%	91.7%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	558	28	52	64	3	25	4	19	3	11	11	6	13	10	4	7	11	10	2	22	4
	95.2%	93.3%	94.5%	95.5%	75.0%	96.2%	100.0%	95.0%	100.0%	100.0%	91.7%	85.7%	92.9%	100.0%	80.0%	100.0%	100.0%	83.3%	100.0%	95.7%	100.0%
No	28	2	3	3	1	1	0	1	0	0	1	1	1	0	1	0	0	2	0	1	0
	4.8%	6.7%	5.5%	4.5%	25.0%	3.8%	0.0%	5.0%	0.0%	0.0%	8.3%	14.3%	7.1%	0.0%	20.0%	0.0%	0.0%	16.7%	0.0%	4.3%	0.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 60

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	587	30	60	69	16	10	4	2	28	6	17	7	21	9	9	21	10	17	30	0	0
Number missing or multiple answer	1	0	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	586	30	55	67	16	10	4	2	28	6	17	7	21	9	9	21	10	17	30	0	0
	99.8%	100.0%	91.7%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	558	28	52	64	15	10	3	2	26	5	16	7	19	9	8	20	9	17	28	0	0
	95.2%	93.3%	94.5%	95.5%	93.8%	100.0%	75.0%	100.0%	92.9%	83.3%	94.1%	100.0%	90.5%	100.0%	88.9%	95.2%	90.0%	100.0%	93.3%	---	---
No	28	2	3	3	1	0	1	0	2	1	1	0	2	0	1	1	1	0	2	0	0
	4.8%	6.7%	5.5%	4.5%	6.3%	0.0%	25.0%	0.0%	7.1%	16.7%	5.9%	0.0%	9.5%	0.0%	11.1%	4.8%	10.0%	0.0%	6.7%	---	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 61

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	46	4	27	31	0	3	0	3	0	2	0	1	1	0	3	2	0	2	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,263	186	446	455	18	167	40	93	31	92	63	28	136	34	12	120	41	24	29	138	13
	98.6%	97.9%	94.3%	93.6%	100.0%	98.2%	100.0%	96.9%	100.0%	97.9%	100.0%	96.6%	99.3%	100.0%	80.0%	98.4%	100.0%	92.3%	96.7%	98.6%	100.0%
Yes	499	33	77	69	6	27	3	21	2	15	9	8	17	11	4	12	12	9	5	23	4
	15.3%	17.7%	17.3%	15.2%	33.3%	16.2%	7.5%	22.6%	6.5%	16.3%	14.3%	28.6%	12.5%	32.4%	33.3%	10.0%	29.3%	37.5%	17.2%	16.7%	30.8%
No	2,764	153	369	386	12	140	37	72	29	77	54	20	119	23	8	108	29	15	24	115	9
	84.7%	82.3%	82.7%	84.8%	66.7%	83.8%	92.5%	77.4%	93.5%	83.7%	85.7%	71.4%	87.5%	67.6%	66.7%	90.0%	70.7%	62.5%	82.8%	83.3%	69.2%
Significantly different from column:*							H	GI	H				N	M		Q	P				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 61

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	46	4	27	31	1	2	0	0	1	0	2	1	3	0	2	2	1	1	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,263	186	446	455	85	67	30	23	157	53	75	54	104	81	31	149	37	113	186	0	0
	98.6%	97.9%	94.3%	93.6%	98.8%	97.1%	100.0%	100.0%	99.4%	100.0%	97.4%	98.2%	97.2%	100.0%	93.9%	98.7%	97.4%	99.1%	97.9%	---	---
Yes	499	33	77	69	11	16	6	2	29	7	16	9	23	10	7	26	11	16	33	0	0
	15.3%	17.7%	17.3%	15.2%	12.9%	23.9%	20.0%	8.7%	18.5%	13.2%	21.3%	16.7%	22.1%	12.3%	22.6%	17.4%	29.7%	14.2%	17.7%	---	---
No	2,764	153	369	386	74	51	24	21	128	46	59	45	81	71	24	123	26	97	153	0	0
	84.7%	82.3%	82.7%	84.8%	87.1%	76.1%	80.0%	91.3%	81.5%	86.8%	78.7%	83.3%	77.9%	87.7%	77.4%	82.6%	70.3%	85.8%	82.3%	---	---
Significantly different from column:*																	R	Q			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 62

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

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q61)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	499	33	77	69	6	27	3	21	2	15	9	8	17	11	4	12	12	9	5	23	4
Number missing or multiple answer	5	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	494	33	74	67	6	27	3	21	2	15	9	8	17	11	4	12	12	9	5	23	4
	99.0%	100.0%	96.1%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	452	27	40	41	4	23	3	19	1	11	9	7	13	9	4	8	10	9	1	22	3
	91.5%	81.8%	54.1%	61.2%	66.7%	85.2%	100.0%	90.5%	50.0%	73.3%	100.0%	87.5%	76.5%	81.8%	100.0%	66.7%	83.3%	100.0%	20.0%	95.7%	75.0%
No	42	6	34	26	2	4	0	2	1	4	0	1	4	2	0	4	2	0	4	1	1
	8.5%	18.2%	45.9%	38.8%	33.3%	14.8%	0.0%	9.5%	50.0%	26.7%	0.0%	12.5%	23.5%	18.2%	0.0%	33.3%	16.7%	0.0%	80.0%	4.3%	25.0%
Significantly different from column:*		CD																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 62

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

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q61)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	499	33	77	69	11	16	6	2	29	7	16	9	23	10	7	26	11	16	33	0	0
Number missing or multiple answer	5	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	494	33	74	67	11	16	6	2	29	7	16	9	23	10	7	26	11	16	33	0	0
	99.0%	100.0%	96.1%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	452	27	40	41	10	12	5	2	25	6	15	5	20	7	6	21	10	15	27	0	0
	91.5%	81.8%	54.1%	61.2%	90.9%	75.0%	83.3%	100.0%	86.2%	85.7%	93.8%	55.6%	87.0%	70.0%	85.7%	80.8%	90.9%	93.8%	81.8%	---	---
No	42	6	34	26	1	4	1	0	4	1	1	4	3	3	1	5	1	1	6	0	0
	8.5%	18.2%	45.9%	38.8%	9.1%	25.0%	16.7%	0.0%	13.8%	14.3%	6.3%	44.4%	13.0%	30.0%	14.3%	19.2%	9.1%	6.3%	18.2%	---	---
Significantly different from column:*		CD																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 63

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

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	452	27	40	41	4	23	3	19	1	11	9	7	13	9	4	8	10	9	1	22	3
Number missing or multiple answer	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	449	27	40	41	4	23	3	19	1	11	9	7	13	9	4	8	10	9	1	22	3
	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	432	25	38	38	4	21	3	18	1	11	8	6	11	9	4	8	9	8	1	21	3
	96.2%	92.6%	95.0%	92.7%	100.0%	91.3%	100.0%	94.7%	100.0%	100.0%	88.9%	85.7%	84.6%	100.0%	100.0%	100.0%	90.0%	88.9%	100.0%	95.5%	100.0%
No	17	2	2	3	0	2	0	1	0	0	1	1	2	0	0	0	1	1	0	1	0
	3.8%	7.4%	5.0%	7.3%	0.0%	8.7%	0.0%	5.3%	0.0%	0.0%	11.1%	14.3%	15.4%	0.0%	0.0%	0.0%	10.0%	11.1%	0.0%	4.5%	0.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 63

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

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	452	27	40	41	10	12	5	2	25	6	15	5	20	7	6	21	10	15	27	0	0
Number missing or multiple answer	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	449	27	40	41	10	12	5	2	25	6	15	5	20	7	6	21	10	15	27	0	0
	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	432	25	38	38	9	11	5	2	23	4	15	5	19	6	5	20	9	15	25	0	0
	96.2%	92.6%	95.0%	92.7%	90.0%	91.7%	100.0%	100.0%	92.0%	66.7%	100.0%	100.0%	95.0%	85.7%	83.3%	95.2%	90.0%	100.0%	92.6%	---	---
No	17	2	2	3	1	1	0	0	2	2	0	0	1	1	1	1	1	0	2	0	0
	3.8%	7.4%	5.0%	7.3%	10.0%	8.3%	0.0%	0.0%	8.0%	33.3%	0.0%	0.0%	5.0%	14.3%	16.7%	4.8%	10.0%	0.0%	7.4%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 64

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	45	4	19	28	1	2	0	3	0	2	0	1	2	0	2	1	1	2	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,264	186	454	458	17	168	40	93	31	92	63	28	135	34	13	121	40	24	29	138	13
	98.6%	97.9%	96.0%	94.2%	94.4%	98.8%	100.0%	96.9%	100.0%	97.9%	100.0%	96.6%	98.5%	100.0%	86.7%	99.2%	97.6%	92.3%	96.7%	98.6%	100.0%
Yes	493	29	49	55	4	25	5	17	1	12	12	5	20	5	3	12	9	8	4	21	2
	15.1%	15.6%	10.8%	12.0%	23.5%	14.9%	12.5%	18.3%	3.2%	13.0%	19.0%	17.9%	14.8%	14.7%	23.1%	9.9%	22.5%	33.3%	13.8%	15.2%	15.4%
No	2,771	157	405	403	13	143	35	76	30	80	51	23	115	29	10	109	31	16	25	117	11
	84.9%	84.4%	89.2%	88.0%	76.5%	85.1%	87.5%	81.7%	96.8%	87.0%	81.0%	82.1%	85.2%	85.3%	76.9%	90.1%	77.5%	66.7%	86.2%	84.8%	84.6%
Significantly different from column:*																Q	P				

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 64

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	45	4	19	28	2	1	0	0	1	0	2	1	3	0	2	2	0	2	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,264	186	454	458	84	68	30	23	157	53	75	54	104	81	31	149	38	112	186	0	0
	98.6%	97.9%	96.0%	94.2%	97.7%	98.6%	100.0%	100.0%	99.4%	100.0%	97.4%	98.2%	97.2%	100.0%	93.9%	98.7%	100.0%	98.2%	97.9%	---	---
Yes	493	29	49	55	14	11	4	4	24	10	13	4	22	7	5	24	8	15	29	0	0
	15.1%	15.6%	10.8%	12.0%	16.7%	16.2%	13.3%	17.4%	15.3%	18.9%	17.3%	7.4%	21.2%	8.6%	16.1%	16.1%	21.1%	13.4%	15.6%	---	---
No	2,771	157	405	403	70	57	26	19	133	43	62	50	82	74	26	125	30	97	157	0	0
	84.9%	84.4%	89.2%	88.0%	83.3%	83.8%	86.7%	82.6%	84.7%	81.1%	82.7%	92.6%	78.8%	91.4%	83.9%	83.9%	78.9%	86.6%	84.4%	---	---
Significantly different from column:*													N	M							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 65

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

Base: All respondents whose child needs/gets special therapy (Q64)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	493	29	49	55	4	25	5	17	1	12	12	5	20	5	3	12	9	8	4	21	2
Number missing or multiple answer	17	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	476	29	46	54	4	25	5	17	1	12	12	5	20	5	3	12	9	8	4	21	2
	96.6%	100.0%	93.9%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	373	19	29	37	2	17	3	11	0	6	9	4	12	3	3	5	7	7	2	15	1
	78.4%	65.5%	63.0%	68.5%	50.0%	68.0%	60.0%	64.7%	0.0%	50.0%	75.0%	80.0%	60.0%	60.0%	100.0%	41.7%	77.8%	87.5%	50.0%	71.4%	50.0%
No	103	10	17	17	2	8	2	6	1	6	3	1	8	2	0	7	2	1	2	6	1
	21.6%	34.5%	37.0%	31.5%	50.0%	32.0%	40.0%	35.3%	100.0%	50.0%	25.0%	20.0%	40.0%	40.0%	0.0%	58.3%	22.2%	12.5%	50.0%	28.6%	50.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 65

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

Base: All respondents whose child needs/gets special therapy (Q64)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	493	29	49	55	14	11	4	4	24	10	13	4	22	7	5	24	8	15	29	0	0
Number missing or multiple answer	17	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	476	29	46	54	14	11	4	4	24	10	13	4	22	7	5	24	8	15	29	0	0
	96.6%	100.0%	93.9%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	373	19	29	37	9	6	4	3	16	6	10	2	14	5	3	16	6	10	19	0	0
	78.4%	65.5%	63.0%	68.5%	64.3%	54.5%	100.0%	75.0%	66.7%	60.0%	76.9%	50.0%	63.6%	71.4%	60.0%	66.7%	75.0%	66.7%	65.5%	---	---
No	103	10	17	17	5	5	0	1	8	4	3	2	8	2	2	8	2	5	10	0	0
	21.6%	34.5%	37.0%	31.5%	35.7%	45.5%	0.0%	25.0%	33.3%	40.0%	23.1%	50.0%	36.4%	28.6%	40.0%	33.3%	25.0%	33.3%	34.5%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 66

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

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	373	19	29	37	2	17	3	11	0	6	9	4	12	3	3	5	7	7	2	15	1
Number missing or multiple answer	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	372	19	28	36	2	17	3	11	0	6	9	4	12	3	3	5	7	7	2	15	1
	99.7%	100.0%	96.6%	97.3%	100.0%	100.0%	100.0%	100.0%	--	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	347	15	26	36	1	14	3	9	0	5	7	3	9	3	2	5	6	4	2	12	1
	93.3%	78.9%	92.9%	100.0%	50.0%	82.4%	100.0%	81.8%	--	83.3%	77.8%	75.0%	75.0%	100.0%	66.7%	100.0%	85.7%	57.1%	100.0%	80.0%	100.0%
No	25	4	2	0	1	3	0	2	0	1	2	1	3	0	1	0	1	3	0	3	0
	6.7%	21.1%	7.1%	0.0%	50.0%	17.6%	0.0%	18.2%	--	16.7%	22.2%	25.0%	25.0%	0.0%	33.3%	0.0%	14.3%	42.9%	0.0%	20.0%	0.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 66

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

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	373	19	29	37	9	6	4	3	16	6	10	2	14	5	3	16	6	10	19	0	0
Number missing or multiple answer	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	372	19	28	36	9	6	4	3	16	6	10	2	14	5	3	16	6	10	19	0	0
	99.7%	100.0%	96.6%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	347	15	26	36	8	5	2	3	12	4	9	1	11	4	1	14	5	8	15	0	0
	93.3%	78.9%	92.9%	100.0%	88.9%	83.3%	50.0%	100.0%	75.0%	66.7%	90.0%	50.0%	78.6%	80.0%	33.3%	87.5%	83.3%	80.0%	78.9%	---	---
No	25	4	2	0	1	1	2	0	4	2	1	1	3	1	2	2	1	2	4	0	0
	6.7%	21.1%	7.1%	0.0%	11.1%	16.7%	50.0%	0.0%	25.0%	33.3%	10.0%	50.0%	21.4%	20.0%	66.7%	12.5%	16.7%	20.0%	21.1%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 67

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	61	5	29	27	1	3	1	3	0	2	0	2	2	1	2	2	1	2	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,248	185	444	459	17	167	39	93	31	92	63	27	135	33	13	120	40	24	29	137	13
	98.2%	97.4%	93.9%	94.4%	94.4%	98.2%	97.5%	96.9%	100.0%	97.9%	100.0%	93.1%	98.5%	97.1%	86.7%	98.4%	97.6%	92.3%	96.7%	97.9%	100.0%
Yes	679	38	65	87	5	33	2	24	7	19	12	7	24	9	4	6	16	16	4	31	2
	20.9%	20.5%	14.6%	19.0%	29.4%	19.8%	5.1%	25.8%	22.6%	20.7%	19.0%	25.9%	17.8%	27.3%	30.8%	5.0%	40.0%	66.7%	13.8%	22.6%	15.4%
No	2,569	147	379	372	12	134	37	69	24	73	51	20	111	24	9	114	24	8	25	106	11
	79.1%	79.5%	85.4%	81.0%	70.6%	80.2%	94.9%	74.2%	77.4%	79.3%	81.0%	74.1%	82.2%	72.7%	69.2%	95.0%	60.0%	33.3%	86.2%	77.4%	84.6%
Significantly different from column:*							H	G								Q	PR	Q			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 67

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,309	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	61	5	29	27	2	2	0	0	2	0	3	1	3	1	2	3	1	2	5	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,248	185	444	459	84	67	30	23	156	53	74	54	104	80	31	148	37	112	185	0	0
	98.2%	97.4%	93.9%	94.4%	97.7%	97.1%	100.0%	100.0%	98.7%	100.0%	96.1%	98.2%	97.2%	98.8%	93.9%	98.0%	97.4%	98.2%	97.4%	---	---
Yes	679	38	65	87	13	16	8	3	33	5	20	11	28	9	9	28	10	23	38	0	0
	20.9%	20.5%	14.6%	19.0%	15.5%	23.9%	26.7%	13.0%	21.2%	9.4%	27.0%	20.4%	26.9%	11.3%	29.0%	18.9%	27.0%	20.5%	20.5%	---	---
No	2,569	147	379	372	71	51	22	20	123	48	54	43	76	71	22	120	27	89	147	0	0
	79.1%	79.5%	85.4%	81.0%	84.5%	76.1%	73.3%	87.0%	78.8%	90.6%	73.0%	79.6%	73.1%	88.8%	71.0%	81.1%	73.0%	79.5%	79.5%	---	---
Significantly different from column:*										K	J		N	M							

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 68

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

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q67)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	679	38	65	87	5	33	2	24	7	19	12	7	24	9	4	6	16	16	4	31	2
Number missing or multiple answer	18	2	2	9	1	1	0	0	1	2	0	0	2	0	0	1	1	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	661	36	63	78	4	32	2	24	6	17	12	7	22	9	4	5	15	16	3	30	2
	97.3%	94.7%	96.9%	89.7%	80.0%	97.0%	100.0%	100.0%	85.7%	89.5%	100.0%	100.0%	91.7%	100.0%	100.0%	83.3%	93.8%	100.0%	75.0%	96.8%	100.0%
Yes	609	32	58	72	3	29	2	21	6	15	11	6	20	8	3	5	15	12	3	27	2
	92.1%	88.9%	92.1%	92.3%	75.0%	90.6%	100.0%	87.5%	100.0%	88.2%	91.7%	85.7%	90.9%	88.9%	75.0%	100.0%	100.0%	75.0%	100.0%	90.0%	100.0%
No	52	4	5	6	1	3	0	3	0	2	1	1	2	1	1	0	0	4	0	3	0
	7.9%	11.1%	7.9%	7.7%	25.0%	9.4%	0.0%	12.5%	0.0%	11.8%	8.3%	14.3%	9.1%	11.1%	25.0%	0.0%	0.0%	25.0%	0.0%	10.0%	0.0%
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 68

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

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q67)

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	679	38	65	87	13	16	8	3	33	5	20	11	28	9	9	28	10	23	38	0	0
Number missing or multiple answer	18	2	2	9	0	0	1	1	0	0	0	0	1	0	0	2	0	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	661	36	63	78	13	16	7	2	33	5	20	11	27	9	9	26	10	22	36	0	0
	97.3%	94.7%	96.9%	89.7%	100.0%	100.0%	87.5%	66.7%	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	92.9%	100.0%	95.7%	94.7%	---	---
Yes	609	32	58	72	12	15	5	1	30	3	18	11	23	9	7	25	8	21	32	0	0
	92.1%	88.9%	92.1%	92.3%	92.3%	93.8%	71.4%	50.0%	90.9%	60.0%	90.0%	100.0%	85.2%	100.0%	77.8%	96.2%	80.0%	95.5%	88.9%	---	---
No	52	4	5	6	1	1	2	1	3	2	2	0	4	0	2	1	2	1	4	0	0
	7.9%	11.1%	7.9%	7.7%	7.7%	6.3%	28.6%	50.0%	9.1%	40.0%	10.0%	0.0%	14.8%	0.0%	22.2%	3.8%	20.0%	4.5%	11.1%	---	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 69

What is your child's age?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	146	5	24	24	1	3	0	1	1	3	1	0	4	0	1	3	1	1	1	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,264	185	449	462	17	167	40	95	30	91	62	29	133	34	14	119	40	25	29	136	13
	97.7%	97.4%	94.9%	95.1%	94.4%	98.2%	100.0%	99.0%	96.8%	96.8%	98.4%	100.0%	97.1%	100.0%	93.3%	97.5%	97.6%	96.2%	96.7%	97.1%	100.0%
Less than 1 year old	149	7	11	13	0	7	4	1	2	1	4	2	7	0	0	7	0	0	0	5	1
	2.4%	3.8%	2.4%	2.8%	0.0%	4.2%	10.0%	1.1%	6.7%	1.1%	6.5%	6.9%	5.3%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	3.7%	7.7%
1 year old	331	11	24	31	0	11	5	4	1	4	6	1	7	1	1	11	0	0	0	8	2
	5.3%	5.9%	5.3%	6.7%	0.0%	6.6%	12.5%	4.2%	3.3%	4.4%	9.7%	3.4%	5.3%	2.9%	7.1%	9.2%	0.0%	0.0%	0.0%	5.9%	15.4%
2 years old	315	8	22	32	1	7	1	5	2	3	1	4	7	1	0	7	1	0	2	5	1
	5.0%	4.3%	4.9%	6.9%	5.9%	4.2%	2.5%	5.3%	6.7%	3.3%	1.6%	13.8%	5.3%	2.9%	0.0%	5.9%	2.5%	0.0%	6.9%	3.7%	7.7%
3 years old	302	11	28	19	0	11	4	5	0	4	5	2	8	3	0	8	2	1	2	7	1
	4.8%	5.9%	6.2%	4.1%	0.0%	6.6%	10.0%	5.3%	0.0%	4.4%	8.1%	6.9%	6.0%	8.8%	0.0%	6.7%	5.0%	4.0%	6.9%	5.1%	7.7%
4 to 6 years old	894	27	78	76	3	24	12	12	2	13	13	1	22	3	1	19	4	4	4	18	2
	14.3%	14.6%	17.4%	16.5%	17.6%	14.4%	30.0%	12.6%	6.7%	14.3%	21.0%	3.4%	16.5%	8.8%	7.1%	16.0%	10.0%	16.0%	13.8%	13.2%	15.4%
7 to 9 years old	954	27	86	66	3	24	10	13	1	16	7	4	17	5	5	14	9	4	2	23	2
	15.2%	14.6%	19.2%	14.3%	17.6%	14.4%	25.0%	13.7%	3.3%	17.6%	11.3%	13.8%	12.8%	14.7%	35.7%	11.8%	22.5%	16.0%	6.9%	16.9%	15.4%
10 to 13 years old	1,517	39	90	106	3	36	3	24	8	21	11	7	26	11	2	20	14	5	4	32	2
	24.2%	21.1%	20.0%	22.9%	17.6%	21.6%	7.5%	25.3%	26.7%	23.1%	17.7%	24.1%	19.5%	32.4%	14.3%	16.8%	35.0%	20.0%	13.8%	23.5%	15.4%
14 to 18 years old	1,802	55	110	119	7	47	1	31	14	29	15	8	39	10	5	33	10	11	15	38	2
	28.8%	29.7%	24.5%	25.8%	41.2%	28.1%	2.5%	32.6%	46.7%	31.9%	24.2%	27.6%	29.3%	29.4%	35.7%	27.7%	25.0%	44.0%	51.7%	27.9%	15.4%
3 years old or younger	1,097	37	85	95	1	36	14	15	5	12	16	9	29	5	1	33	3	1	4	25	5
	17.5%	20.0%	18.9%	20.6%	5.9%	21.6%	35.0%	15.8%	16.7%	13.2%	25.8%	31.0%	21.8%	14.7%	7.1%	27.7%	7.5%	4.0%	13.8%	18.4%	38.5%
Significantly different from column:*							H	G		KL	J	J				QR	P	P			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 69

What is your child's age?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	146	5	24	24	1	1	1	2	1	0	0	0	1	2	0	5	0	4	5	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,264	185	449	462	85	68	29	21	157	53	77	55	106	79	33	146	38	110	185	0	0
	97.7%	97.4%	94.9%	95.1%	98.8%	98.6%	96.7%	91.3%	99.4%	100.0%	100.0%	100.0%	99.1%	97.5%	100.0%	96.7%	100.0%	96.5%	97.4%	---	---
Less than 1 year old	149	7	11	13	3	2	2	0	7	7	0	0	3	4	0	7	0	6	7	0	0
	2.4%	3.8%	2.4%	2.8%	3.5%	2.9%	6.9%	0.0%	4.5%	13.2%	0.0%	0.0%	2.8%	5.1%	0.0%	4.8%	0.0%	5.5%	3.8%	---	---
1 year old	331	11	24	31	7	2	2	2	9	11	0	0	5	6	2	8	2	8	11	0	0
	5.3%	5.9%	5.3%	6.7%	8.2%	2.9%	6.9%	9.5%	5.7%	20.8%	0.0%	0.0%	4.7%	7.6%	6.1%	5.5%	5.3%	7.3%	5.9%	---	---
2 years old	315	8	22	32	4	1	3	2	6	8	0	0	3	5	1	7	2	4	8	0	0
	5.0%	4.3%	4.9%	6.9%	4.7%	1.5%	10.3%	9.5%	3.8%	15.1%	0.0%	0.0%	2.8%	6.3%	3.0%	4.8%	5.3%	3.6%	4.3%	---	---
3 years old	302	11	28	19	6	3	2	1	10	11	0	0	4	7	2	9	1	7	11	0	0
	4.8%	5.9%	6.2%	4.1%	7.1%	4.4%	6.9%	4.8%	6.4%	20.8%	0.0%	0.0%	3.8%	8.9%	6.1%	6.2%	2.6%	6.4%	5.9%	---	---
4 to 6 years old	894	27	78	76	11	11	4	5	20	16	11	0	16	11	9	16	8	11	27	0	0
	14.3%	14.6%	17.4%	16.5%	12.9%	16.2%	13.8%	23.8%	12.7%	30.2%	14.3%	0.0%	15.1%	13.9%	27.3%	11.0%	21.1%	10.0%	14.6%	---	---
7 to 9 years old	954	27	86	66	14	10	3	3	24	0	27	0	18	9	7	20	8	17	27	0	0
	15.2%	14.6%	19.2%	14.3%	16.5%	14.7%	10.3%	14.3%	15.3%	0.0%	35.1%	0.0%	17.0%	11.4%	21.2%	13.7%	21.1%	15.5%	14.6%	---	---
10 to 13 years old	1,517	39	90	106	14	16	8	7	31	0	39	0	22	17	4	33	7	27	39	0	0
	24.2%	21.1%	20.0%	22.9%	16.5%	23.5%	27.6%	33.3%	19.7%	0.0%	50.6%	0.0%	20.8%	21.5%	12.1%	22.6%	18.4%	24.5%	21.1%	---	---
14 to 18 years old	1,802	55	110	119	26	23	5	1	50	0	0	55	35	20	8	46	10	30	55	0	0
	28.8%	29.7%	24.5%	25.8%	30.6%	33.8%	17.2%	4.8%	31.8%	0.0%	0.0%	100.0%	33.0%	25.3%	24.2%	31.5%	26.3%	27.3%	29.7%	---	---
3 years old or younger	1,097	37	85	95	20	8	9	5	32	37	0	0	15	22	5	31	5	25	37	0	0
	17.5%	20.0%	18.9%	20.6%	23.5%	11.8%	31.0%	23.8%	20.4%	69.8%	0.0%	0.0%	14.2%	27.8%	15.2%	21.2%	13.2%	22.7%	20.0%	---	---
Significantly different from column:*						G	F			KL	J	J	N	M							

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 70

Is your child male or female?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	93	2	25	24	0	1	0	0	1	1	0	0	1	0	1	0	1	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,317	188	448	462	18	169	40	96	30	93	63	29	136	34	14	122	40	25	30	138	13
	98.5%	98.9%	94.7%	95.1%	100.0%	99.4%	100.0%	100.0%	96.8%	98.9%	100.0%	100.0%	99.3%	100.0%	93.3%	100.0%	97.6%	96.2%	100.0%	98.6%	100.0%
Male	3,370	107	212	243	11	96	24	55	18	53	33	20	74	20	10	64	19	23	19	75	7
	53.3%	56.9%	47.3%	52.6%	61.1%	56.8%	60.0%	57.3%	60.0%	57.0%	52.4%	69.0%	54.4%	58.8%	71.4%	52.5%	47.5%	92.0%	63.3%	54.3%	53.8%
Female	2,947	81	236	219	7	73	16	41	12	40	30	9	62	14	4	58	21	2	11	63	6
	46.7%	43.1%	52.7%	47.4%	38.9%	43.2%	40.0%	42.7%	40.0%	43.0%	47.6%	31.0%	45.6%	41.2%	28.6%	47.5%	52.5%	8.0%	36.7%	45.7%	46.2%
Significantly different from column:*		C														R	R	PQ			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 70

Is your child male or female?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	93	2	25	24	0	0	0	0	0	0	0	0	0	0	0	2	0	2	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,317	188	448	462	86	69	30	23	158	53	77	55	107	81	33	149	38	112	188	0	0
	98.5%	98.9%	94.7%	95.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	98.2%	98.9%	---	---
Male	3,370	107	212	243	51	37	18	14	87	26	45	35	107	0	20	82	22	60	107	0	0
	53.3%	56.9%	47.3%	52.6%	59.3%	53.6%	60.0%	60.9%	55.1%	49.1%	58.4%	63.6%	100.0%	0.0%	60.6%	55.0%	57.9%	53.6%	56.9%	---	---
Female	2,947	81	236	219	35	32	12	9	71	27	32	20	0	81	13	67	16	52	81	0	0
	46.7%	43.1%	52.7%	47.4%	40.7%	46.4%	40.0%	39.1%	44.9%	50.9%	41.6%	36.4%	0.0%	100.0%	39.4%	45.0%	42.1%	46.4%	43.1%	---	---
Significantly different from column:*		C											N	M							

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	136	9	31	32	2	6	0	3	4	6	1	1	6	1	2	4	3	2	2	5	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,274	181	442	454	16	164	40	93	27	88	62	28	131	33	13	118	38	24	28	135	12
	97.9%	95.3%	93.4%	93.4%	88.9%	96.5%	100.0%	96.9%	87.1%	93.6%	98.4%	96.6%	95.6%	97.1%	86.7%	96.7%	92.7%	92.3%	93.3%	96.4%	92.3%
Yes, Hispanic or Latino	1,994	23	70	37	1	22	8	11	1	16	7	0	16	4	2	17	4	2	6	14	2
	31.8%	12.7%	15.8%	8.1%	6.3%	13.4%	20.0%	11.8%	3.7%	18.2%	11.3%	0.0%	12.2%	12.1%	15.4%	14.4%	10.5%	8.3%	21.4%	10.4%	16.7%
No, not Hispanic or Latino	4,280	158	372	417	15	142	32	82	26	72	55	28	115	29	11	101	34	22	22	121	10
	68.2%	87.3%	84.2%	91.9%	93.8%	86.6%	80.0%	88.2%	96.3%	81.8%	88.7%	100.0%	87.8%	87.9%	84.6%	85.6%	89.5%	91.7%	78.6%	89.6%	83.3%
Significantly different from column:*		A																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	136	9	31	32	2	3	2	0	0	0	3	4	6	1	2	7	1	5	9	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,274	181	442	454	84	66	28	23	158	53	74	51	101	80	31	144	37	109	181	0	0
	97.9%	95.3%	93.4%	93.4%	97.7%	95.7%	93.3%	100.0%	100.0%	100.0%	96.1%	92.7%	94.4%	98.8%	93.9%	95.4%	97.4%	95.6%	95.3%	---	---
Yes, Hispanic or Latino	1,994	23	70	37	10	2	9	23	0	10	10	1	14	9	1	19	5	10	23	0	0
	31.8%	12.7%	15.8%	8.1%	11.9%	3.0%	32.1%	100.0%	0.0%	18.9%	13.5%	2.0%	13.9%	11.3%	3.2%	13.2%	13.5%	9.2%	12.7%	---	---
No, not Hispanic or Latino	4,280	158	372	417	74	64	19	0	158	43	64	50	87	71	30	125	32	99	158	0	0
	68.2%	87.3%	84.2%	91.9%	88.1%	97.0%	67.9%	0.0%	100.0%	81.1%	86.5%	98.0%	86.1%	88.8%	96.8%	86.8%	86.5%	90.8%	87.3%	---	---
Significantly different from column:*		A			F	E				L		J									

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 72

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	328	5	38	41	0	3	2	0	1	3	0	0	3	1	1	1	3	1	0	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,082	185	435	445	18	167	38	96	30	91	63	29	134	33	14	121	38	25	30	135	13
	94.9%	97.4%	92.0%	91.6%	100.0%	98.2%	95.0%	100.0%	96.8%	96.8%	100.0%	100.0%	97.8%	97.1%	93.3%	99.2%	92.7%	96.2%	100.0%	96.4%	100.0%
White	3,919	98	210	207	6	92	27	48	13	41	40	16	78	11	5	73	13	12	15	67	10
	64.4%	53.0%	48.3%	46.5%	33.3%	55.1%	71.1%	50.0%	43.3%	45.1%	63.5%	55.2%	58.2%	33.3%	35.7%	60.3%	34.2%	48.0%	50.0%	49.6%	76.9%
Black or African-American	1,156	74	211	237	9	65	10	42	12	38	23	12	48	18	8	39	22	12	12	57	2
	19.0%	40.0%	48.5%	53.3%	50.0%	38.9%	26.3%	43.8%	40.0%	41.8%	36.5%	41.4%	35.8%	54.5%	57.1%	32.2%	57.9%	48.0%	40.0%	42.2%	15.4%
Asian	420	7	14	16	3	4	2	2	2	3	0	4	4	2	1	5	1	1	1	5	1
	6.9%	3.8%	3.2%	3.6%	16.7%	2.4%	5.3%	2.1%	6.7%	3.3%	0.0%	13.8%	3.0%	6.1%	7.1%	4.1%	2.6%	4.0%	3.3%	3.7%	7.7%
Native Hawaiian or other Pacific Islander	48	0	5	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	1.1%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
American Indian or Alaska Native	128	6	20	16	1	5	1	3	0	4	2	0	5	1	0	5	1	0	2	4	0
	2.1%	3.2%	4.6%	3.6%	5.6%	3.0%	2.6%	3.1%	0.0%	4.4%	3.2%	0.0%	3.7%	3.0%	0.0%	4.1%	2.6%	0.0%	6.7%	3.0%	0.0%
Other	875	13	46	32	1	12	2	6	4	9	2	2	10	2	0	9	2	2	2	8	3
	14.4%	7.0%	10.6%	7.2%	5.6%	7.2%	5.3%	6.3%	13.3%	9.9%	3.2%	6.9%	7.5%	6.1%	0.0%	7.4%	5.3%	8.0%	6.7%	5.9%	23.1%

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 72

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	328	5	38	41	0	0	0	2	1	1	1	1	1	2	1	4	1	3	5	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,082	185	435	445	86	69	30	21	157	52	76	54	106	79	32	147	37	111	185	0	0
	94.9%	97.4%	92.0%	91.6%	100.0%	100.0%	100.0%	91.3%	99.4%	98.1%	98.7%	98.2%	99.1%	97.5%	97.0%	97.4%	97.4%	97.4%	97.4%	97.4%	---
White	3,919	98	210	207	86	0	12	12	84	36	33	27	56	42	14	80	14	63	98	0	0
	64.4%	53.0%	48.3%	46.5%	100.0%	0.0%	40.0%	57.1%	53.5%	69.2%	43.4%	50.0%	52.8%	53.2%	43.8%	54.4%	37.8%	56.8%	53.0%	---	---
Black or African-American	1,156	74	211	237	0	69	5	2	69	15	35	23	39	35	16	57	18	41	74	0	0
	19.0%	40.0%	48.5%	53.3%	0.0%	100.0%	16.7%	9.5%	43.9%	28.8%	46.1%	42.6%	36.8%	44.3%	50.0%	38.8%	48.6%	36.9%	40.0%	---	---
Asian	420	7	14	16	0	0	7	1	6	3	3	0	4	3	1	6	2	4	7	0	0
	6.9%	3.8%	3.2%	3.6%	0.0%	0.0%	23.3%	4.8%	3.8%	5.8%	3.9%	0.0%	3.8%	3.8%	3.1%	4.1%	5.4%	3.6%	3.8%	---	---
Native Hawaiian or other Pacific Islander	48	0	5	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	1.1%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
American Indian or Alaska Native	128	6	20	16	0	0	6	0	6	1	2	3	4	2	1	5	1	3	6	0	0
	2.1%	3.2%	4.6%	3.6%	0.0%	0.0%	20.0%	0.0%	3.8%	1.9%	2.6%	5.6%	3.8%	2.5%	3.1%	3.4%	2.7%	2.7%	3.2%	---	---
Other	875	13	46	32	0	0	13	8	3	4	7	2	9	4	2	10	4	7	13	0	0
	14.4%	7.0%	10.6%	7.2%	0.0%	0.0%	43.3%	38.1%	1.9%	7.7%	9.2%	3.7%	8.5%	5.1%	6.3%	6.8%	10.8%	6.3%	7.0%	---	---

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 73

What is your age?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	111	6	31	33	1	3	0	0	0	4	0	0	3	0	2	2	2	2	0	5	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,299	184	442	453	17	167	40	96	31	90	63	29	134	34	13	120	39	24	30	135	12
	98.3%	96.8%	93.4%	93.2%	94.4%	98.2%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%	97.8%	100.0%	86.7%	98.4%	95.1%	92.3%	100.0%	96.4%	92.3%
Under 18	676	17	26	40	4	13	0	0	0	10	3	2	13	3	1	9	5	3	7	7	1
	10.7%	9.2%	5.9%	8.8%	23.5%	7.8%	0.0%	0.0%	0.0%	11.1%	4.8%	6.9%	9.7%	8.8%	7.7%	7.5%	12.8%	12.5%	23.3%	5.2%	8.3%
18 to 24	240	3	28	37	0	3	3	0	0	1	2	0	1	1	0	3	0	0	0	1	1
	3.8%	1.6%	6.3%	8.2%	0.0%	1.8%	7.5%	0.0%	0.0%	1.1%	3.2%	0.0%	0.7%	2.9%	0.0%	2.5%	0.0%	0.0%	0.0%	0.7%	8.3%
25 to 34	1,352	37	136	150	1	36	37	0	0	17	15	5	29	4	4	31	5	1	4	28	4
	21.5%	20.1%	30.8%	33.1%	5.9%	21.6%	92.5%	0.0%	0.0%	18.9%	23.8%	17.2%	21.6%	11.8%	30.8%	25.8%	12.8%	4.2%	13.3%	20.7%	33.3%
35 to 44	1,966	66	149	117	4	62	0	66	0	28	26	12	48	13	3	39	17	10	11	50	3
	31.2%	35.9%	33.7%	25.8%	23.5%	37.1%	0.0%	68.8%	0.0%	31.1%	41.3%	41.4%	35.8%	38.2%	23.1%	32.5%	43.6%	41.7%	36.7%	37.0%	25.0%
45 to 54	1,254	30	54	70	2	28	0	30	0	14	10	6	19	8	3	18	5	7	3	23	3
	19.9%	16.3%	12.2%	15.5%	11.8%	16.8%	0.0%	31.3%	0.0%	15.6%	15.9%	20.7%	14.2%	23.5%	23.1%	15.0%	12.8%	29.2%	10.0%	17.0%	25.0%
55 to 64	490	15	27	21	4	11	0	0	15	9	3	3	13	1	1	11	2	1	2	13	0
	7.8%	8.2%	6.1%	4.6%	23.5%	6.6%	0.0%	0.0%	48.4%	10.0%	4.8%	10.3%	9.7%	2.9%	7.7%	9.2%	5.1%	4.2%	6.7%	9.6%	0.0%
65 to 74	262	11	18	14	2	9	0	0	11	7	3	1	7	3	1	6	4	1	2	9	0
	4.2%	6.0%	4.1%	3.1%	11.8%	5.4%	0.0%	0.0%	35.5%	7.8%	4.8%	3.4%	5.2%	8.8%	7.7%	5.0%	10.3%	4.2%	6.7%	6.7%	0.0%
75 or older	59	5	4	4	0	5	0	0	5	4	1	0	4	1	0	3	1	1	1	4	0
	0.9%	2.7%	0.9%	0.9%	0.0%	3.0%	0.0%	0.0%	16.1%	4.4%	1.6%	0.0%	3.0%	2.9%	0.0%	2.5%	2.6%	4.2%	3.3%	3.0%	0.0%
35 or older	4,031	127	252	226	12	115	0	96	31	62	43	22	91	26	8	77	29	20	19	99	6
	64.0%	69.0%	57.0%	49.9%	70.6%	68.9%	0.0%	100.0%	100.0%	68.9%	68.3%	75.9%	67.9%	76.5%	61.5%	64.2%	74.4%	83.3%	63.3%	73.3%	50.0%
Significantly different from column:*		CD					HI	G	G												

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 73

What is your age?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	111	6	31	33	1	3	0	1	3	0	1	3	3	2	2	4	3	3	6	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,299	184	442	453	85	66	30	22	155	53	76	52	104	79	31	147	35	111	184	0	0
	98.3%	96.8%	93.4%	93.2%	98.8%	95.7%	100.0%	95.7%	98.1%	100.0%	98.7%	94.5%	97.2%	97.5%	93.9%	97.4%	92.1%	97.4%	96.8%	---	---
Under 18	676	17	26	40	6	6	5	2	15	3	7	6	7	10	2	14	2	6	17	0	0
	10.7%	9.2%	5.9%	8.8%	7.1%	9.1%	16.7%	9.1%	9.7%	5.7%	9.2%	11.5%	6.7%	12.7%	6.5%	9.5%	5.7%	5.4%	9.2%	---	---
18 to 24	240	3	28	37	1	0	2	1	2	3	0	0	1	2	1	1	1	1	3	0	0
	3.8%	1.6%	6.3%	8.2%	1.2%	0.0%	6.7%	4.5%	1.3%	5.7%	0.0%	0.0%	1.0%	2.5%	3.2%	0.7%	2.9%	0.9%	1.6%	---	---
25 to 34	1,352	37	136	150	22	8	5	7	30	19	17	1	23	14	6	30	8	23	37	0	0
	21.5%	20.1%	30.8%	33.1%	25.9%	12.1%	16.7%	31.8%	19.4%	35.8%	22.4%	1.9%	22.1%	17.7%	19.4%	20.4%	22.9%	20.7%	20.1%	---	---
35 to 44	1,966	66	149	117	31	29	6	9	56	18	28	19	32	34	14	51	19	34	66	0	0
	31.2%	35.9%	33.7%	25.8%	36.5%	43.9%	20.0%	40.9%	36.1%	34.0%	36.8%	36.5%	30.8%	43.0%	45.2%	34.7%	54.3%	30.6%	35.9%	---	---
45 to 54	1,254	30	54	70	13	11	6	2	26	4	14	12	23	7	6	24	3	23	30	0	0
	19.9%	16.3%	12.2%	15.5%	15.3%	16.7%	20.0%	9.1%	16.8%	7.5%	18.4%	23.1%	22.1%	8.9%	19.4%	16.3%	8.6%	20.7%	16.3%	---	---
55 to 64	490	15	27	21	5	6	4	0	14	4	4	7	9	6	1	13	1	12	15	0	0
	7.8%	8.2%	6.1%	4.6%	5.9%	9.1%	13.3%	0.0%	9.0%	7.5%	5.3%	13.5%	8.7%	7.6%	3.2%	8.8%	2.9%	10.8%	8.2%	---	---
65 to 74	262	11	18	14	4	4	2	1	8	2	4	4	5	5	1	9	1	8	11	0	0
	4.2%	6.0%	4.1%	3.1%	4.7%	6.1%	6.7%	4.5%	5.2%	3.8%	5.3%	7.7%	4.8%	6.3%	3.2%	6.1%	2.9%	7.2%	6.0%	---	---
75 or older	59	5	4	4	3	2	0	0	4	0	2	3	4	1	0	5	0	4	5	0	0
	0.9%	2.7%	0.9%	0.9%	3.5%	3.0%	0.0%	0.0%	2.6%	0.0%	2.6%	5.8%	3.8%	1.3%	0.0%	3.4%	0.0%	3.6%	2.7%	---	---
35 or older	4,031	127	252	226	56	52	18	12	108	28	52	45	73	53	22	102	24	81	127	0	0
	64.0%	69.0%	57.0%	49.9%	65.9%	78.8%	60.0%	54.5%	69.7%	52.8%	68.4%	86.5%	70.2%	67.1%	71.0%	69.4%	68.6%	73.0%	69.0%	---	---
Significantly different from column:*		CD								L	L	JK									

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 74

Are you male or female?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	80	2	32	31	0	0	0	0	0	0	0	0	1	0	1	0	1	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,330	188	441	455	18	170	40	96	31	94	63	29	136	34	14	122	40	25	30	138	13
	98.8%	98.9%	93.2%	93.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	100.0%	93.3%	100.0%	97.6%	96.2%	100.0%	98.6%	100.0%
Male	806	18	54	42	18	0	1	6	6	12	3	2	13	2	3	10	5	3	6	11	1
	12.7%	9.6%	12.2%	9.2%	100.0%	0.0%	2.5%	6.3%	19.4%	12.8%	4.8%	6.9%	9.6%	5.9%	21.4%	8.2%	12.5%	12.0%	20.0%	8.0%	7.7%
Female	5,524	170	387	413	0	170	39	90	25	82	60	27	123	32	11	112	35	22	24	127	12
	87.3%	90.4%	87.8%	90.8%	0.0%	100.0%	97.5%	93.8%	80.6%	87.2%	95.2%	93.1%	90.4%	94.1%	78.6%	91.8%	87.5%	88.0%	80.0%	92.0%	92.3%
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 74

Are you male or female?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	80	2	32	31	0	0	0	0	1	0	0	1	0	1	1	1	1	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,330	188	441	455	86	69	30	23	157	53	77	54	107	80	32	150	37	113	188	0	0
	98.8%	98.9%	93.2%	93.6%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	98.2%	100.0%	98.8%	97.0%	99.3%	97.4%	99.1%	98.9%	---	---
Male	806	18	54	42	4	9	5	1	15	3	7	7	11	7	4	14	4	8	18	0	0
	12.7%	9.6%	12.2%	9.2%	4.7%	13.0%	16.7%	4.3%	9.6%	5.7%	9.1%	13.0%	10.3%	8.8%	12.5%	9.3%	10.8%	7.1%	9.6%	---	---
Female	5,524	170	387	413	82	60	25	22	142	50	70	47	96	73	28	136	33	105	170	0	0
	87.3%	90.4%	87.8%	90.8%	95.3%	87.0%	83.3%	95.7%	90.4%	94.3%	90.9%	87.0%	89.7%	91.3%	87.5%	90.7%	89.2%	92.9%	90.4%	---	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 75

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	167	4	33	38	1	1	0	0	0	0	0	0	3	0	1	2	1	1	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,243	186	440	448	17	169	40	96	31	94	63	29	134	34	14	120	40	25	28	138	13
	97.4%	97.9%	93.0%	92.2%	94.4%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	93.3%	98.4%	97.6%	96.2%	93.3%	98.6%	100.0%
8th grade or less	497	18	26	14	6	12	2	6	4	18	0	0	12	3	3	10	4	4	6	9	2
	8.0%	9.7%	5.9%	3.1%	35.3%	7.1%	5.0%	6.3%	12.9%	19.1%	0.0%	0.0%	9.0%	8.8%	21.4%	8.3%	10.0%	16.0%	21.4%	6.5%	15.4%
Some high school, but did not graduate	700	19	60	69	1	18	6	3	4	19	0	0	12	3	3	12	4	3	4	13	1
	11.2%	10.2%	13.6%	15.4%	5.9%	10.7%	15.0%	3.1%	12.9%	20.2%	0.0%	0.0%	9.0%	8.8%	21.4%	10.0%	10.0%	12.0%	14.3%	9.4%	7.7%
High school graduate or GED	1,900	57	151	163	5	52	10	33	12	57	0	0	37	15	5	38	11	7	11	43	3
	30.4%	30.6%	34.3%	36.4%	29.4%	30.8%	25.0%	34.4%	38.7%	60.6%	0.0%	0.0%	27.6%	44.1%	35.7%	31.7%	27.5%	28.0%	39.3%	31.2%	23.1%
Some college or 2-year degree	2,050	63	141	148	3	60	17	36	7	0	63	0	53	7	1	45	10	8	5	48	5
	32.8%	33.9%	32.0%	33.0%	17.6%	35.5%	42.5%	37.5%	22.6%	0.0%	100.0%	0.0%	39.6%	20.6%	7.1%	37.5%	25.0%	32.0%	17.9%	34.8%	38.5%
4-year college graduate	670	20	39	37	2	18	4	12	3	0	0	20	15	3	1	13	5	2	2	17	1
	10.7%	10.8%	8.9%	8.3%	11.8%	10.7%	10.0%	12.5%	9.7%	0.0%	0.0%	69.0%	11.2%	8.8%	7.1%	10.8%	12.5%	8.0%	7.1%	12.3%	7.7%
More than 4-year college degree	426	9	23	17	0	9	1	6	1	0	0	9	5	3	1	2	6	1	0	8	1
	6.8%	4.8%	5.2%	3.8%	0.0%	5.3%	2.5%	6.3%	3.2%	0.0%	0.0%	31.0%	3.7%	8.8%	7.1%	1.7%	15.0%	4.0%	0.0%	5.8%	7.7%
4-year college graduate or more	1,096	29	62	54	2	27	5	18	4	0	0	29	20	6	2	15	11	3	2	25	2
	17.6%	15.6%	14.1%	12.1%	11.8%	16.0%	12.5%	18.8%	12.9%	0.0%	0.0%	100.0%	14.9%	17.6%	14.3%	12.5%	27.5%	12.0%	7.1%	18.1%	15.4%
Significantly different from column:*										L	L	JK				Q	P				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 75

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

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	167	4	33	38	1	1	0	0	3	0	0	3	1	2	1	3	1	1	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,243	186	440	448	85	68	30	23	155	53	77	52	106	79	32	148	37	113	186	0	0
	97.4%	97.9%	93.0%	92.2%	98.8%	98.6%	100.0%	100.0%	98.1%	100.0%	100.0%	94.5%	99.1%	97.5%	97.0%	98.0%	97.4%	99.1%	97.9%	---	---
8th grade or less	497	18	26	14	5	6	6	6	9	3	8	6	9	9	3	14	4	6	18	0	0
	8.0%	9.7%	5.9%	3.1%	5.9%	8.8%	20.0%	26.1%	5.8%	5.7%	10.4%	11.5%	8.5%	11.4%	9.4%	9.5%	10.8%	5.3%	9.7%	---	---
Some high school, but did not graduate	700	19	60	69	7	8	3	5	13	2	12	4	12	7	0	18	2	12	19	0	0
	11.2%	10.2%	13.6%	15.4%	8.2%	11.8%	10.0%	21.7%	8.4%	3.8%	15.6%	7.7%	11.3%	8.9%	0.0%	12.2%	5.4%	10.6%	10.2%	---	---
High school graduate or GED	1,900	57	151	163	25	23	8	5	50	13	24	19	32	24	11	44	10	36	57	0	0
	30.4%	30.6%	34.3%	36.4%	29.4%	33.8%	26.7%	21.7%	32.3%	24.5%	31.2%	36.5%	30.2%	30.4%	34.4%	29.7%	27.0%	31.9%	30.6%	---	---
Some college or 2-year degree	2,050	63	141	148	36	21	6	7	55	26	21	15	33	30	12	49	12	41	63	0	0
	32.8%	33.9%	32.0%	33.0%	42.4%	30.9%	20.0%	30.4%	35.5%	49.1%	27.3%	28.8%	31.1%	38.0%	37.5%	33.1%	32.4%	36.3%	33.9%	---	---
4-year college graduate	670	20	39	37	8	5	7	0	19	7	7	6	14	6	3	17	6	12	20	0	0
	10.7%	10.8%	8.9%	8.3%	9.4%	7.4%	23.3%	0.0%	12.3%	13.2%	9.1%	11.5%	13.2%	7.6%	9.4%	11.5%	16.2%	10.6%	10.8%	---	---
More than 4-year college degree	426	9	23	17	4	5	0	0	9	2	5	2	6	3	3	6	3	6	9	0	0
	6.8%	4.8%	5.2%	3.8%	4.7%	7.4%	0.0%	0.0%	5.8%	3.8%	6.5%	3.8%	5.7%	3.8%	9.4%	4.1%	8.1%	5.3%	4.8%	---	---
4-year college graduate or more	1,096	29	62	54	12	10	7	0	28	9	12	8	20	9	6	23	9	18	29	0	0
	17.6%	15.6%	14.1%	12.1%	14.1%	14.7%	23.3%	0.0%	18.1%	17.0%	15.6%	15.4%	18.9%	11.4%	18.8%	15.5%	24.3%	15.9%	15.6%	---	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 76

How are you related to the child?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status			Child's Doctor Visits in One Year		
					(Q74)		(Q73)			(Q75)			(Q53)			(Q54)			(Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	307	11	34	41	0	9	0	3	6	4	5	0	6	4	1	4	3	3	0	11	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,103	179	439	445	18	161	40	93	25	90	58	29	131	30	14	118	38	23	30	129	13
	95.2%	94.2%	92.8%	91.6%	100.0%	94.7%	100.0%	96.9%	80.6%	95.7%	92.1%	100.0%	95.6%	88.2%	93.3%	96.7%	92.7%	88.5%	100.0%	92.1%	100.0%
Mother or father	5,440	151	382	385	15	136	40	87	5	73	52	25	111	24	12	101	31	19	24	109	11
	89.1%	84.4%	87.0%	86.5%	83.3%	84.5%	100.0%	93.5%	20.0%	81.1%	89.7%	86.2%	84.7%	80.0%	85.7%	85.6%	81.6%	82.6%	80.0%	84.5%	84.6%
Grandparent	453	22	43	36	3	19	0	2	18	14	5	2	17	3	2	15	4	3	6	16	0
	7.4%	12.3%	9.8%	8.1%	16.7%	11.8%	0.0%	2.2%	72.0%	15.6%	8.6%	6.9%	13.0%	10.0%	14.3%	12.7%	10.5%	13.0%	20.0%	12.4%	0.0%
Aunt or uncle	39	1	2	8	0	1	0	0	1	1	0	0	1	0	0	1	0	0	0	1	0
	0.6%	0.6%	0.5%	1.8%	0.0%	0.6%	0.0%	0.0%	4.0%	1.1%	0.0%	0.0%	0.8%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.8%	0.0%
Older brother or sister	10	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.2%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other relative	6	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	130	4	10	11	0	4	0	3	1	2	0	2	2	2	0	0	3	1	0	3	1
	2.1%	2.2%	2.3%	2.5%	0.0%	2.5%	0.0%	3.2%	4.0%	2.2%	0.0%	6.9%	1.5%	6.7%	0.0%	0.0%	7.9%	4.3%	0.0%	2.3%	7.7%
Someone else	25	1	0	3	0	1	0	1	0	0	1	0	0	1	0	1	0	0	0	0	1
	0.4%	0.6%	0.0%	0.7%	0.0%	0.6%	0.0%	1.1%	0.0%	0.0%	1.7%	0.0%	0.0%	3.3%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	7.7%

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 76

How are you related to the child?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,410	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	307	11	34	41	4	5	0	0	9	2	4	4	6	4	2	9	2	9	11	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,103	179	439	445	82	64	30	23	149	51	73	51	101	77	31	142	36	105	179	0	0
	95.2%	94.2%	92.8%	91.6%	95.3%	92.8%	100.0%	100.0%	94.3%	96.2%	94.8%	92.7%	94.4%	95.1%	93.9%	94.0%	94.7%	92.1%	94.2%	---	---
Mother or father	5,440	151	382	385	74	49	26	22	124	44	63	41	85	66	29	118	34	85	151	0	0
	89.1%	84.4%	87.0%	86.5%	90.2%	76.6%	86.7%	95.7%	83.2%	86.3%	86.3%	80.4%	84.2%	85.7%	93.5%	83.1%	94.4%	81.0%	84.4%	---	---
Grandparent	453	22	43	36	7	12	2	1	19	5	6	10	12	9	0	20	1	15	22	0	0
	7.4%	12.3%	9.8%	8.1%	8.5%	18.8%	6.7%	4.3%	12.8%	9.8%	8.2%	19.6%	11.9%	11.7%	0.0%	14.1%	2.8%	14.3%	12.3%	---	---
Aunt or uncle	39	1	2	8	0	0	1	0	1	0	1	0	1	0	0	1	0	1	1	0	0
	0.6%	0.6%	0.5%	1.8%	0.0%	0.0%	3.3%	0.0%	0.7%	0.0%	1.4%	0.0%	1.0%	0.0%	0.0%	0.7%	0.0%	1.0%	0.6%	---	---
Older brother or sister	10	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.2%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Other relative	6	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Legal guardian	130	4	10	11	0	3	1	0	4	1	3	0	2	2	2	2	1	3	4	0	0
	2.1%	2.2%	2.3%	2.5%	0.0%	4.7%	3.3%	0.0%	2.7%	2.0%	4.1%	0.0%	2.0%	2.6%	6.5%	1.4%	2.8%	2.9%	2.2%	---	---
Someone else	25	1	0	3	1	0	0	0	1	1	0	0	1	0	0	1	0	1	1	0	0
	0.4%	0.6%	0.0%	0.7%	1.2%	0.0%	0.0%	0.0%	0.7%	2.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.7%	0.0%	1.0%	0.6%	---	---

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 77

X727

Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)			Child's Doctor Visits in One Year (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	---	9	51	40	1	7	0	3	3	7	0	1	6	1	2	5	2	2	1	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	181	422	446	17	163	40	93	28	87	63	28	131	33	13	117	39	24	29	132	13
	---	95.3%	89.2%	91.8%	94.4%	95.9%	100.0%	96.9%	90.3%	92.6%	100.0%	96.6%	95.6%	97.1%	86.7%	95.9%	95.1%	92.3%	96.7%	94.3%	100.0%
Yes	---	155	360	369	16	138	37	77	23	76	53	23	111	28	12	103	32	19	23	114	12
	---	85.6%	85.3%	82.7%	94.1%	84.7%	92.5%	82.8%	82.1%	87.4%	84.1%	82.1%	84.7%	84.8%	92.3%	88.0%	82.1%	79.2%	79.3%	86.4%	92.3%
No	---	26	62	77	1	25	3	16	5	11	10	5	20	5	1	14	7	5	6	18	1
	---	14.4%	14.7%	17.3%	5.9%	15.3%	7.5%	17.2%	17.9%	12.6%	15.9%	17.9%	15.3%	15.2%	7.7%	12.0%	17.9%	20.8%	20.7%	13.6%	7.7%
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 77

X727

Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	---	9	51	40	3	2	2	2	5	1	4	1	5	2	1	8	0	8	9	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	181	422	446	83	67	28	21	153	52	73	54	102	79	32	143	38	106	181	0	0
	---	95.3%	89.2%	91.8%	96.5%	97.1%	93.3%	91.3%	96.8%	98.1%	94.8%	98.2%	95.3%	97.5%	97.0%	94.7%	100.0%	93.0%	95.3%	---	---
Yes	---	155	360	369	68	61	23	17	133	44	66	43	85	70	26	126	32	93	155	0	0
	---	85.6%	85.3%	82.7%	81.9%	91.0%	82.1%	81.0%	86.9%	84.6%	90.4%	79.6%	83.3%	88.6%	81.3%	88.1%	84.2%	87.7%	85.6%	---	---
No	---	26	62	77	15	6	5	4	20	8	7	11	17	9	6	17	6	13	26	0	0
	---	14.4%	14.7%	17.3%	18.1%	9.0%	17.9%	19.0%	13.1%	15.4%	9.6%	20.4%	16.7%	11.4%	18.8%	11.9%	15.8%	12.3%	14.4%	---	---
Significantly different from column:*																					

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 78

X728

Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)			Child's Doctor Visits in One Year (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	190	473	486	18	170	40	96	31	94	63	29	137	34	15	122	41	26	30	140	13
Number missing or multiple answer	---	6	38	35	0	5	0	2	1	3	1	1	3	1	2	2	2	2	0	6	0
Number no experience	---	12	14	20	2	10	0	8	4	6	5	1	10	1	1	8	2	2	1	10	0
Usable responses	---	172	421	431	16	155	40	86	26	85	57	27	124	32	12	112	37	22	29	124	13
	---	90.5%	89.0%	88.7%	88.9%	91.2%	100.0%	89.6%	83.9%	90.4%	90.5%	93.1%	90.5%	94.1%	80.0%	91.8%	90.2%	84.6%	96.7%	88.6%	100.0%
Yes	---	168	396	401	16	151	38	85	26	81	57	27	122	30	12	109	36	22	27	122	13
	---	97.7%	94.1%	93.0%	100.0%	97.4%	95.0%	98.8%	100.0%	95.3%	100.0%	100.0%	98.4%	93.8%	100.0%	97.3%	97.3%	100.0%	93.1%	98.4%	100.0%
No	---	4	25	30	0	4	2	1	0	4	0	0	2	2	0	3	1	0	2	2	0
	---	2.3%	5.9%	7.0%	0.0%	2.6%	5.0%	1.2%	0.0%	4.7%	0.0%	0.0%	1.6%	6.3%	0.0%	2.7%	2.7%	0.0%	6.9%	1.6%	0.0%
Significantly different from column:*		D																			

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 78

X728

Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?

Base: All respondents

	2020 Anthem National Child Medicaid Average	2020	2019	2018	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	190	473	486	86	69	30	23	158	53	77	55	107	81	33	151	38	114	190	0	0
Number missing or multiple answer	---	6	38	35	1	2	1	0	4	1	2	1	2	2	1	4	0	6	6	0	0
Number no experience	---	12	14	20	5	5	2	3	9	4	4	4	8	4	0	12	3	7	12	0	0
Usable responses	---	172	421	431	80	62	27	20	145	48	71	50	97	75	32	135	35	101	172	0	0
	---	90.5%	89.0%	88.7%	93.0%	89.9%	90.0%	87.0%	91.8%	90.6%	92.2%	90.9%	90.7%	92.6%	97.0%	89.4%	92.1%	88.6%	90.5%	---	---
Yes	---	168	396	401	79	61	25	19	142	46	70	49	94	74	31	132	34	100	168	0	0
	---	97.7%	94.1%	93.0%	98.8%	98.4%	92.6%	95.0%	97.9%	95.8%	98.6%	98.0%	96.9%	98.7%	96.9%	97.8%	97.1%	99.0%	97.7%	---	---
No	---	4	25	30	1	1	2	1	3	2	1	1	3	1	1	3	1	1	4	0	0
	---	2.3%	5.9%	7.0%	1.3%	1.6%	7.4%	5.0%	2.1%	4.2%	1.4%	2.0%	3.1%	1.3%	3.1%	2.2%	2.9%	1.0%	2.3%	---	---
Significantly different from column:*		D																			

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Patient Experience Measures

	Reportable Rates				
	2019 NCQA National Average, All LOBs	2020 Anthem National Child Medicaid Average	Plan Rate		
			2020	2019	2018
Consumer Satisfaction					
Getting Care					
Getting Needed Care	86.82%	87.34%	86.01%	84.75%	88.31%
Getting Care Quickly	92.55%	94.38%	95.33%	91.78%	94.04%
Satisfaction with Plan Physicians					
Rating of Personal Doctor	77.00%	77.44%	78.83%	77.34%	81.39%
Rating of Specialist Seen Most Often	73.87%	71.94%	75.38%	72.38%	77.00%
Rating of All Health Care	68.71%	69.20%	68.80%	77.14%	68.82%
Coordination of Care	83.74%	84.73%	82.35%	81.03%	81.06%
Satisfaction with Plan Services					
Rating of Health Plan	68.21%	65.66%	74.15%	73.79%	70.82%
Non-HPR Measures					
How Well Doctors Communicate	94.22%	95.81%	93.54%	90.94%	93.11%
Customer Service	89.65%	90.74%	86.54%	87.62%	84.75%
Children with Chronic Conditions Measures					
Access to Prescription Medicine	91.56%	89.41%	94.53%	90.98%	85.94%
Access to Specialized Services	77.16%	72.76%	82.19%	72.61%	79.30%
Getting Needed Information	91.40%	93.87%	95.16%	86.48%	89.73%
Personal Doctor or Nurse Who Knows Child	90.97%	91.01%	85.50%	88.40%	89.48%
Coordination of Care w/CCC (Q16 & Q27)	76.91%	78.02%	81.33%	72.63%	75.57%

Note: for 2020 CAHPS, NCQA announced a new 2020-2021 Health Plan Rating methodology to align Health Plan Accreditation (HPA) and Health Plan Ratings (HPR). CAHPS measures presented in this table align with these changes. The three-point mean calculation that was previously used for Accreditation scoring was retired. Note that due to COVID-19, NCQA will not release 2020-2021 Health Plan Ratings. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 3

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	49	3	4	3	2	1	2	3	3	1	2	0	1	1	2	1	0	2	1	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,381	146	292	304	124	85	66	46	85	15	131	21	81	32	67	50	29	86	42	17	52	47	46
	98.0%	98.0%	98.6%	99.0%	98.4%	98.8%	97.1%	93.9%	96.6%	93.8%	98.5%	100.0%	98.8%	97.0%	97.1%	98.0%	100.0%	97.7%	97.7%	100.0%	98.1%	95.9%	100.0%
Yes	1,131	69	140	157	60	42	39	22	36	4	65	8	44	9	33	21	15	31	26	12	25	21	23
	47.5%	47.3%	47.9%	51.6%	48.4%	49.4%	59.1%	47.8%	42.4%	26.7%	49.6%	38.1%	54.3%	28.1%	49.3%	42.0%	51.7%	36.0%	61.9%	70.6%	48.1%	44.7%	50.0%
No	1,250	77	152	147	64	43	27	24	49	11	66	13	37	23	34	29	14	55	16	5	27	26	23
	52.5%	52.7%	52.1%	48.4%	51.6%	50.6%	40.9%	52.2%	57.6%	73.3%	50.4%	61.9%	45.7%	71.9%	50.7%	58.0%	48.3%	64.0%	38.1%	29.4%	51.9%	55.3%	50.0%
Significantly different from column:*							I		G				N	M				ST	R	R			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 3

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	49	3	4	3	1	2	0	1	1	1	2	1	0	2	0	3	0	1	2	1	1	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,381	146	292	304	15	109	16	75	54	16	10	130	21	75	48	96	50	37	107	38	85	146	0	0
	98.0%	98.0%	98.6%	99.0%	93.8%	98.2%	100.0%	98.7%	98.2%	94.1%	83.3%	99.2%	100.0%	97.4%	100.0%	97.0%	100.0%	97.4%	98.2%	97.4%	98.8%	98.0%	---	---
Yes	1,131	69	140	157	2	58	8	35	24	9	5	60	10	37	21	39	30	21	47	25	41	69	0	0
	47.5%	47.3%	47.9%	51.6%	13.3%	53.2%	50.0%	46.7%	44.4%	56.3%	50.0%	46.2%	47.6%	49.3%	43.8%	40.6%	60.0%	56.8%	43.9%	65.8%	48.2%	47.3%	---	---
No	1,250	77	152	147	13	51	8	40	30	7	5	70	11	38	27	57	20	16	60	13	44	77	0	0
	52.5%	52.7%	52.1%	48.4%	86.7%	46.8%	50.0%	53.3%	55.6%	43.8%	50.0%	53.8%	52.4%	50.7%	56.3%	59.4%	40.0%	43.2%	56.1%	34.2%	51.8%	52.7%	---	---
Significantly different from column:*					F	E										Q	P							

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 4

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

Base: All respondents whose child need care right away (Q3)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,131	69	140	157	60	42	39	22	36	4	65	8	44	9	33	21	15	31	26	12	25	21	23
Number missing or multiple answer	60	1	4	3	1	1	1	1	1	0	1	0	0	1	1	0	0	0	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,071	68	136	154	59	41	38	21	35	4	64	8	44	8	32	21	15	31	26	11	25	21	22
	94.7%	98.6%	97.1%	98.1%	98.3%	97.6%	97.4%	95.5%	97.2%	100.0%	98.5%	100.0%	100.0%	88.9%	97.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	95.7%
Never	5	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	47	2	11	9	2	1	1	0	1	0	2	0	1	1	0	2	0	0	2	0	1	0	1
	4.4%	2.9%	8.1%	5.8%	3.4%	2.4%	2.6%	0.0%	2.9%	0.0%	3.1%	0.0%	2.3%	12.5%	0.0%	9.5%	0.0%	0.0%	7.7%	0.0%	4.0%	0.0%	4.5%
Usually	143	10	10	17	9	5	7	2	3	0	10	2	5	2	2	2	6	4	5	1	2	6	2
	13.4%	14.7%	7.4%	11.0%	15.3%	12.2%	18.4%	9.5%	8.6%	0.0%	15.6%	25.0%	11.4%	25.0%	6.3%	9.5%	40.0%	12.9%	19.2%	9.1%	8.0%	28.6%	9.1%
Always	876	56	114	128	48	35	30	19	31	4	52	6	38	5	30	17	9	27	19	10	22	15	19
	81.8%	82.4%	83.8%	83.1%	81.4%	85.4%	78.9%	90.5%	88.6%	100.0%	81.3%	75.0%	86.4%	62.5%	93.8%	81.0%	60.0%	87.1%	73.1%	90.9%	88.0%	71.4%	86.4%
Significantly different from column:*																							
Usually or Always	1,019	66	124	145	57	40	37	21	34	4	62	8	43	7	32	19	15	31	24	11	24	21	21
	95.1%	97.1%	91.2%	94.2%	96.6%	97.6%	97.4%	100.0%	97.1%	100.0%	96.9%	100.0%	97.7%	87.5%	100.0%	90.5%	100.0%	100.0%	92.3%	100.0%	96.0%	100.0%	95.5%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 4

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

Base: All respondents whose child need care right away (Q3)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,131	69	140	157	2	58	8	35	24	9	5	60	10	37	21	39	30	21	47	25	41	69	0	0
Number missing or multiple answer	60	1	4	3	0	0	1	1	0	0	0	1	0	1	0	0	1	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,071	68	136	154	2	58	7	34	24	9	5	59	10	36	21	39	29	21	46	24	41	68	0	0
	94.7%	98.6%	97.1%	98.1%	100.0%	100.0%	87.5%	97.1%	100.0%	100.0%	100.0%	98.3%	100.0%	97.3%	100.0%	100.0%	96.7%	100.0%	97.9%	96.0%	100.0%	98.6%	---	---
Never	5	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Sometimes	47	2	11	9	0	2	0	1	1	0	0	2	0	1	1	1	1	0	2	0	2	2	0	0
	4.4%	2.9%	8.1%	5.8%	0.0%	3.4%	0.0%	2.9%	4.2%	0.0%	0.0%	3.4%	0.0%	2.8%	4.8%	2.6%	3.4%	0.0%	4.3%	0.0%	4.9%	2.9%	---	---
Usually	143	10	10	17	0	8	1	5	4	1	0	10	3	3	4	6	4	7	3	6	3	10	0	0
	13.4%	14.7%	7.4%	11.0%	0.0%	13.8%	14.3%	14.7%	16.7%	11.1%	0.0%	16.9%	30.0%	8.3%	19.0%	15.4%	13.8%	33.3%	6.5%	25.0%	7.3%	14.7%	---	---
Always	876	56	114	128	2	48	6	28	19	8	5	47	7	32	16	32	24	14	41	18	36	56	0	0
	81.8%	82.4%	83.8%	83.1%	100.0%	82.8%	85.7%	82.4%	79.2%	88.9%	100.0%	79.7%	70.0%	88.9%	76.2%	82.1%	82.8%	66.7%	89.1%	75.0%	87.8%	82.4%	---	---
Significantly different from column:*																								
Usually or Always	1,019	66	124	145	2	56	7	33	23	9	5	57	10	35	20	38	28	21	44	24	39	66	0	0
	95.1%	97.1%	91.2%	94.2%	100.0%	96.6%	100.0%	97.1%	95.8%	100.0%	100.0%	96.6%	100.0%	97.2%	95.2%	97.4%	96.6%	100.0%	95.7%	100.0%	95.1%	97.1%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 5

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	30	1	9	4	1	0	1	1	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,400	148	287	303	125	86	67	48	87	15	133	21	82	33	68	51	29	87	43	17	52	49	46
	98.8%	99.3%	97.0%	98.7%	99.2%	100.0%	98.5%	98.0%	98.9%	93.8%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	98.9%	100.0%	100.0%	98.1%	100.0%	100.0%
Yes	2,003	129	233	252	111	76	62	40	74	12	117	20	70	28	60	44	25	74	40	14	48	41	39
	83.5%	87.2%	81.2%	83.2%	88.8%	88.4%	92.5%	83.3%	85.1%	80.0%	88.0%	95.2%	85.4%	84.8%	88.2%	86.3%	86.2%	85.1%	93.0%	82.4%	92.3%	83.7%	84.8%
No	397	19	54	51	14	10	5	8	13	3	16	1	12	5	8	7	4	13	3	3	4	8	7
	16.5%	12.8%	18.8%	16.8%	11.2%	11.6%	7.5%	16.7%	14.9%	20.0%	12.0%	4.8%	14.6%	15.2%	11.8%	13.7%	13.8%	14.9%	7.0%	17.6%	7.7%	16.3%	15.2%
Significantly different from column:*																							

NA - Not Applicable

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Question 5

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	30	1	9	4	1	0	0	0	0	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,400	148	287	303	15	111	16	76	55	16	11	131	21	77	48	98	50	38	108	39	86	148	0	0
	98.8%	99.3%	97.0%	98.7%	93.8%	100.0%	100.0%	100.0%	100.0%	94.1%	91.7%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	99.1%	100.0%	100.0%	99.3%	---	---
Yes	2,003	129	233	252	4	104	16	66	48	14	8	116	16	70	42	83	46	33	95	36	82	129	0	0
	83.5%	87.2%	81.2%	83.2%	26.7%	93.7%	100.0%	86.8%	87.3%	87.5%	72.7%	88.5%	76.2%	90.9%	87.5%	84.7%	92.0%	86.8%	88.0%	92.3%	95.3%	87.2%	---	---
No	397	19	54	51	11	7	0	10	7	2	3	15	5	7	6	15	4	5	13	3	4	19	0	0
	16.5%	12.8%	18.8%	16.8%	73.3%	6.3%	0.0%	13.2%	12.7%	12.5%	27.3%	11.5%	23.8%	9.1%	12.5%	15.3%	8.0%	13.2%	12.0%	7.7%	4.7%	12.8%	---	---
Significantly different from column:*					G		E																	

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 6

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

Base: All respondents who made an appointment for their child for health care (Q5)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,003	129	233	252	111	76	62	40	74	12	117	20	70	28	60	44	25	74	40	14	48	41	39
Number missing or multiple answer	76	4	10	5	4	3	2	1	3	2	2	0	2	1	3	0	1	1	2	1	0	1	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,927	125	223	247	107	73	60	39	71	10	115	20	68	27	57	44	24	73	38	13	48	40	36
	96.2%	96.9%	95.7%	98.0%	96.4%	96.1%	96.8%	97.5%	95.9%	83.3%	98.3%	100.0%	97.1%	96.4%	95.0%	100.0%	96.0%	98.6%	95.0%	92.9%	100.0%	97.6%	92.3%
Never	11	1	2	0	1	1	1	1	1	0	1	1	0	0	0	1	0	0	1	0	0	0	1
	0.6%	0.8%	0.9%	0.0%	0.9%	1.4%	1.7%	2.6%	1.4%	0.0%	0.9%	5.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	2.8%
Sometimes	112	7	15	15	4	4	5	4	4	1	6	1	4	2	1	5	1	6	1	0	1	2	4
	5.8%	5.6%	6.7%	6.1%	3.7%	5.5%	8.3%	10.3%	5.6%	10.0%	5.2%	5.0%	5.9%	7.4%	1.8%	11.4%	4.2%	8.2%	2.6%	0.0%	2.1%	5.0%	11.1%
Usually	422	19	30	33	17	12	10	6	11	4	15	2	10	4	9	3	7	9	8	2	6	5	8
	21.9%	15.2%	13.5%	13.4%	15.9%	16.4%	16.7%	15.4%	15.5%	40.0%	13.0%	10.0%	14.7%	14.8%	15.8%	6.8%	29.2%	12.3%	21.1%	15.4%	12.5%	12.5%	22.2%
Always	1,382	98	176	199	85	56	44	28	55	5	93	16	54	21	47	35	16	58	28	11	41	33	23
	71.7%	78.4%	78.9%	80.6%	79.4%	76.7%	73.3%	71.8%	77.5%	50.0%	80.9%	80.0%	79.4%	77.8%	82.5%	79.5%	66.7%	79.5%	73.7%	84.6%	85.4%	82.5%	63.9%
Significantly different from column:*																					W		U
Usually or Always	1,804	117	206	232	102	68	54	34	66	9	108	18	64	25	56	38	23	67	36	13	47	38	31
	93.6%	93.6%	92.4%	93.9%	95.3%	93.2%	90.0%	87.2%	93.0%	90.0%	93.9%	90.0%	94.1%	92.6%	98.2%	86.4%	95.8%	91.8%	94.7%	100.0%	97.9%	95.0%	86.1%
Significantly different from column:*																							

NA - Not Applicable

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Question 6

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

Base: All respondents who made an appointment for their child for health care (Q5)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,003	129	233	252	4	104	16	66	48	14	8	116	16	70	42	83	46	33	95	36	82	129	0	0
Number missing or multiple answer	76	4	10	5	0	3	1	3	1	0	0	4	0	3	1	3	1	2	2	2	1	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,927	125	223	247	4	101	15	63	47	14	8	112	16	67	41	80	45	31	93	34	81	125	0	0
	96.2%	96.9%	95.7%	98.0%	100.0%	97.1%	93.8%	95.5%	97.9%	100.0%	100.0%	96.6%	100.0%	95.7%	97.6%	96.4%	97.8%	93.9%	97.9%	94.4%	98.8%	96.9%	---	---
Never	11	1	2	0	0	1	0	1	0	0	0	1	0	1	0	1	0	0	1	1	0	1	0	0
	0.6%	0.8%	0.9%	0.0%	0.0%	1.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.9%	0.0%	1.5%	0.0%	1.3%	0.0%	0.0%	1.1%	2.9%	0.0%	0.8%	---	---
Sometimes	112	7	15	15	1	6	0	5	2	0	1	6	2	3	2	3	4	3	4	4	2	7	0	0
	5.8%	5.6%	6.7%	6.1%	25.0%	5.9%	0.0%	7.9%	4.3%	0.0%	12.5%	5.4%	12.5%	4.5%	4.9%	3.8%	8.9%	9.7%	4.3%	11.8%	2.5%	5.6%	---	---
Usually	422	19	30	33	0	15	2	11	4	4	2	16	3	11	5	13	6	7	12	8	9	19	0	0
	21.9%	15.2%	13.5%	13.4%	0.0%	14.9%	13.3%	17.5%	8.5%	28.6%	25.0%	14.3%	18.8%	16.4%	12.2%	16.3%	13.3%	22.6%	12.9%	23.5%	11.1%	15.2%	---	---
Always	1,382	98	176	199	3	79	13	46	41	10	5	89	11	52	34	63	35	21	76	21	70	98	0	0
	71.7%	78.4%	78.9%	80.6%	75.0%	78.2%	86.7%	73.0%	87.2%	71.4%	62.5%	79.5%	68.8%	77.6%	82.9%	78.8%	77.8%	67.7%	81.7%	61.8%	86.4%	78.4%	---	---
Significantly different from column:*																				U	T			
Usually or Always	1,804	117	206	232	3	94	15	57	45	14	7	105	14	63	39	76	41	28	88	29	79	117	0	0
	93.6%	93.6%	92.4%	93.9%	75.0%	93.1%	100.0%	90.5%	95.7%	100.0%	87.5%	93.8%	87.5%	94.0%	95.1%	95.0%	91.1%	90.3%	94.6%	85.3%	97.5%	93.6%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 7

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	76	6	18	10	6	4	3	2	3	0	6	1	4	1	1	3	2	2	4	0	2	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,354	143	278	297	120	82	65	47	85	16	127	20	78	32	68	48	27	86	39	17	51	47	44
	96.9%	96.0%	93.9%	96.7%	95.2%	95.3%	95.6%	95.9%	96.6%	100.0%	95.5%	95.2%	95.1%	97.0%	98.6%	94.1%	93.1%	97.7%	90.7%	100.0%	96.2%	95.9%	95.7%
None	289	16	31	33	9	7	5	7	11	4	12	1	7	6	9	4	3	11	2	3	5	5	6
	12.3%	11.2%	11.2%	11.1%	7.5%	8.5%	7.7%	14.9%	12.9%	25.0%	9.4%	5.0%	9.0%	18.8%	13.2%	8.3%	11.1%	12.8%	5.1%	17.6%	9.8%	10.6%	13.6%
1 time	504	30	49	54	25	18	14	11	19	4	26	4	13	11	17	8	5	20	6	3	8	14	7
	21.4%	21.0%	17.6%	18.2%	20.8%	22.0%	21.5%	23.4%	22.4%	25.0%	20.5%	20.0%	16.7%	34.4%	25.0%	16.7%	18.5%	23.3%	15.4%	17.6%	15.7%	29.8%	15.9%
2	557	31	67	77	28	15	14	11	15	4	27	7	15	5	12	14	5	19	10	2	14	6	11
	23.7%	21.7%	24.1%	25.9%	23.3%	18.3%	21.5%	23.4%	17.6%	25.0%	21.3%	35.0%	19.2%	15.6%	17.6%	29.2%	18.5%	22.1%	25.6%	11.8%	27.5%	12.8%	25.0%
3	430	35	46	43	29	18	17	12	19	3	32	3	22	6	17	11	7	16	14	5	11	13	11
	18.3%	24.5%	16.5%	14.5%	24.2%	22.0%	26.2%	25.5%	22.4%	18.8%	25.2%	15.0%	28.2%	18.8%	25.0%	22.9%	25.9%	18.6%	35.9%	29.4%	21.6%	27.7%	25.0%
4	242	15	19	36	13	11	6	4	11	1	14	2	11	2	5	6	4	10	4	1	6	6	3
	10.3%	10.5%	6.8%	12.1%	10.8%	13.4%	9.2%	8.5%	12.9%	6.3%	11.0%	10.0%	14.1%	6.3%	7.4%	12.5%	14.8%	11.6%	10.3%	5.9%	11.8%	12.8%	6.8%
5 to 9	249	15	52	40	15	13	9	2	10	0	15	2	10	2	7	5	3	10	2	3	6	3	6
	10.6%	10.5%	18.7%	13.5%	12.5%	15.9%	13.8%	4.3%	11.8%	0.0%	11.8%	10.0%	12.8%	6.3%	10.3%	10.4%	11.1%	11.6%	5.1%	17.6%	11.8%	6.4%	13.6%
10 or more times	83	1	14	14	1	0	0	0	0	0	1	1	0	0	1	0	0	0	1	0	1	0	0
	3.5%	0.7%	5.0%	4.7%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	5.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	2.6%	0.0%	2.0%	0.0%	0.0%
5 or more times	332	16	66	54	16	13	9	2	10	0	16	3	10	2	8	5	3	10	3	3	7	3	6
	14.1%	11.2%	23.7%	18.2%	13.3%	15.9%	13.8%	4.3%	11.8%	0.0%	12.6%	15.0%	12.8%	6.3%	11.8%	10.4%	11.1%	11.6%	7.7%	17.6%	13.7%	6.4%	13.6%
Significantly different from column:*		C				H		F															

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 7

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	76	6	18	10	0	0	0	3	3	0	0	5	3	2	1	5	1	3	3	0	0	6	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,354	143	278	297	16	111	16	73	52	17	12	126	18	75	47	94	49	35	106	39	86	143	0	0
	96.9%	96.0%	93.9%	96.7%	100.0%	100.0%	100.0%	96.1%	94.5%	100.0%	100.0%	96.2%	85.7%	97.4%	97.9%	94.9%	98.0%	92.1%	97.2%	100.0%	100.0%	96.0%	---	---
None	289	16	31	33	16	0	0	6	7	3	3	12	4	6	5	12	4	3	12	0	0	16	0	0
	12.3%	11.2%	11.2%	11.1%	100.0%	0.0%	0.0%	8.2%	13.5%	17.6%	25.0%	9.5%	22.2%	8.0%	10.6%	12.8%	8.2%	8.6%	11.3%	0.0%	0.0%	11.2%	---	---
1 time	504	30	49	54	0	30	0	15	14	1	4	26	3	16	11	23	7	10	20	11	18	30	0	0
	21.4%	21.0%	17.6%	18.2%	0.0%	27.0%	0.0%	20.5%	26.9%	5.9%	33.3%	20.6%	16.7%	21.3%	23.4%	24.5%	14.3%	28.6%	18.9%	28.2%	20.9%	21.0%	---	---
2	557	31	67	77	0	31	0	15	12	3	4	24	3	19	7	19	12	7	24	5	25	31	0	0
	23.7%	21.7%	24.1%	25.9%	0.0%	27.9%	0.0%	20.5%	23.1%	17.6%	33.3%	19.0%	16.7%	25.3%	14.9%	20.2%	24.5%	20.0%	22.6%	12.8%	29.1%	21.7%	---	---
3	430	35	46	43	0	35	0	15	15	5	1	34	2	20	13	23	12	10	25	15	20	35	0	0
	18.3%	24.5%	16.5%	14.5%	0.0%	31.5%	0.0%	20.5%	28.8%	29.4%	8.3%	27.0%	11.1%	26.7%	27.7%	24.5%	24.5%	28.6%	23.6%	38.5%	23.3%	24.5%	---	---
4	242	15	19	36	0	15	0	8	4	3	0	14	3	5	7	9	6	3	11	4	11	15	0	0
	10.3%	10.5%	6.8%	12.1%	0.0%	13.5%	0.0%	11.0%	7.7%	17.6%	0.0%	11.1%	16.7%	6.7%	14.9%	9.6%	12.2%	8.6%	10.4%	10.3%	12.8%	10.5%	---	---
5 to 9	249	15	52	40	0	0	15	14	0	1	0	15	2	9	4	8	7	2	13	4	11	15	0	0
	10.6%	10.5%	18.7%	13.5%	0.0%	0.0%	93.8%	19.2%	0.0%	5.9%	0.0%	11.9%	11.1%	12.0%	8.5%	8.5%	14.3%	5.7%	12.3%	10.3%	12.8%	10.5%	---	---
10 or more times	83	1	14	14	0	0	1	0	0	1	0	1	1	0	0	0	1	0	1	0	1	1	0	0
	3.5%	0.7%	5.0%	4.7%	0.0%	0.0%	6.3%	0.0%	0.0%	5.9%	0.0%	0.8%	5.6%	0.0%	0.0%	0.0%	2.0%	0.0%	0.9%	0.0%	1.2%	0.7%	---	---
5 or more times	332	16	66	54	0	0	16	14	0	2	0	16	3	9	4	8	8	2	14	4	12	16	0	0
	14.1%	11.2%	23.7%	18.2%	0.0%	0.0%	100.0%	19.2%	0.0%	11.8%	0.0%	12.7%	16.7%	12.0%	8.5%	8.5%	16.3%	5.7%	13.2%	10.3%	14.0%	11.2%	---	---
Significantly different from column:*		C			G		E	I	H															

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 8

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,065	127	247	264	111	75	60	40	74	12	115	19	71	26	59	44	24	75	37	14	46	42	38
Number missing or multiple answer	27	3	3	1	2	3	2	2	3	1	2	1	0	1	0	1	2	1	2	0	0	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,038	124	244	263	109	72	58	38	71	11	113	18	71	25	59	43	22	74	35	14	46	41	36
	98.7%	97.6%	98.8%	99.6%	98.2%	96.0%	96.7%	95.0%	95.9%	91.7%	98.3%	94.7%	100.0%	96.2%	100.0%	97.7%	91.7%	98.7%	94.6%	100.0%	100.0%	97.6%	94.7%
Never	23	1	5	4	1	1	1	1	1	0	1	0	1	0	1	0	0	0	0	1	0	0	1
	1.1%	0.8%	2.0%	1.5%	0.9%	1.4%	1.7%	2.6%	1.4%	0.0%	0.9%	0.0%	1.4%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	2.8%
Sometimes	102	5	28	23	4	4	1	1	4	0	5	0	4	1	1	2	2	4	1	0	0	2	2
	5.0%	4.0%	11.5%	8.7%	3.7%	5.6%	1.7%	2.6%	5.6%	0.0%	4.4%	0.0%	5.6%	4.0%	1.7%	4.7%	9.1%	5.4%	2.9%	0.0%	0.0%	4.9%	5.6%
Usually	358	14	33	45	12	10	10	3	8	2	12	1	10	2	7	4	3	6	6	2	4	6	4
	17.6%	11.3%	13.5%	17.1%	11.0%	13.9%	17.2%	7.9%	11.3%	18.2%	10.6%	5.6%	14.1%	8.0%	11.9%	9.3%	13.6%	8.1%	17.1%	14.3%	8.7%	14.6%	11.1%
Always	1,555	104	178	191	92	57	46	33	58	9	95	17	56	22	50	37	17	64	28	11	42	33	29
	76.3%	83.9%	73.0%	72.6%	84.4%	79.2%	79.3%	86.8%	81.7%	81.8%	84.1%	94.4%	78.9%	88.0%	84.7%	86.0%	77.3%	86.5%	80.0%	78.6%	91.3%	80.5%	80.6%
Significantly different from column:*		CD																					
Usually or Always	1,913	118	211	236	104	67	56	36	66	11	107	18	66	24	57	41	20	70	34	13	46	39	33
	93.9%	95.2%	86.5%	89.7%	95.4%	93.1%	96.6%	94.7%	93.0%	100.0%	94.7%	100.0%	93.0%	96.0%	96.6%	95.3%	90.9%	94.6%	97.1%	92.9%	100.0%	95.1%	91.7%
Significantly different from column:*		C																					

NA - Not Applicable

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Question 8

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,065	127	247	264	0	111	16	67	45	14	9	114	14	69	42	82	45	32	94	39	86	127	0	0
Number missing or multiple answer	27	3	3	1	0	3	0	2	1	0	0	3	0	2	1	3	0	0	3	1	0	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,038	124	244	263	0	108	16	65	44	14	9	111	14	67	41	79	45	32	91	38	86	124	0	0
	98.7%	97.6%	98.8%	99.6%	---	97.3%	100.0%	97.0%	97.8%	100.0%	100.0%	97.4%	100.0%	97.1%	97.6%	96.3%	100.0%	100.0%	96.8%	97.4%	100.0%	97.6%	---	---
Never	23	1	5	4	0	1	0	0	1	0	0	1	0	0	0	1	0	0	1	0	1	1	0	0
	1.1%	0.8%	2.0%	1.5%	---	0.9%	0.0%	0.0%	2.3%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	1.1%	0.0%	1.2%	0.8%	---	---
Sometimes	102	5	28	23	0	5	0	1	4	0	2	3	1	3	1	5	0	2	3	4	1	5	0	0
	5.0%	4.0%	11.5%	8.7%	---	4.6%	0.0%	1.5%	9.1%	0.0%	22.2%	2.7%	7.1%	4.5%	2.4%	6.3%	0.0%	6.3%	3.3%	10.5%	1.2%	4.0%	---	---
Usually	358	14	33	45	0	12	2	7	4	3	0	14	1	9	4	11	3	8	6	9	5	14	0	0
	17.6%	11.3%	13.5%	17.1%	---	11.1%	12.5%	10.8%	9.1%	21.4%	0.0%	12.6%	7.1%	13.4%	9.8%	13.9%	6.7%	25.0%	6.6%	23.7%	5.8%	11.3%	---	---
Always	1,555	104	178	191	0	90	14	57	35	11	7	93	12	55	36	62	42	22	81	25	79	104	0	0
	76.3%	83.9%	73.0%	72.6%	---	83.3%	87.5%	87.7%	79.5%	78.6%	77.8%	83.8%	85.7%	82.1%	87.8%	78.5%	93.3%	68.8%	89.0%	65.8%	91.9%	83.9%	---	---
Significantly different from column:*		CD														Q	P	S	R	U	T			
Usually or Always	1,913	118	211	236	0	102	16	64	39	14	7	107	13	64	40	73	45	30	87	34	84	118	0	0
	93.9%	95.2%	86.5%	89.7%	---	94.4%	100.0%	98.5%	88.6%	100.0%	77.8%	96.4%	92.9%	95.5%	97.6%	92.4%	100.0%	93.8%	95.6%	89.5%	97.7%	95.2%	---	---
Significantly different from column:*		C																						

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 9

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,065	127	247	264	111	75	60	40	74	12	115	19	71	26	59	44	24	75	37	14	46	42	38
Number missing or multiple answer	26	2	2	1	1	2	1	1	2	1	1	0	0	1	0	0	2	1	1	0	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,039	125	245	263	110	73	59	39	72	11	114	19	71	25	59	44	22	74	36	14	46	41	37
	98.7%	98.4%	99.2%	99.6%	99.1%	97.3%	98.3%	97.5%	97.3%	91.7%	99.1%	100.0%	100.0%	96.2%	100.0%	100.0%	91.7%	98.7%	97.3%	100.0%	100.0%	97.6%	97.4%
0 Worst health care possible	1	1	1	2	1	1	1	1	1	0	1	1	0	0	0	1	0	0	1	0	0	0	1
	0.0%	0.8%	0.4%	0.8%	0.9%	1.4%	1.7%	2.6%	1.4%	0.0%	0.9%	5.3%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	2.7%
1	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	18	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	47	3	5	5	3	1	0	0	1	0	3	0	3	0	2	0	1	1	2	0	0	1	2
	2.3%	2.4%	2.0%	1.9%	2.7%	1.4%	0.0%	0.0%	1.4%	0.0%	2.6%	0.0%	4.2%	0.0%	3.4%	0.0%	4.5%	1.4%	5.6%	0.0%	0.0%	2.4%	5.4%
6	54	5	10	7	4	4	4	3	3	1	4	1	4	0	1	3	1	3	1	1	1	2	2
	2.6%	4.0%	4.1%	2.7%	3.6%	5.5%	6.8%	7.7%	4.2%	9.1%	3.5%	5.3%	5.6%	0.0%	1.7%	6.8%	4.5%	4.1%	2.8%	7.1%	2.2%	4.9%	5.4%
7	141	12	8	18	9	7	7	3	5	2	10	2	7	2	8	2	2	4	7	1	5	6	1
	6.9%	9.6%	3.3%	6.8%	8.2%	9.6%	11.9%	7.7%	6.9%	18.2%	8.8%	10.5%	9.9%	8.0%	13.6%	4.5%	9.1%	5.4%	19.4%	7.1%	10.9%	14.6%	2.7%
8	353	18	30	49	14	10	7	7	11	1	17	0	12	3	8	5	5	11	4	3	5	5	7
	17.3%	14.4%	12.2%	18.6%	12.7%	13.7%	11.9%	17.9%	15.3%	9.1%	14.9%	0.0%	16.9%	12.0%	13.6%	11.4%	22.7%	14.9%	11.1%	21.4%	10.9%	12.2%	18.9%
9	393	19	29	40	17	10	7	5	12	2	17	5	7	5	10	6	3	15	3	1	5	9	5
	19.3%	15.2%	11.8%	15.2%	15.5%	13.7%	11.9%	12.8%	16.7%	18.2%	14.9%	26.3%	9.9%	20.0%	16.9%	13.6%	13.6%	20.3%	8.3%	7.1%	10.9%	22.0%	13.5%
10 Best health care possible	1,018	67	160	141	62	40	33	20	39	5	62	10	38	15	30	27	10	40	18	8	30	18	19
	49.9%	53.6%	65.3%	53.6%	56.4%	54.8%	55.9%	51.3%	54.2%	45.5%	54.4%	52.6%	53.5%	60.0%	50.8%	61.4%	45.5%	54.1%	50.0%	57.1%	65.2%	43.9%	51.4%

NA - Not Applicable

Question 9

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

Base: All respondents whose child went to a doctor’s office/clinic (Q7)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,065	127	247	264	0	111	16	67	45	14	9	114	14	69	42	82	45	32	94	39	86	127	0	0
Number missing or multiple answer	26	2	2	1	0	2	0	1	1	0	0	2	0	1	1	2	0	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,039	125	245	263	0	109	16	66	44	14	9	112	14	68	41	80	45	32	92	39	86	125	0	0
	98.7%	98.4%	99.2%	99.6%	---	98.2%	100.0%	98.5%	97.8%	100.0%	100.0%	98.2%	100.0%	98.6%	97.6%	97.6%	100.0%	100.0%	97.9%	100.0%	100.0%	98.4%	---	---
0 Worst health care possible	1	1	1	2	0	1	0	1	0	0	0	1	0	1	0	1	0	0	1	1	0	1	0	0
	0.0%	0.8%	0.4%	0.8%	---	0.9%	0.0%	1.5%	0.0%	0.0%	0.0%	0.9%	0.0%	1.5%	0.0%	1.3%	0.0%	0.0%	1.1%	2.6%	0.0%	0.8%	---	---
1	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.8%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
2	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
3	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
4	18	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	0.0%	0.4%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
5	47	3	5	5	0	3	0	1	2	0	1	2	0	2	1	3	0	3	0	3	0	3	0	0
	2.3%	2.4%	2.0%	1.9%	---	2.8%	0.0%	1.5%	4.5%	0.0%	11.1%	1.8%	0.0%	2.9%	2.4%	3.8%	0.0%	9.4%	0.0%	7.7%	0.0%	2.4%	---	---
6	54	5	10	7	0	5	0	2	2	1	1	4	1	2	2	3	2	3	2	5	0	5	0	0
	2.6%	4.0%	4.1%	2.7%	---	4.6%	0.0%	3.0%	4.5%	7.1%	11.1%	3.6%	7.1%	2.9%	4.9%	3.8%	4.4%	9.4%	2.2%	12.8%	0.0%	4.0%	---	---
7	141	12	8	18	0	11	1	7	4	1	1	11	1	6	5	6	6	8	4	12	0	12	0	0
	6.9%	9.6%	3.3%	6.8%	---	10.1%	6.3%	10.6%	9.1%	7.1%	11.1%	9.8%	7.1%	8.8%	12.2%	7.5%	13.3%	25.0%	4.3%	30.8%	0.0%	9.6%	---	---
8	353	18	30	49	0	15	3	13	5	0	2	16	2	11	5	11	7	5	13	18	0	18	0	0
	17.3%	14.4%	12.2%	18.6%	---	13.8%	18.8%	19.7%	11.4%	0.0%	22.2%	14.3%	14.3%	16.2%	12.2%	13.8%	15.6%	15.6%	14.1%	46.2%	0.0%	14.4%	---	---
9	393	19	29	40	0	17	2	12	4	3	1	18	2	9	8	12	7	6	12	0	19	19	0	0
	19.3%	15.2%	11.8%	15.2%	---	15.6%	12.5%	18.2%	9.1%	21.4%	11.1%	16.1%	14.3%	13.2%	19.5%	15.0%	15.6%	18.8%	13.0%	0.0%	22.1%	15.2%	---	---
10 Best health care possible	1,018	67	160	141	0	57	10	30	27	9	3	60	8	37	20	44	23	7	60	0	67	67	0	0
	49.9%	53.6%	65.3%	53.6%	---	52.3%	62.5%	45.5%	61.4%	64.3%	33.3%	53.6%	57.1%	54.4%	48.8%	55.0%	51.1%	21.9%	65.2%	0.0%	77.9%	53.6%	---	---

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 9

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,065	127	247	264	111	75	60	40	74	12	115	19	71	26	59	44	24	75	37	14	46	42	38
Number missing or multiple answer	26	2	2	1	1	2	1	1	2	1	1	0	0	1	0	0	2	1	1	0	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,039	125	245	263	110	73	59	39	72	11	114	19	71	25	59	44	22	74	36	14	46	41	37
	98.7%	98.4%	99.2%	99.6%	99.1%	97.3%	98.3%	97.5%	97.3%	91.7%	99.1%	100.0%	100.0%	96.2%	100.0%	100.0%	91.7%	98.7%	97.3%	100.0%	100.0%	97.6%	97.4%
0 to 4	33	1	3	3	1	1	1	1	1	0	1	1	0	0	0	1	0	0	1	0	0	0	1
	1.6%	0.8%	1.2%	1.1%	0.9%	1.4%	1.7%	2.6%	1.4%	0.0%	0.9%	5.3%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	2.7%
5	47	3	5	5	3	1	0	0	1	0	3	0	3	0	2	0	1	1	2	0	0	1	2
	2.3%	2.4%	2.0%	1.9%	2.7%	1.4%	0.0%	0.0%	1.4%	0.0%	2.6%	0.0%	4.2%	0.0%	3.4%	0.0%	4.5%	1.4%	5.6%	0.0%	0.0%	2.4%	5.4%
6 or 7	195	17	18	25	13	11	11	6	8	3	14	3	11	2	9	5	3	7	8	2	6	8	3
	9.6%	13.6%	7.3%	9.5%	11.8%	15.1%	18.6%	15.4%	11.1%	27.3%	12.3%	15.8%	15.5%	8.0%	15.3%	11.4%	13.6%	9.5%	22.2%	14.3%	13.0%	19.5%	8.1%
8 to 10	1,764	104	219	230	93	60	47	32	62	8	96	15	57	23	48	38	18	66	25	12	40	32	31
	86.5%	83.2%	89.4%	87.5%	84.5%	82.2%	79.7%	82.1%	86.1%	72.7%	84.2%	78.9%	80.3%	92.0%	81.4%	86.4%	81.8%	89.2%	69.4%	85.7%	87.0%	78.0%	83.8%
Significantly different from column:*																		S	R				
0 to 6	134	9	18	15	8	6	5	4	5	1	8	2	7	0	3	4	2	4	4	1	1	3	5
	6.6%	7.2%	7.3%	5.7%	7.3%	8.2%	8.5%	10.3%	6.9%	9.1%	7.0%	10.5%	9.9%	0.0%	5.1%	9.1%	9.1%	5.4%	11.1%	7.1%	2.2%	7.3%	13.5%
7 to 8	494	30	38	67	23	17	14	10	16	3	27	2	19	5	16	7	7	15	11	4	10	11	8
	24.2%	24.0%	15.5%	25.5%	20.9%	23.3%	23.7%	25.6%	22.2%	27.3%	23.7%	10.5%	26.8%	20.0%	27.1%	15.9%	31.8%	20.3%	30.6%	28.6%	21.7%	26.8%	21.6%
9 to 10	1,411	86	189	181	79	50	40	25	51	7	79	15	45	20	40	33	13	55	21	9	35	27	24
	69.2%	68.8%	77.1%	68.8%	71.8%	68.5%	67.8%	64.1%	70.8%	63.6%	69.3%	78.9%	63.4%	80.0%	67.8%	75.0%	59.1%	74.3%	58.3%	64.3%	76.1%	65.9%	64.9%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 9

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

Base: All respondents whose child went to a doctor’s office/clinic (Q7)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,065	127	247	264	0	111	16	67	45	14	9	114	14	69	42	82	45	32	94	39	86	127	0	0
Number missing or multiple answer	26	2	2	1	0	2	0	1	1	0	0	2	0	1	1	2	0	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,039	125	245	263	0	109	16	66	44	14	9	112	14	68	41	80	45	32	92	39	86	125	0	0
	98.7%	98.4%	99.2%	99.6%	---	98.2%	100.0%	98.5%	97.8%	100.0%	100.0%	98.2%	100.0%	98.6%	97.6%	97.6%	100.0%	100.0%	97.9%	100.0%	100.0%	98.4%	---	---
0 to 4	33	1	3	3	0	1	0	1	0	0	0	1	0	1	0	1	0	0	1	1	1	1	0	0
	1.6%	0.8%	1.2%	1.1%	---	0.9%	0.0%	1.5%	0.0%	0.0%	0.0%	0.9%	0.0%	1.5%	0.0%	1.3%	0.0%	0.0%	1.1%	2.6%	0.0%	0.8%	---	---
5	47	3	5	5	0	3	0	1	2	0	1	2	0	2	1	3	0	3	0	3	0	3	0	0
	2.3%	2.4%	2.0%	1.9%	---	2.8%	0.0%	1.5%	4.5%	0.0%	11.1%	1.8%	0.0%	2.9%	2.4%	3.8%	0.0%	9.4%	0.0%	7.7%	0.0%	2.4%	---	---
6 or 7	195	17	18	25	0	16	1	9	6	2	2	15	2	8	7	9	8	11	6	17	0	17	0	0
	9.6%	13.6%	7.3%	9.5%	---	14.7%	6.3%	13.6%	13.6%	14.3%	22.2%	13.4%	14.3%	11.8%	17.1%	11.3%	17.8%	34.4%	6.5%	43.6%	0.0%	13.6%	---	---
8 to 10	1,764	104	219	230	0	89	15	55	36	12	6	94	12	57	33	67	37	18	85	18	86	104	0	0
	86.5%	83.2%	89.4%	87.5%	---	81.7%	93.8%	83.3%	81.8%	85.7%	66.7%	83.9%	85.7%	83.8%	80.5%	83.8%	82.2%	56.3%	92.4%	46.2%	100.0%	83.2%	---	---
Significantly different from column:*																		S	R	U	T			
0 to 6	134	9	18	15	0	9	0	4	4	1	2	7	1	5	3	7	2	6	3	9	0	9	0	0
	6.6%	7.2%	7.3%	5.7%	---	8.3%	0.0%	6.1%	9.1%	7.1%	22.2%	6.3%	7.1%	7.4%	7.3%	8.8%	4.4%	18.8%	3.3%	23.1%	0.0%	7.2%	---	---
7 to 8	494	30	38	67	0	26	4	20	9	1	3	27	3	17	10	17	13	13	17	30	0	30	0	0
	24.2%	24.0%	15.5%	25.5%	---	23.9%	25.0%	30.3%	20.5%	7.1%	33.3%	24.1%	21.4%	25.0%	24.4%	21.3%	28.9%	40.6%	18.5%	76.9%	0.0%	24.0%	---	---
9 to 10	1,411	86	189	181	0	74	12	42	31	12	4	78	10	46	28	56	30	13	72	0	86	86	0	0
	69.2%	68.8%	77.1%	68.8%	---	67.9%	75.0%	63.6%	70.5%	85.7%	44.4%	69.6%	71.4%	67.6%	68.3%	70.0%	66.7%	40.6%	78.3%	0.0%	100.0%	68.8%	---	---
Significantly different from column:*																		S	R	U	T			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 10

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,065	127	247	264	111	75	60	40	74	12	115	19	71	26	59	44	24	75	37	14	46	42	38
Number missing or multiple answer	28	3	0	2	2	2	2	1	2	1	2	0	0	2	0	0	3	1	2	0	0	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,037	124	247	262	109	73	58	39	72	11	113	19	71	24	59	44	21	74	35	14	46	40	37
	98.6%	97.6%	100.0%	99.2%	98.2%	97.3%	96.7%	97.5%	97.3%	91.7%	98.3%	100.0%	100.0%	92.3%	100.0%	100.0%	87.5%	98.7%	94.6%	100.0%	100.0%	95.2%	97.4%
Never	12	3	5	4	3	3	3	3	3	0	3	1	2	0	1	1	1	1	2	0	1	1	1
	0.6%	2.4%	2.0%	1.5%	2.8%	4.1%	5.2%	7.7%	4.2%	0.0%	2.7%	5.3%	2.8%	0.0%	1.7%	2.3%	4.8%	1.4%	5.7%	0.0%	2.2%	2.5%	2.7%
Sometimes	148	8	24	16	5	5	6	2	5	0	8	0	7	1	1	5	2	4	4	0	0	4	4
	7.3%	6.5%	9.7%	6.1%	4.6%	6.8%	10.3%	5.1%	6.9%	0.0%	7.1%	0.0%	9.9%	4.2%	1.7%	11.4%	9.5%	5.4%	11.4%	0.0%	0.0%	10.0%	10.8%
Usually	527	28	33	48	22	18	16	9	16	4	24	7	15	3	14	7	7	14	10	4	7	13	8
	25.9%	22.6%	13.4%	18.3%	20.2%	24.7%	27.6%	23.1%	22.2%	36.4%	21.2%	36.8%	21.1%	12.5%	23.7%	15.9%	33.3%	18.9%	28.6%	28.6%	15.2%	32.5%	21.6%
Always	1,350	85	185	194	79	47	33	25	48	7	78	11	47	20	43	31	11	55	19	10	38	22	24
	66.3%	68.5%	74.9%	74.0%	72.5%	64.4%	56.9%	64.1%	66.7%	63.6%	69.0%	57.9%	66.2%	83.3%	72.9%	70.5%	52.4%	74.3%	54.3%	71.4%	82.6%	55.0%	64.9%
Significantly different from column:*					G		E											S	R		V	U	
Usually or Always	1,877	113	218	242	101	65	49	34	64	11	102	18	62	23	57	38	18	69	29	14	45	35	32
	92.1%	91.1%	88.3%	92.4%	92.7%	89.0%	84.5%	87.2%	88.9%	100.0%	90.3%	94.7%	87.3%	95.8%	96.6%	86.4%	85.7%	93.2%	82.9%	100.0%	97.8%	87.5%	86.5%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 10

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,065	127	247	264	0	111	16	67	45	14	9	114	14	69	42	82	45	32	94	39	86	127	0	0
Number missing or multiple answer	28	3	0	2	0	3	0	1	2	0	0	3	0	1	2	3	0	0	3	0	1	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,037	124	247	262	0	108	16	66	43	14	9	111	14	68	40	79	45	32	91	39	85	124	0	0
	98.6%	97.6%	100.0%	99.2%	---	97.3%	100.0%	98.5%	95.6%	100.0%	100.0%	97.4%	100.0%	98.6%	95.2%	96.3%	100.0%	100.0%	96.8%	100.0%	98.8%	97.6%	---	---
Never	12	3	5	4	0	3	0	1	2	0	0	3	0	3	0	3	0	0	3	3	0	3	0	0
	0.6%	2.4%	2.0%	1.5%	---	2.8%	0.0%	1.5%	4.7%	0.0%	0.0%	2.7%	0.0%	4.4%	0.0%	3.8%	0.0%	0.0%	3.3%	7.7%	0.0%	2.4%	---	---
Sometimes	148	8	24	16	0	7	1	5	3	0	1	7	2	2	4	3	5	5	3	5	3	8	0	0
	7.3%	6.5%	9.7%	6.1%	---	6.5%	6.3%	7.6%	7.0%	0.0%	11.1%	6.3%	14.3%	2.9%	10.0%	3.8%	11.1%	15.6%	3.3%	12.8%	3.5%	6.5%	---	---
Usually	527	28	33	48	0	22	6	18	6	4	2	26	2	18	8	19	9	11	17	17	11	28	0	0
	25.9%	22.6%	13.4%	18.3%	---	20.4%	37.5%	27.3%	14.0%	28.6%	22.2%	23.4%	14.3%	26.5%	20.0%	24.1%	20.0%	34.4%	18.7%	43.6%	12.9%	22.6%	---	---
Always	1,350	85	185	194	0	76	9	42	32	10	6	75	10	45	28	54	31	16	68	14	71	85	0	0
	66.3%	68.5%	74.9%	74.0%	---	70.4%	56.3%	63.6%	74.4%	71.4%	66.7%	67.6%	71.4%	66.2%	70.0%	68.4%	68.9%	50.0%	74.7%	35.9%	83.5%	68.5%	---	---
Significantly different from column:*																		S	R	U	T			
Usually or Always	1,877	113	218	242	0	98	15	60	38	14	8	101	12	63	36	73	40	27	85	31	82	113	0	0
	92.1%	91.1%	88.3%	92.4%	---	90.7%	93.8%	90.9%	88.4%	100.0%	88.9%	91.0%	85.7%	92.6%	90.0%	92.4%	88.9%	84.4%	93.4%	79.5%	96.5%	91.1%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 11

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	37	5	5	9	5	3	3	1	3	1	4	0	4	1	1	2	2	2	3	0	1	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,393	144	291	298	121	83	65	48	85	15	129	21	78	32	68	49	27	86	40	17	52	47	44
	98.5%	96.6%	98.3%	97.1%	96.0%	96.5%	95.6%	98.0%	96.6%	93.8%	97.0%	100.0%	95.1%	97.0%	98.6%	96.1%	93.1%	97.7%	93.0%	100.0%	98.1%	95.9%	95.7%
Yes	1,992	118	253	255	98	68	56	41	71	11	107	17	66	22	54	42	22	70	32	15	44	38	35
	83.2%	81.9%	86.9%	85.6%	81.0%	81.9%	86.2%	85.4%	83.5%	73.3%	82.9%	81.0%	84.6%	68.8%	79.4%	85.7%	81.5%	81.4%	80.0%	88.2%	84.6%	80.9%	79.5%
No	401	26	38	43	23	15	9	7	14	4	22	4	12	10	14	7	5	16	8	2	8	9	9
	16.8%	18.1%	13.1%	14.4%	19.0%	18.1%	13.8%	14.6%	16.5%	26.7%	17.1%	19.0%	15.4%	31.3%	20.6%	14.3%	18.5%	18.6%	20.0%	11.8%	15.4%	19.1%	20.5%
Significantly different from column:*																							

NA - Not Applicable

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Question 11

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	37	5	5	9	0	1	0	3	2	0	0	5	2	2	1	4	1	3	2	0	1	5	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,393	144	291	298	16	110	16	73	53	17	12	126	19	75	47	95	49	35	107	39	85	144	0	0
	98.5%	96.6%	98.3%	97.1%	100.0%	99.1%	100.0%	96.1%	96.4%	100.0%	100.0%	96.2%	90.5%	97.4%	97.9%	96.0%	98.0%	92.1%	98.2%	100.0%	98.8%	96.6%	---	---
Yes	1,992	118	253	255	11	93	12	58	45	15	11	102	10	70	35	78	40	26	90	31	72	118	0	0
	83.2%	81.9%	86.9%	85.6%	68.8%	84.5%	75.0%	79.5%	84.9%	88.2%	91.7%	81.0%	52.6%	93.3%	74.5%	82.1%	81.6%	74.3%	84.1%	79.5%	84.7%	81.9%	---	---
No	401	26	38	43	5	17	4	15	8	2	1	24	9	5	12	17	9	9	17	8	13	26	0	0
	16.8%	18.1%	13.1%	14.4%	31.3%	15.5%	25.0%	20.5%	15.1%	11.8%	8.3%	19.0%	47.4%	6.7%	25.5%	17.9%	18.4%	25.7%	15.9%	20.5%	15.3%	18.1%	---	---
Significantly different from column:*														O	N									

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 12

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

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,992	118	253	255	98	68	56	41	71	11	107	17	66	22	54	42	22	70	32	15	44	38	35
Number missing or multiple answer	69	7	10	6	5	4	4	2	5	1	6	1	2	3	2	1	4	3	3	1	1	3	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,923	111	243	249	93	64	52	39	66	10	101	16	64	19	52	41	18	67	29	14	43	35	32
	96.5%	94.1%	96.0%	97.6%	94.9%	94.1%	92.9%	95.1%	93.0%	90.9%	94.4%	94.1%	97.0%	86.4%	96.3%	97.6%	81.8%	95.7%	90.6%	93.3%	97.7%	92.1%	91.4%
Yes	359	25	42	46	22	19	21	14	17	2	23	4	16	1	15	8	2	10	4	10	10	6	9
	18.7%	22.5%	17.3%	18.5%	23.7%	29.7%	40.4%	35.9%	25.8%	20.0%	22.8%	25.0%	25.0%	5.3%	28.8%	19.5%	11.1%	14.9%	13.8%	71.4%	23.3%	17.1%	28.1%
No	1,564	86	201	203	71	45	31	25	49	8	78	12	48	18	37	33	16	57	25	4	33	29	23
	81.3%	77.5%	82.7%	81.5%	76.3%	70.3%	59.6%	64.1%	74.2%	80.0%	77.2%	75.0%	75.0%	94.7%	71.2%	80.5%	88.9%	85.1%	86.2%	28.6%	76.7%	82.9%	71.9%
Significantly different from column:*					G		E																

NA - Not Applicable

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Question 12

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

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,992	118	253	255	11	93	12	58	45	15	11	102	10	70	35	78	40	26	90	31	72	118	0	0
Number missing or multiple answer	69	7	10	6	3	4	0	3	3	1	1	6	0	3	4	6	1	0	7	0	2	7	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,923	111	243	249	8	89	12	55	42	14	10	96	10	67	31	72	39	26	83	31	70	111	0	0
	96.5%	94.1%	96.0%	97.6%	72.7%	95.7%	100.0%	94.8%	93.3%	93.3%	90.9%	94.1%	100.0%	95.7%	88.6%	92.3%	97.5%	100.0%	92.2%	100.0%	97.2%	94.1%	---	---
Yes	359	25	42	46	1	19	5	7	12	6	3	22	2	17	4	17	8	3	22	7	17	25	0	0
	18.7%	22.5%	17.3%	18.5%	12.5%	21.3%	41.7%	12.7%	28.6%	42.9%	30.0%	22.9%	20.0%	25.4%	12.9%	23.6%	20.5%	11.5%	26.5%	22.6%	24.3%	22.5%	---	---
No	1,564	86	201	203	7	70	7	48	30	8	7	74	8	50	27	55	31	23	61	24	53	86	0	0
	81.3%	77.5%	82.7%	81.5%	87.5%	78.7%	58.3%	87.3%	71.4%	57.1%	70.0%	77.1%	80.0%	74.6%	87.1%	76.4%	79.5%	88.5%	73.5%	77.4%	75.7%	77.5%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Question 13

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

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	359	25	42	46	22	19	21	14	17	2	23	4	16	1	15	8	2	10	4	10	10	6	9
Number missing or multiple answer	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	352	25	42	46	22	19	21	14	17	2	23	4	16	1	15	8	2	10	4	10	10	6	9
	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	330	24	38	43	21	18	21	14	16	2	22	4	15	1	14	8	2	10	3	10	10	6	8
	93.8%	96.0%	90.5%	93.5%	95.5%	94.7%	100.0%	100.0%	94.1%	100.0%	95.7%	100.0%	93.8%	100.0%	93.3%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	88.9%
No	22	1	4	3	1	1	0	0	1	0	1	0	1	0	1	0	0	0	1	0	0	0	1
	6.3%	4.0%	9.5%	6.5%	4.5%	5.3%	0.0%	0.0%	5.9%	0.0%	4.3%	0.0%	6.3%	0.0%	6.7%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	11.1%
Significantly different from column:*																							

NA - Not Applicable

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Question 13

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

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	359	25	42	46	1	19	5	7	12	6	3	22	2	17	4	17	8	3	22	7	17	25	0	0
Number missing or multiple answer	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	352	25	42	46	1	19	5	7	12	6	3	22	2	17	4	17	8	3	22	7	17	25	0	0
	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	330	24	38	43	1	18	5	7	11	6	2	22	2	16	4	16	8	2	22	6	17	24	0	0
	93.8%	96.0%	90.5%	93.5%	100.0%	94.7%	100.0%	100.0%	91.7%	100.0%	66.7%	100.0%	100.0%	94.1%	100.0%	94.1%	100.0%	66.7%	100.0%	85.7%	100.0%	96.0%	---	---
No	22	1	4	3	0	1	0	0	1	0	1	0	0	1	0	1	0	1	0	1	0	1	0	0
	6.3%	4.0%	9.5%	6.5%	0.0%	5.3%	0.0%	0.0%	8.3%	0.0%	33.3%	0.0%	0.0%	5.9%	0.0%	5.9%	0.0%	33.3%	0.0%	14.3%	0.0%	4.0%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 14

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	48	4	10	10	4	2	2	1	2	0	4	0	3	1	0	2	2	1	3	0	1	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,382	145	286	297	122	84	66	48	86	16	129	21	79	32	69	49	27	87	40	17	52	48	44
	98.0%	97.3%	96.6%	96.7%	96.8%	97.7%	97.1%	98.0%	97.7%	100.0%	97.0%	100.0%	96.3%	97.0%	100.0%	96.1%	93.1%	98.9%	93.0%	100.0%	98.1%	98.0%	95.7%
Yes	336	19	34	38	17	12	15	5	8	1	18	3	10	2	11	4	4	8	7	4	8	6	5
	14.1%	13.1%	11.9%	12.8%	13.9%	14.3%	22.7%	10.4%	9.3%	6.3%	14.0%	14.3%	12.7%	6.3%	15.9%	8.2%	14.8%	9.2%	17.5%	23.5%	15.4%	12.5%	11.4%
No	2,046	126	252	259	105	72	51	43	78	15	111	18	69	30	58	45	23	79	33	13	44	42	39
	85.9%	86.9%	88.1%	87.2%	86.1%	85.7%	77.3%	89.6%	90.7%	93.8%	86.0%	85.7%	87.3%	93.8%	84.1%	91.8%	85.2%	90.8%	82.5%	76.5%	84.6%	87.5%	88.6%
Significantly different from column:*							I		G														

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 14

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	48	4	10	10	0	0	0	2	2	0	0	4	2	1	1	3	1	2	2	0	0	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,382	145	286	297	16	111	16	74	53	17	12	127	19	76	47	96	49	36	107	39	86	145	0	0
	98.0%	97.3%	96.6%	96.7%	100.0%	100.0%	100.0%	97.4%	96.4%	100.0%	100.0%	96.9%	90.5%	98.7%	97.9%	97.0%	98.0%	94.7%	98.2%	100.0%	100.0%	97.3%	---	---
Yes	336	19	34	38	1	14	4	9	7	2	1	17	2	13	4	12	7	5	14	9	9	19	0	0
	14.1%	13.1%	11.9%	12.8%	6.3%	12.6%	25.0%	12.2%	13.2%	11.8%	8.3%	13.4%	10.5%	17.1%	8.5%	12.5%	14.3%	13.9%	13.1%	23.1%	10.5%	13.1%	---	---
No	2,046	126	252	259	15	97	12	65	46	15	11	110	17	63	43	84	42	31	93	30	77	126	0	0
	85.9%	86.9%	88.1%	87.2%	93.8%	87.4%	75.0%	87.8%	86.8%	88.2%	91.7%	86.6%	89.5%	82.9%	91.5%	87.5%	85.7%	86.1%	86.9%	76.9%	89.5%	86.9%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Question 15

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	336	19	34	38	17	12	15	5	8	1	18	3	10	2	11	4	4	8	7	4	8	6	5
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	328	19	34	38	17	12	15	5	8	1	18	3	10	2	11	4	4	8	7	4	8	6	5
	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	37	1	5	4	1	1	1	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	1
	11.3%	5.3%	14.7%	10.5%	5.9%	8.3%	6.7%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	25.0%	0.0%	0.0%	20.0%
Sometimes	55	2	7	3	2	2	2	1	2	0	2	0	2	0	2	0	0	1	1	0	1	0	1
	16.8%	10.5%	20.6%	7.9%	11.8%	16.7%	13.3%	20.0%	25.0%	0.0%	11.1%	0.0%	20.0%	0.0%	18.2%	0.0%	0.0%	12.5%	14.3%	0.0%	12.5%	0.0%	20.0%
Usually	72	1	5	7	1	0	1	0	0	0	1	1	0	0	0	1	0	0	1	0	1	0	0
	22.0%	5.3%	14.7%	18.4%	5.9%	0.0%	6.7%	0.0%	0.0%	0.0%	5.6%	33.3%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	14.3%	0.0%	12.5%	0.0%	0.0%
Always	164	15	17	24	13	9	11	4	6	1	14	2	8	2	9	3	3	7	5	3	6	6	3
	50.0%	78.9%	50.0%	63.2%	76.5%	75.0%	73.3%	80.0%	75.0%	100.0%	77.8%	66.7%	80.0%	100.0%	81.8%	75.0%	75.0%	87.5%	71.4%	75.0%	75.0%	100.0%	60.0%
Significantly different from column:*		AC																					
Usually or Always	236	16	22	31	14	9	12	4	6	1	15	3	8	2	9	4	3	7	6	3	7	6	3
	72.0%	84.2%	64.7%	81.6%	82.4%	75.0%	80.0%	80.0%	75.0%	100.0%	83.3%	100.0%	80.0%	100.0%	81.8%	100.0%	75.0%	87.5%	85.7%	75.0%	87.5%	100.0%	60.0%
Significantly different from column:*																							

NA - Not Applicable

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Question 15

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	336	19	34	38	1	14	4	9	7	2	1	17	2	13	4	12	7	5	14	9	9	19	0	0
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	328	19	34	38	1	14	4	9	7	2	1	17	2	13	4	12	7	5	14	9	9	19	0	0
	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	37	1	5	4	0	0	1	1	0	0	0	1	0	1	0	1	0	1	0	1	0	1	0	0
	11.3%	5.3%	14.7%	10.5%	0.0%	0.0%	25.0%	11.1%	0.0%	0.0%	0.0%	5.9%	0.0%	7.7%	0.0%	8.3%	0.0%	20.0%	0.0%	11.1%	0.0%	5.3%	---	---
Sometimes	55	2	7	3	0	2	0	1	1	0	0	2	0	2	0	1	1	1	1	1	1	2	0	0
	16.8%	10.5%	20.6%	7.9%	0.0%	14.3%	0.0%	11.1%	14.3%	0.0%	0.0%	11.8%	0.0%	15.4%	0.0%	8.3%	14.3%	20.0%	7.1%	11.1%	11.1%	10.5%	---	---
Usually	72	1	5	7	0	1	0	0	1	0	0	1	0	1	0	1	0	1	0	1	0	1	0	0
	22.0%	5.3%	14.7%	18.4%	0.0%	7.1%	0.0%	0.0%	14.3%	0.0%	0.0%	5.9%	0.0%	7.7%	0.0%	8.3%	0.0%	20.0%	0.0%	11.1%	0.0%	5.3%	---	---
Always	164	15	17	24	1	11	3	7	5	2	1	13	2	9	4	9	6	2	13	6	8	15	0	0
	50.0%	78.9%	50.0%	63.2%	100.0%	78.6%	75.0%	77.8%	71.4%	100.0%	100.0%	76.5%	100.0%	69.2%	100.0%	75.0%	85.7%	40.0%	92.9%	66.7%	88.9%	78.9%	---	---
Significantly different from column:*		AC																						
Usually or Always	236	16	22	31	1	12	3	7	6	2	1	14	2	10	4	10	6	3	13	7	8	16	0	0
	72.0%	84.2%	64.7%	81.6%	100.0%	85.7%	75.0%	77.8%	85.7%	100.0%	100.0%	82.4%	100.0%	76.9%	100.0%	83.3%	85.7%	60.0%	92.9%	77.8%	88.9%	84.2%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 16

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	336	19	34	38	17	12	15	5	8	1	18	3	10	2	11	4	4	8	7	4	8	6	5
Number missing or multiple answer	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	327	19	34	38	17	12	15	5	8	1	18	3	10	2	11	4	4	8	7	4	8	6	5
	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	271	19	28	27	17	12	15	5	8	1	18	3	10	2	11	4	4	8	7	4	8	6	5
	82.9%	100.0%	82.4%	71.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	56	0	6	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17.1%	0.0%	17.6%	28.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																							

NA - Not Applicable

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Question 16

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	336	19	34	38	1	14	4	9	7	2	1	17	2	13	4	12	7	5	14	9	9	19	0	0
Number missing or multiple answer	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	327	19	34	38	1	14	4	9	7	2	1	17	2	13	4	12	7	5	14	9	9	19	0	0
	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	271	19	28	27	1	14	4	9	7	2	1	17	2	13	4	12	7	5	14	9	9	19	0	0
	82.9%	100.0%	82.4%	71.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
No	56	0	6	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17.1%	0.0%	17.6%	28.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 17

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	51	8	10	8	7	5	5	2	5	1	7	0	5	2	3	3	2	2	3	2	1	4	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,379	141	286	299	119	81	63	47	83	15	126	21	77	31	66	48	27	86	40	15	52	45	43
	97.9%	94.6%	96.6%	97.4%	94.4%	94.2%	92.6%	95.9%	94.3%	93.8%	94.7%	100.0%	93.9%	93.9%	95.7%	94.1%	93.1%	97.7%	93.0%	88.2%	98.1%	91.8%	93.5%
Yes	653	32	65	68	25	30	27	25	25	2	30	6	19	5	15	11	6	16	8	8	7	9	16
	27.4%	22.7%	22.7%	22.7%	21.0%	37.0%	42.9%	53.2%	30.1%	13.3%	23.8%	28.6%	24.7%	16.1%	22.7%	22.9%	22.2%	18.6%	20.0%	53.3%	13.5%	20.0%	37.2%
No	1,726	109	221	231	94	51	36	22	58	13	96	15	58	26	51	37	21	70	32	7	45	36	27
	72.6%	77.3%	77.3%	77.3%	79.0%	63.0%	57.1%	46.8%	69.9%	86.7%	76.2%	71.4%	75.3%	83.9%	77.3%	77.1%	77.8%	81.4%	80.0%	46.7%	86.5%	80.0%	62.8%
Significantly different from column:*					FGH	E	E	EI	H												W		U

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 17

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	51	8	10	8	0	4	0	4	4	0	1	7	3	4	1	5	3	3	5	1	3	8	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,379	141	286	299	16	107	16	72	51	17	11	124	18	73	47	94	47	35	104	38	83	141	0	0
	97.9%	94.6%	96.6%	97.4%	100.0%	96.4%	100.0%	94.7%	92.7%	100.0%	91.7%	94.7%	85.7%	94.8%	97.9%	94.9%	94.0%	92.1%	95.4%	97.4%	96.5%	94.6%	---	---
Yes	653	32	65	68	3	25	3	16	11	4	4	26	8	22	1	23	9	9	23	10	17	32	0	0
	27.4%	22.7%	22.7%	22.7%	18.8%	23.4%	18.8%	22.2%	21.6%	23.5%	36.4%	21.0%	44.4%	30.1%	2.1%	24.5%	19.1%	25.7%	22.1%	26.3%	20.5%	22.7%	---	---
No	1,726	109	221	231	13	82	13	56	40	13	7	98	10	51	46	71	38	26	81	28	66	109	0	0
	72.6%	77.3%	77.3%	77.3%	81.3%	76.6%	81.3%	77.8%	78.4%	76.5%	63.6%	79.0%	55.6%	69.9%	97.9%	75.5%	80.9%	74.3%	77.9%	73.7%	79.5%	77.3%	---	---
Significantly different from column:*													O	N										

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 18

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	653	32	65	68	25	30	27	25	25	2	30	6	19	5	15	11	6	16	8	8	7	9	16
Number missing or multiple answer	6	2	1	2	2	2	1	2	2	0	2	0	1	1	1	1	0	1	1	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	647	30	64	66	23	28	26	23	23	2	28	6	18	4	14	10	6	15	7	8	7	7	16
	99.1%	93.8%	98.5%	97.1%	92.0%	93.3%	96.3%	92.0%	92.0%	100.0%	93.3%	100.0%	94.7%	80.0%	93.3%	90.9%	100.0%	93.8%	87.5%	100.0%	100.0%	77.8%	100.0%
Never	75	4	7	7	4	4	4	2	2	0	4	1	1	0	1	0	3	0	2	2	0	0	4
	11.6%	13.3%	10.9%	10.6%	17.4%	14.3%	15.4%	8.7%	8.7%	0.0%	14.3%	16.7%	5.6%	0.0%	7.1%	0.0%	50.0%	0.0%	28.6%	25.0%	0.0%	0.0%	25.0%
Sometimes	97	2	7	9	0	2	1	1	1	0	2	0	1	1	1	1	0	1	1	0	1	1	0
	15.0%	6.7%	10.9%	13.6%	0.0%	7.1%	3.8%	4.3%	4.3%	0.0%	7.1%	0.0%	5.6%	25.0%	7.1%	10.0%	0.0%	6.7%	14.3%	0.0%	14.3%	14.3%	0.0%
Usually	115	4	10	12	3	4	4	4	4	1	3	1	1	2	1	1	2	1	1	2	0	1	3
	17.8%	13.3%	15.6%	18.2%	13.0%	14.3%	15.4%	17.4%	17.4%	50.0%	10.7%	16.7%	5.6%	50.0%	7.1%	10.0%	33.3%	6.7%	14.3%	25.0%	0.0%	14.3%	18.8%
Always	360	20	40	38	16	18	17	16	16	1	19	4	15	1	11	8	1	13	3	4	6	5	9
	55.6%	66.7%	62.5%	57.6%	69.6%	64.3%	65.4%	69.6%	69.6%	50.0%	67.9%	66.7%	83.3%	25.0%	78.6%	80.0%	16.7%	86.7%	42.9%	50.0%	85.7%	71.4%	56.3%
Significantly different from column:*																							
Usually or Always	475	24	50	50	19	22	21	20	20	2	22	5	16	3	12	9	3	14	4	6	6	6	12
	73.4%	80.0%	78.1%	75.8%	82.6%	78.6%	80.8%	87.0%	87.0%	100.0%	78.6%	83.3%	88.9%	75.0%	85.7%	90.0%	50.0%	93.3%	57.1%	75.0%	85.7%	85.7%	75.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 18

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	653	32	65	68	3	25	3	16	11	4	4	26	8	22	1	23	9	9	23	10	17	32	0	0
Number missing or multiple answer	6	2	1	2	0	1	0	1	1	0	0	1	1	1	0	2	0	0	2	0	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	647	30	64	66	3	24	3	15	10	4	4	25	7	21	1	21	9	9	21	10	16	30	0	0
	99.1%	93.8%	98.5%	97.1%	100.0%	96.0%	100.0%	93.8%	90.9%	100.0%	100.0%	96.2%	87.5%	95.5%	100.0%	91.3%	100.0%	100.0%	91.3%	100.0%	94.1%	93.8%	---	---
Never	75	4	7	7	0	3	1	4	0	0	0	4	1	3	0	3	1	4	0	1	3	4	0	0
	11.6%	13.3%	10.9%	10.6%	0.0%	12.5%	33.3%	26.7%	0.0%	0.0%	0.0%	16.0%	14.3%	14.3%	0.0%	14.3%	11.1%	44.4%	0.0%	10.0%	18.8%	13.3%	---	---
Sometimes	97	2	7	9	0	2	0	1	0	0	0	1	1	0	1	1	1	1	1	1	1	2	0	0
	15.0%	6.7%	10.9%	13.6%	0.0%	8.3%	0.0%	6.7%	0.0%	0.0%	0.0%	4.0%	14.3%	0.0%	100.0%	4.8%	11.1%	11.1%	4.8%	10.0%	6.3%	6.7%	---	---
Usually	115	4	10	12	0	3	1	3	0	1	0	4	0	4	0	3	1	1	3	3	0	4	0	0
	17.8%	13.3%	15.6%	18.2%	0.0%	12.5%	33.3%	20.0%	0.0%	25.0%	0.0%	16.0%	0.0%	19.0%	0.0%	14.3%	11.1%	11.1%	14.3%	30.0%	0.0%	13.3%	---	---
Always	360	20	40	38	3	16	1	7	10	3	4	16	5	14	0	14	6	3	17	5	12	20	0	0
	55.6%	66.7%	62.5%	57.6%	100.0%	66.7%	33.3%	46.7%	100.0%	75.0%	100.0%	64.0%	71.4%	66.7%	0.0%	66.7%	66.7%	33.3%	81.0%	50.0%	75.0%	66.7%	---	---
Significantly different from column:*																								
Usually or Always	475	24	50	50	3	19	2	10	10	4	4	20	5	18	0	17	7	4	20	8	12	24	0	0
	73.4%	80.0%	78.1%	75.8%	100.0%	79.2%	66.7%	66.7%	100.0%	100.0%	100.0%	80.0%	71.4%	85.7%	0.0%	81.0%	77.8%	44.4%	95.2%	80.0%	75.0%	80.0%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 19

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	653	32	65	68	25	30	27	25	25	2	30	6	19	5	15	11	6	16	8	8	7	9	16
Number missing or multiple answer	5	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	648	32	64	66	25	30	27	25	25	2	30	6	19	5	15	11	6	16	8	8	7	9	16
	99.2%	100.0%	98.5%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	437	22	43	41	18	20	18	17	16	2	20	3	13	4	12	6	4	11	3	8	6	5	11
	67.4%	68.8%	67.2%	62.1%	72.0%	66.7%	66.7%	68.0%	64.0%	100.0%	66.7%	50.0%	68.4%	80.0%	80.0%	54.5%	66.7%	68.8%	37.5%	100.0%	85.7%	55.6%	68.8%
No	211	10	21	25	7	10	9	8	9	0	10	3	6	1	3	5	2	5	5	0	1	4	5
	32.6%	31.3%	32.8%	37.9%	28.0%	33.3%	33.3%	32.0%	36.0%	0.0%	33.3%	50.0%	31.6%	20.0%	20.0%	45.5%	33.3%	31.3%	62.5%	0.0%	14.3%	44.4%	31.3%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 19

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	653	32	65	68	3	25	3	16	11	4	4	26	8	22	1	23	9	9	23	10	17	32	0	0
Number missing or multiple answer	5	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	648	32	64	66	3	25	3	16	11	4	4	26	8	22	1	23	9	9	23	10	17	32	0	0
	99.2%	100.0%	98.5%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	437	22	43	41	2	17	2	9	9	3	3	17	5	16	0	17	5	5	17	7	12	22	0	0
	67.4%	68.8%	67.2%	62.1%	66.7%	68.0%	66.7%	56.3%	81.8%	75.0%	75.0%	65.4%	62.5%	72.7%	0.0%	73.9%	55.6%	55.6%	73.9%	70.0%	70.6%	68.8%	---	---
No	211	10	21	25	1	8	1	7	2	1	1	9	3	6	1	6	4	4	6	3	5	10	0	0
	32.6%	31.3%	32.8%	37.9%	33.3%	32.0%	33.3%	43.8%	18.2%	25.0%	25.0%	34.6%	37.5%	27.3%	100.0%	26.1%	44.4%	44.4%	26.1%	30.0%	29.4%	31.3%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 20

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	51	6	8	10	5	4	4	2	4	0	6	0	5	1	2	2	2	2	4	0	3	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,379	143	288	297	121	82	64	47	84	16	127	21	77	32	67	49	27	86	39	17	50	48	44
	97.9%	96.0%	97.3%	96.7%	96.0%	95.3%	94.1%	95.9%	95.5%	100.0%	95.5%	100.0%	93.9%	97.0%	97.1%	96.1%	93.1%	97.7%	90.7%	100.0%	94.3%	98.0%	95.7%
Yes	1,093	70	122	109	59	56	38	25	66	6	64	8	44	14	35	24	11	39	18	12	12	20	37
	45.9%	49.0%	42.4%	36.7%	48.8%	68.3%	59.4%	53.2%	78.6%	37.5%	50.4%	38.1%	57.1%	43.8%	52.2%	49.0%	40.7%	45.3%	46.2%	70.6%	24.0%	41.7%	84.1%
No	1,286	73	166	188	62	26	26	22	18	10	63	13	33	18	32	25	16	47	21	5	38	28	7
	54.1%	51.0%	57.6%	63.3%	51.2%	31.7%	40.6%	46.8%	21.4%	62.5%	49.6%	61.9%	42.9%	56.3%	47.8%	51.0%	59.3%	54.7%	53.8%	29.4%	76.0%	58.3%	15.9%
Significantly different from column:*		D			FI	E	I	I	EGH												W	W	UV

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 20

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	51	6	8	10	0	2	0	2	2	2	0	6	2	3	1	4	2	3	3	1	1	6	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,379	143	288	297	16	109	16	74	53	15	12	125	19	74	47	95	48	35	106	38	85	143	0	0
	97.9%	96.0%	97.3%	96.7%	100.0%	98.2%	100.0%	97.4%	96.4%	88.2%	100.0%	95.4%	90.5%	96.1%	97.9%	96.0%	96.0%	92.1%	97.2%	97.4%	98.8%	96.0%	---	---
Yes	1,093	70	122	109	7	51	11	35	26	9	4	64	7	40	22	51	19	20	50	15	46	70	0	0
	45.9%	49.0%	42.4%	36.7%	43.8%	46.8%	68.8%	47.3%	49.1%	60.0%	33.3%	51.2%	36.8%	54.1%	46.8%	53.7%	39.6%	57.1%	47.2%	39.5%	54.1%	49.0%	---	---
No	1,286	73	166	188	9	58	5	39	27	6	8	61	12	34	25	44	29	15	56	23	39	73	0	0
	54.1%	51.0%	57.6%	63.3%	56.3%	53.2%	31.3%	52.7%	50.9%	40.0%	66.7%	48.8%	63.2%	45.9%	53.2%	46.3%	60.4%	42.9%	52.8%	60.5%	45.9%	51.0%	---	---
Significantly different from column:*		D																						

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 21

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,093	70	122	109	59	56	38	25	66	6	64	8	44	14	35	24	11	39	18	12	12	20	37
Number missing or multiple answer	15	2	2	1	2	2	1	0	2	0	2	1	0	1	0	2	0	1	1	0	0	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,078	68	120	108	57	54	37	25	64	6	62	7	44	13	35	22	11	38	17	12	12	20	35
	98.6%	97.1%	98.4%	99.1%	96.6%	96.4%	97.4%	100.0%	97.0%	100.0%	96.9%	87.5%	100.0%	92.9%	100.0%	91.7%	100.0%	97.4%	94.4%	100.0%	100.0%	100.0%	94.6%
Never	124	7	9	6	6	5	5	2	6	0	7	2	3	1	3	2	2	2	3	2	0	1	6
	11.5%	10.3%	7.5%	5.6%	10.5%	9.3%	13.5%	8.0%	9.4%	0.0%	11.3%	28.6%	6.8%	7.7%	8.6%	9.1%	18.2%	5.3%	17.6%	16.7%	0.0%	5.0%	17.1%
Sometimes	168	5	21	15	3	4	2	1	5	1	4	0	3	1	3	2	0	1	4	0	0	2	3
	15.6%	7.4%	17.5%	13.9%	5.3%	7.4%	5.4%	4.0%	7.8%	16.7%	6.5%	0.0%	6.8%	7.7%	8.6%	9.1%	0.0%	2.6%	23.5%	0.0%	0.0%	10.0%	8.6%
Usually	218	12	24	15	9	12	9	6	11	4	8	1	8	3	4	3	5	7	1	4	2	2	8
	20.2%	17.6%	20.0%	13.9%	15.8%	22.2%	24.3%	24.0%	17.2%	66.7%	12.9%	14.3%	18.2%	23.1%	11.4%	13.6%	45.5%	18.4%	5.9%	33.3%	16.7%	10.0%	22.9%
Always	568	44	66	72	39	33	21	16	42	1	43	4	30	8	25	15	4	28	9	6	10	15	18
	52.7%	64.7%	55.0%	66.7%	68.4%	61.1%	56.8%	64.0%	65.6%	16.7%	69.4%	57.1%	68.2%	61.5%	71.4%	68.2%	36.4%	73.7%	52.9%	50.0%	83.3%	75.0%	51.4%
Significantly different from column:*																							
Usually or Always	786	56	90	87	48	45	30	22	53	5	51	5	38	11	29	18	9	35	10	10	12	17	26
	72.9%	82.4%	75.0%	80.6%	84.2%	83.3%	81.1%	88.0%	82.8%	83.3%	82.3%	71.4%	86.4%	84.6%	82.9%	81.8%	81.8%	92.1%	58.8%	83.3%	100.0%	85.0%	74.3%
Significantly different from column:*																							

NA - Not Applicable

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Question 21

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,093	70	122	109	7	51	11	35	26	9	4	64	7	40	22	51	19	20	50	15	46	70	0	0
Number missing or multiple answer	15	2	2	1	0	2	0	2	0	0	0	2	0	1	1	1	1	1	1	0	2	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,078	68	120	108	7	49	11	33	26	9	4	62	7	39	21	50	18	19	49	15	44	68	0	0
	98.6%	97.1%	98.4%	99.1%	100.0%	96.1%	100.0%	94.3%	100.0%	100.0%	100.0%	96.9%	100.0%	97.5%	95.5%	98.0%	94.7%	95.0%	98.0%	100.0%	95.7%	97.1%	---	---
Never	124	7	9	6	1	5	1	5	0	2	0	7	1	3	3	5	2	6	1	2	4	7	0	0
	11.5%	10.3%	7.5%	5.6%	14.3%	10.2%	9.1%	15.2%	0.0%	22.2%	0.0%	11.3%	14.3%	7.7%	14.3%	10.0%	11.1%	31.6%	2.0%	13.3%	9.1%	10.3%	---	---
Sometimes	168	5	21	15	0	5	0	3	2	0	0	5	0	3	2	3	2	1	4	4	1	5	0	0
	15.6%	7.4%	17.5%	13.9%	0.0%	10.2%	0.0%	9.1%	7.7%	0.0%	0.0%	8.1%	0.0%	7.7%	9.5%	6.0%	11.1%	5.3%	8.2%	26.7%	2.3%	7.4%	---	---
Usually	218	12	24	15	2	8	2	6	3	3	2	10	3	6	3	8	4	6	6	4	6	12	0	0
	20.2%	17.6%	20.0%	13.9%	28.6%	16.3%	18.2%	18.2%	11.5%	33.3%	50.0%	16.1%	42.9%	15.4%	14.3%	16.0%	22.2%	31.6%	12.2%	26.7%	13.6%	17.6%	---	---
Always	568	44	66	72	4	31	8	19	21	4	2	40	3	27	13	34	10	6	38	5	33	44	0	0
	52.7%	64.7%	55.0%	66.7%	57.1%	63.3%	72.7%	57.6%	80.8%	44.4%	50.0%	64.5%	42.9%	69.2%	61.9%	68.0%	55.6%	31.6%	77.6%	33.3%	75.0%	64.7%	---	---
Significantly different from column:*																		S	R	U	T			
Usually or Always	786	56	90	87	6	39	10	25	24	7	4	50	6	33	16	42	14	12	44	9	39	56	0	0
	72.9%	82.4%	75.0%	80.6%	85.7%	79.6%	90.9%	75.8%	92.3%	77.8%	100.0%	80.6%	85.7%	84.6%	76.2%	84.0%	77.8%	63.2%	89.8%	60.0%	88.6%	82.4%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 22

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

Base: All respondents who got or tried to get treatment for their child’s emotional, developmental, or behavioral problem (Q20)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,093	70	122	109	59	56	38	25	66	6	64	8	44	14	35	24	11	39	18	12	12	20	37
Number missing or multiple answer	20	3	5	4	3	2	1	0	2	0	3	1	1	1	1	2	0	1	2	0	0	0	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,073	67	117	105	56	54	37	25	64	6	61	7	43	13	34	22	11	38	16	12	12	20	34
	98.2%	95.7%	95.9%	96.3%	94.9%	96.4%	97.4%	100.0%	97.0%	100.0%	95.3%	87.5%	97.7%	92.9%	97.1%	91.7%	100.0%	97.4%	88.9%	100.0%	100.0%	100.0%	91.9%
Yes	616	43	81	63	37	35	26	18	42	4	39	3	26	12	23	13	7	24	8	10	8	10	24
	57.4%	64.2%	69.2%	60.0%	66.1%	64.8%	70.3%	72.0%	65.6%	66.7%	63.9%	42.9%	60.5%	92.3%	67.6%	59.1%	63.6%	63.2%	50.0%	83.3%	66.7%	50.0%	70.6%
No	457	24	36	42	19	19	11	7	22	2	22	4	17	1	11	9	4	14	8	2	4	10	10
	42.6%	35.8%	30.8%	40.0%	33.9%	35.2%	29.7%	28.0%	34.4%	33.3%	36.1%	57.1%	39.5%	7.7%	32.4%	40.9%	36.4%	36.8%	50.0%	16.7%	33.3%	50.0%	29.4%
Significantly different from column:*																							

NA - Not Applicable

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Question 22

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

Base: All respondents who got or tried to get treatment for their child’s emotional, developmental, or behavioral problem (Q20)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)		Mail	Phone	Internet
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10			
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,093	70	122	109	7	51	11	35	26	9	4	64	7	40	22	51	19	20	50	15	46	70	0	0
Number missing or multiple answer	20	3	5	4	0	3	0	3	0	0	0	3	0	2	1	2	1	2	1	1	2	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,073	67	117	105	7	48	11	32	26	9	4	61	7	38	21	49	18	18	49	14	44	67	0	0
	98.2%	95.7%	95.9%	96.3%	100.0%	94.1%	100.0%	91.4%	100.0%	100.0%	100.0%	95.3%	100.0%	95.0%	95.5%	96.1%	94.7%	90.0%	98.0%	93.3%	95.7%	95.7%	---	---
Yes	616	43	81	63	4	27	11	20	16	7	2	39	4	26	12	30	13	9	34	8	30	43	0	0
	57.4%	64.2%	69.2%	60.0%	57.1%	56.3%	100.0%	62.5%	61.5%	77.8%	50.0%	63.9%	57.1%	68.4%	57.1%	61.2%	72.2%	50.0%	69.4%	57.1%	68.2%	64.2%	---	---
No	457	24	36	42	3	21	0	12	10	2	2	22	3	12	9	19	5	9	15	6	14	24	0	0
	42.6%	35.8%	30.8%	40.0%	42.9%	43.8%	0.0%	37.5%	38.5%	22.2%	50.0%	36.1%	42.9%	31.6%	42.9%	38.8%	27.8%	50.0%	30.6%	42.9%	31.8%	35.8%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 23

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	54	7	10	7	6	5	5	3	4	1	6	1	4	2	3	2	2	3	3	1	2	2	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,376	142	286	300	120	81	63	46	84	15	127	20	78	31	66	49	27	85	40	16	51	47	43
	97.8%	95.3%	96.6%	97.7%	95.2%	94.2%	92.6%	93.9%	95.5%	93.8%	95.5%	95.2%	95.1%	93.9%	95.7%	96.1%	93.1%	96.6%	93.0%	94.1%	96.2%	95.9%	93.5%
Yes	1,113	64	118	112	52	47	36	24	40	5	59	11	37	10	26	24	14	33	20	10	22	18	23
	46.8%	45.1%	41.3%	37.3%	43.3%	58.0%	57.1%	52.2%	47.6%	33.3%	46.5%	55.0%	47.4%	32.3%	39.4%	49.0%	51.9%	38.8%	50.0%	62.5%	43.1%	38.3%	53.5%
No	1,263	78	168	188	68	34	27	22	44	10	68	9	41	21	40	25	13	52	20	6	29	29	20
	53.2%	54.9%	58.7%	62.7%	56.7%	42.0%	42.9%	47.8%	52.4%	66.7%	53.5%	45.0%	52.6%	67.7%	60.6%	51.0%	48.1%	61.2%	50.0%	37.5%	56.9%	61.7%	46.5%
Significantly different from column:*					F	E																	

NA - Not Applicable

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Question 23

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	54	7	10	7	0	3	0	3	3	0	0	6	3	3	1	6	1	3	4	0	3	7	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,376	142	286	300	16	108	16	73	52	17	12	125	18	74	47	93	49	35	105	39	83	142	0	0
	97.8%	95.3%	96.6%	97.7%	100.0%	97.3%	100.0%	96.1%	94.5%	100.0%	100.0%	95.4%	85.7%	96.1%	97.9%	93.9%	98.0%	92.1%	96.3%	100.0%	96.5%	95.3%	---	---
Yes	1,113	64	118	112	1	53	9	35	23	6	4	57	11	33	20	38	26	18	45	20	40	64	0	0
	46.8%	45.1%	41.3%	37.3%	6.3%	49.1%	56.3%	47.9%	44.2%	35.3%	33.3%	45.6%	61.1%	44.6%	42.6%	40.9%	53.1%	51.4%	42.9%	51.3%	48.2%	45.1%	---	---
No	1,263	78	168	188	15	55	7	38	29	11	8	68	7	41	27	55	23	17	60	19	43	78	0	0
	53.2%	54.9%	58.7%	62.7%	93.8%	50.9%	43.8%	52.1%	55.8%	64.7%	66.7%	54.4%	38.9%	55.4%	57.4%	59.1%	46.9%	48.6%	57.1%	48.7%	51.8%	54.9%	---	---
Significantly different from column:*					FG	E	E																	

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 24

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

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,113	64	118	112	52	47	36	24	40	5	59	11	37	10	26	24	14	33	20	10	22	18	23
Number missing or multiple answer	39	4	3	1	3	4	2	2	3	0	4	1	3	0	1	3	0	2	1	0	0	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,074	60	115	111	49	43	34	22	37	5	55	10	34	10	25	21	14	31	19	10	22	16	21
	96.5%	93.8%	97.5%	99.1%	94.2%	91.5%	94.4%	91.7%	92.5%	100.0%	93.2%	90.9%	91.9%	100.0%	96.2%	87.5%	100.0%	93.9%	95.0%	100.0%	100.0%	88.9%	91.3%
Yes	669	40	63	64	33	29	24	16	24	3	37	9	20	7	15	14	11	20	11	9	15	11	13
	62.3%	66.7%	54.8%	57.7%	67.3%	67.4%	70.6%	72.7%	64.9%	60.0%	67.3%	90.0%	58.8%	70.0%	60.0%	66.7%	78.6%	64.5%	57.9%	90.0%	68.2%	68.8%	61.9%
No	405	20	52	47	16	14	10	6	13	2	18	1	14	3	10	7	3	11	8	1	7	5	8
	37.7%	33.3%	45.2%	42.3%	32.7%	32.6%	29.4%	27.3%	35.1%	40.0%	32.7%	10.0%	41.2%	30.0%	40.0%	33.3%	21.4%	35.5%	42.1%	10.0%	31.8%	31.3%	38.1%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 24

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

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,113	64	118	112	1	53	9	35	23	6	4	57	11	33	20	38	26	18	45	20	40	64	0	0
Number missing or multiple answer	39	4	3	1	0	3	0	3	1	0	0	3	2	1	1	3	1	1	3	0	3	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,074	60	115	111	1	50	9	32	22	6	4	54	9	32	19	35	25	17	42	20	37	60	0	0
	96.5%	93.8%	97.5%	99.1%	100.0%	94.3%	100.0%	91.4%	95.7%	100.0%	100.0%	94.7%	81.8%	97.0%	95.0%	92.1%	96.2%	94.4%	93.3%	100.0%	92.5%	93.8%	---	---
Yes	669	40	63	64	1	32	7	23	11	6	2	37	7	24	9	24	16	8	31	10	27	40	0	0
	62.3%	66.7%	54.8%	57.7%	100.0%	64.0%	77.8%	71.9%	50.0%	100.0%	50.0%	68.5%	77.8%	75.0%	47.4%	68.6%	64.0%	47.1%	73.8%	50.0%	73.0%	66.7%	---	---
No	405	20	52	47	0	18	2	9	11	0	2	17	2	8	10	11	9	9	11	10	10	20	0	0
	37.7%	33.3%	45.2%	42.3%	0.0%	36.0%	22.2%	28.1%	50.0%	0.0%	50.0%	31.5%	22.2%	25.0%	52.6%	31.4%	36.0%	52.9%	26.2%	50.0%	27.0%	33.3%	---	---
Significantly different from column:*														O	N			S	R					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 25

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	31	4	4	6	4	2	2	1	2	0	4	0	3	1	0	2	2	1	3	0	1	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,399	145	292	301	122	84	66	48	86	16	129	21	79	32	69	49	27	87	40	17	52	48	44
	98.7%	97.3%	98.6%	98.0%	96.8%	97.7%	97.1%	98.0%	97.7%	100.0%	97.0%	100.0%	96.3%	97.0%	100.0%	96.1%	93.1%	98.9%	93.0%	100.0%	98.1%	98.0%	95.7%
Yes	2,279	137	263	278	116	80	63	45	82	13	124	19	75	30	65	46	26	83	38	15	48	46	42
	95.0%	94.5%	90.1%	92.4%	95.1%	95.2%	95.5%	93.8%	95.3%	81.3%	96.1%	90.5%	94.9%	93.8%	94.2%	93.9%	96.3%	95.4%	95.0%	88.2%	92.3%	95.8%	95.5%
No	120	8	29	23	6	4	3	3	4	3	5	2	4	2	4	3	1	4	2	2	4	2	2
	5.0%	5.5%	9.9%	7.6%	4.9%	4.8%	4.5%	6.3%	4.7%	18.8%	3.9%	9.5%	5.1%	6.3%	5.8%	6.1%	3.7%	4.6%	5.0%	11.8%	7.7%	4.2%	4.5%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 25

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	31	4	4	6	0	0	0	2	2	0	0	4	2	1	1	3	1	2	2	0	0	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,399	145	292	301	16	111	16	74	53	17	12	127	19	76	47	96	49	36	107	39	86	145	0	0
	98.7%	97.3%	98.6%	98.0%	100.0%	100.0%	100.0%	97.4%	96.4%	100.0%	100.0%	96.9%	90.5%	98.7%	97.9%	97.0%	98.0%	94.7%	98.2%	100.0%	100.0%	97.3%	---	---
Yes	2,279	137	263	278	13	108	15	70	49	17	10	122	19	70	46	90	47	34	101	39	82	137	0	0
	95.0%	94.5%	90.1%	92.4%	81.3%	97.3%	93.8%	94.6%	92.5%	100.0%	83.3%	96.1%	100.0%	92.1%	97.9%	93.8%	95.9%	94.4%	94.4%	100.0%	95.3%	94.5%	---	---
No	120	8	29	23	3	3	1	4	4	0	2	5	0	6	1	6	2	2	6	0	4	8	0	0
	5.0%	5.5%	9.9%	7.6%	18.8%	2.7%	6.3%	5.4%	7.5%	0.0%	16.7%	3.9%	0.0%	7.9%	2.1%	6.3%	4.1%	5.6%	5.6%	0.0%	4.7%	5.5%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 26

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,279	137	263	278	116	80	63	45	82	13	124	19	75	30	65	46	26	83	38	15	48	46	42
Number missing or multiple answer	77	1	8	8	1	0	1	1	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,202	136	255	270	115	80	62	44	81	12	124	19	75	30	64	46	26	82	38	15	47	46	42
	96.6%	99.3%	97.0%	97.1%	99.1%	100.0%	98.4%	97.8%	98.8%	92.3%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	98.8%	100.0%	100.0%	97.9%	100.0%	100.0%
None	287	12	24	20	6	6	4	3	11	0	12	0	8	2	7	3	2	8	3	1	0	4	8
	13.0%	8.8%	9.4%	7.4%	5.2%	7.5%	6.5%	6.8%	13.6%	0.0%	9.7%	0.0%	10.7%	6.7%	10.9%	6.5%	7.7%	9.8%	7.9%	6.7%	0.0%	8.7%	19.0%
1 time	670	32	63	50	28	18	10	10	18	4	28	6	12	11	13	12	7	26	4	2	12	13	6
	30.4%	23.5%	24.7%	18.5%	24.3%	22.5%	16.1%	22.7%	22.2%	33.3%	22.6%	31.6%	16.0%	36.7%	20.3%	26.1%	26.9%	31.7%	10.5%	13.3%	25.5%	28.3%	14.3%
2	572	34	64	79	28	15	17	9	14	5	29	5	19	8	15	14	5	17	14	2	18	7	9
	26.0%	25.0%	25.1%	29.3%	24.3%	18.8%	27.4%	20.5%	17.3%	41.7%	23.4%	26.3%	25.3%	26.7%	23.4%	30.4%	19.2%	20.7%	36.8%	13.3%	38.3%	15.2%	21.4%
3	315	34	40	49	30	24	18	15	23	3	31	4	20	6	18	8	8	18	10	6	6	14	14
	14.3%	25.0%	15.7%	18.1%	26.1%	30.0%	29.0%	34.1%	28.4%	25.0%	25.0%	21.1%	26.7%	20.0%	28.1%	17.4%	30.8%	22.0%	26.3%	40.0%	12.8%	30.4%	33.3%
4	184	10	23	31	9	6	5	4	6	0	10	1	7	1	4	4	2	5	2	3	5	3	2
	8.4%	7.4%	9.0%	11.5%	7.8%	7.5%	8.1%	9.1%	7.4%	0.0%	8.1%	5.3%	9.3%	3.3%	6.3%	8.7%	7.7%	6.1%	5.3%	20.0%	10.6%	6.5%	4.8%
5 to 9	141	12	35	32	12	10	7	3	8	0	12	2	8	2	5	5	2	7	4	1	5	4	3
	6.4%	8.8%	13.7%	11.9%	10.4%	12.5%	11.3%	6.8%	9.9%	0.0%	9.7%	10.5%	10.7%	6.7%	7.8%	10.9%	7.7%	8.5%	10.5%	6.7%	10.6%	8.7%	7.1%
10 or more times	33	2	6	9	2	1	1	0	1	0	2	1	1	0	2	0	0	1	1	0	1	1	0
	1.5%	1.5%	2.4%	3.3%	1.7%	1.3%	1.6%	0.0%	1.2%	0.0%	1.6%	5.3%	1.3%	0.0%	3.1%	0.0%	0.0%	1.2%	2.6%	0.0%	2.1%	2.2%	0.0%
2 or more times	1,245	92	168	200	81	56	48	31	52	8	84	13	55	17	44	31	17	48	31	12	35	29	28
	56.5%	67.6%	65.9%	74.1%	70.4%	70.0%	77.4%	70.5%	64.2%	66.7%	67.7%	68.4%	73.3%	56.7%	68.8%	67.4%	65.4%	58.5%	81.6%	80.0%	74.5%	63.0%	66.7%
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NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 26

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,279	137	263	278	13	108	15	70	49	17	10	122	19	70	46	90	47	34	101	39	82	137	0	0
Number missing or multiple answer	77	1	8	8	1	0	0	0	0	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,202	136	255	270	12	108	15	70	49	16	9	122	19	70	46	89	47	34	100	39	82	136	0	0
	96.6%	99.3%	97.0%	97.1%	92.3%	100.0%	100.0%	100.0%	100.0%	94.1%	90.0%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	99.0%	100.0%	100.0%	99.3%	---	---
None	287	12	24	20	8	4	0	6	4	2	1	11	2	6	4	11	1	3	8	3	1	12	0	0
	13.0%	8.8%	9.4%	7.4%	66.7%	3.7%	0.0%	8.6%	8.2%	12.5%	11.1%	9.0%	10.5%	8.6%	8.7%	12.4%	2.1%	8.8%	8.0%	7.7%	1.2%	8.8%	---	---
1 time	670	32	63	50	2	29	1	16	14	2	3	28	3	16	13	25	7	11	21	13	17	32	0	0
	30.4%	23.5%	24.7%	18.5%	16.7%	26.9%	6.7%	22.9%	28.6%	12.5%	33.3%	23.0%	15.8%	22.9%	28.3%	28.1%	14.9%	32.4%	21.0%	33.3%	20.7%	23.5%	---	---
2	572	34	64	79	2	32	0	11	17	5	2	30	6	17	11	17	17	10	24	6	26	34	0	0
	26.0%	25.0%	25.1%	29.3%	16.7%	29.6%	0.0%	15.7%	34.7%	31.3%	22.2%	24.6%	31.6%	24.3%	23.9%	19.1%	36.2%	29.4%	24.0%	15.4%	31.7%	25.0%	---	---
3	315	34	40	49	0	31	3	23	8	3	3	30	3	17	13	24	10	6	28	12	20	34	0	0
	14.3%	25.0%	15.7%	18.1%	0.0%	28.7%	20.0%	32.9%	16.3%	18.8%	33.3%	24.6%	15.8%	24.3%	28.3%	27.0%	21.3%	17.6%	28.0%	30.8%	24.4%	25.0%	---	---
4	184	10	23	31	0	10	0	3	5	2	0	10	1	6	3	6	4	2	7	3	7	10	0	0
	8.4%	7.4%	9.0%	11.5%	0.0%	9.3%	0.0%	4.3%	10.2%	12.5%	0.0%	8.2%	5.3%	8.6%	6.5%	6.7%	8.5%	5.9%	7.0%	7.7%	8.5%	7.4%	---	---
5 to 9	141	12	35	32	0	2	9	10	1	1	0	11	3	7	2	6	6	2	10	2	9	12	0	0
	6.4%	8.8%	13.7%	11.9%	0.0%	1.9%	60.0%	14.3%	2.0%	6.3%	0.0%	9.0%	15.8%	10.0%	4.3%	6.7%	12.8%	5.9%	10.0%	5.1%	11.0%	8.8%	---	---
10 or more times	33	2	6	9	0	0	2	1	0	1	0	2	1	1	0	0	2	0	2	0	2	2	0	0
	1.5%	1.5%	2.4%	3.3%	0.0%	0.0%	13.3%	1.4%	0.0%	6.3%	0.0%	1.6%	5.3%	1.4%	0.0%	0.0%	4.3%	0.0%	2.0%	0.0%	2.4%	1.5%	---	---
2 or more times	1,245	92	168	200	2	75	14	48	31	12	5	83	14	48	29	53	39	20	71	23	64	92	0	0
	56.5%	67.6%	65.9%	74.1%	16.7%	69.4%	93.3%	68.6%	63.3%	75.0%	55.6%	68.0%	73.7%	68.6%	63.0%	59.6%	83.0%	58.8%	71.0%	59.0%	78.0%	67.6%	---	---
Significantly different from column:*		A														Q	P			U	T			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 27

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,915	124	231	250	109	74	58	41	70	12	112	19	67	28	57	43	24	74	35	14	47	42	34
Number missing or multiple answer	14	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,901	124	228	247	109	74	58	41	70	12	112	19	67	28	57	43	24	74	35	14	47	42	34
	99.3%	100.0%	98.7%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	13	2	3	6	2	1	1	1	1	0	2	1	1	0	0	1	1	1	1	0	0	1	1
	0.7%	1.6%	1.3%	2.4%	1.8%	1.4%	1.7%	2.4%	1.4%	0.0%	1.8%	5.3%	1.5%	0.0%	0.0%	2.3%	4.2%	1.4%	2.9%	0.0%	0.0%	2.4%	2.9%
Sometimes	59	4	13	10	3	3	4	3	1	0	4	0	2	2	4	0	0	2	1	1	2	1	1
	3.1%	3.2%	5.7%	4.0%	2.8%	4.1%	6.9%	7.3%	1.4%	0.0%	3.6%	0.0%	3.0%	7.1%	7.0%	0.0%	0.0%	2.7%	2.9%	7.1%	4.3%	2.4%	2.9%
Usually	267	20	23	26	19	14	12	4	9	3	17	3	13	3	12	4	4	9	7	4	6	6	8
	14.0%	16.1%	10.1%	10.5%	17.4%	18.9%	20.7%	9.8%	12.9%	25.0%	15.2%	15.8%	19.4%	10.7%	21.1%	9.3%	16.7%	12.2%	20.0%	28.6%	12.8%	14.3%	23.5%
Always	1,562	98	189	205	85	56	41	33	59	9	89	15	51	23	41	38	19	62	26	9	39	34	24
	82.2%	79.0%	82.9%	83.0%	78.0%	75.7%	70.7%	80.5%	84.3%	75.0%	79.5%	78.9%	76.1%	82.1%	71.9%	88.4%	79.2%	83.8%	74.3%	64.3%	83.0%	81.0%	70.6%
Significantly different from column:*															P	O							
Usually or Always	1,829	118	212	231	104	70	53	37	68	12	106	18	64	26	53	42	23	71	33	13	45	40	32
	96.2%	95.2%	93.0%	93.5%	95.4%	94.6%	91.4%	90.2%	97.1%	100.0%	94.6%	94.7%	95.5%	92.9%	93.0%	97.7%	95.8%	95.9%	94.3%	92.9%	95.7%	95.2%	94.1%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 27

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,915	124	231	250	4	104	15	64	45	14	8	111	17	64	42	78	46	31	92	36	81	124	0	0
Number missing or multiple answer	14	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,901	124	228	247	4	104	15	64	45	14	8	111	17	64	42	78	46	31	92	36	81	124	0	0
	99.3%	100.0%	98.7%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	13	2	3	6	0	2	0	1	1	0	0	2	0	1	1	2	0	1	1	2	0	2	0	0
	0.7%	1.6%	1.3%	2.4%	0.0%	1.9%	0.0%	1.6%	2.2%	0.0%	0.0%	1.8%	0.0%	1.6%	2.4%	2.6%	0.0%	3.2%	1.1%	5.6%	0.0%	1.6%	---	---
Sometimes	59	4	13	10	0	3	1	3	0	0	0	3	1	1	2	1	3	1	3	3	1	4	0	0
	3.1%	3.2%	5.7%	4.0%	0.0%	2.9%	6.7%	4.7%	0.0%	0.0%	0.0%	2.7%	5.9%	1.6%	4.8%	1.3%	6.5%	3.2%	3.3%	8.3%	1.2%	3.2%	---	---
Usually	267	20	23	26	0	17	3	10	8	2	1	19	2	11	7	16	4	10	10	13	7	20	0	0
	14.0%	16.1%	10.1%	10.5%	0.0%	16.3%	20.0%	15.6%	17.8%	14.3%	12.5%	17.1%	11.8%	17.2%	16.7%	20.5%	8.7%	32.3%	10.9%	36.1%	8.6%	16.1%	---	---
Always	1,562	98	189	205	4	82	11	50	36	12	7	87	14	51	32	59	39	19	78	18	73	98	0	0
	82.2%	79.0%	82.9%	83.0%	100.0%	78.8%	73.3%	78.1%	80.0%	85.7%	87.5%	78.4%	82.4%	79.7%	76.2%	75.6%	84.8%	61.3%	84.8%	50.0%	90.1%	79.0%	---	---
Significantly different from column:*																		S	R	U	T			
Usually or Always	1,829	118	212	231	4	99	14	60	44	14	8	106	16	62	39	75	43	29	88	31	80	118	0	0
	96.2%	95.2%	93.0%	93.5%	100.0%	95.2%	93.3%	93.8%	97.8%	100.0%	100.0%	95.5%	94.1%	96.9%	92.9%	96.2%	93.5%	93.5%	95.7%	86.1%	98.8%	95.2%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 28

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,915	124	231	250	109	74	58	41	70	12	112	19	67	28	57	43	24	74	35	14	47	42	34
Number missing or multiple answer	17	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,898	124	226	245	109	74	58	41	70	12	112	19	67	28	57	43	24	74	35	14	47	42	34
	99.1%	100.0%	97.8%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	13	2	4	2	2	1	2	1	2	0	2	1	1	0	1	1	0	0	1	1	0	0	2
	0.7%	1.6%	1.8%	0.8%	1.8%	1.4%	3.4%	2.4%	2.9%	0.0%	1.8%	5.3%	1.5%	0.0%	1.8%	2.3%	0.0%	0.0%	2.9%	7.1%	0.0%	0.0%	5.9%
Sometimes	58	6	13	11	6	3	5	1	1	0	6	1	3	1	3	0	3	2	1	3	2	2	2
	3.1%	4.8%	5.8%	4.5%	5.5%	4.1%	8.6%	2.4%	1.4%	0.0%	5.4%	5.3%	4.5%	3.6%	5.3%	0.0%	12.5%	2.7%	2.9%	21.4%	4.3%	4.8%	5.9%
Usually	238	13	20	18	11	9	6	4	6	1	12	1	10	2	8	3	2	4	7	2	3	7	3
	12.5%	10.5%	8.8%	7.3%	10.1%	12.2%	10.3%	9.8%	8.6%	8.3%	10.7%	5.3%	14.9%	7.1%	14.0%	7.0%	8.3%	5.4%	20.0%	14.3%	6.4%	16.7%	8.8%
Always	1,589	103	189	214	90	61	45	35	61	11	92	16	53	25	45	39	19	68	26	8	42	33	27
	83.7%	83.1%	83.6%	87.3%	82.6%	82.4%	77.6%	85.4%	87.1%	91.7%	82.1%	84.2%	79.1%	89.3%	78.9%	90.7%	79.2%	91.9%	74.3%	57.1%	89.4%	78.6%	79.4%
Significantly different from column:*																							
Usually or Always	1,827	116	209	232	101	70	51	39	67	12	104	17	63	27	53	42	21	72	33	10	45	40	30
	96.3%	93.5%	92.5%	94.7%	92.7%	94.6%	87.9%	95.1%	95.7%	100.0%	92.9%	89.5%	94.0%	96.4%	93.0%	97.7%	87.5%	97.3%	94.3%	71.4%	95.7%	95.2%	88.2%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 28

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,915	124	231	250	4	104	15	64	45	14	8	111	17	64	42	78	46	31	92	36	81	124	0	0
Number missing or multiple answer	17	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,898	124	226	245	4	104	15	64	45	14	8	111	17	64	42	78	46	31	92	36	81	124	0	0
	99.1%	100.0%	97.8%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	13	2	4	2	0	2	0	1	1	0	0	2	0	1	1	2	0	0	2	1	1	2	0	0
	0.7%	1.6%	1.8%	0.8%	0.0%	1.9%	0.0%	1.6%	2.2%	0.0%	0.0%	1.8%	0.0%	1.6%	2.4%	2.6%	0.0%	0.0%	2.2%	2.8%	1.2%	1.6%	---	---
Sometimes	58	6	13	11	0	3	3	4	2	0	0	6	1	3	2	3	3	3	3	6	0	6	0	0
	3.1%	4.8%	5.8%	4.5%	0.0%	2.9%	20.0%	6.3%	4.4%	0.0%	0.0%	5.4%	5.9%	4.7%	4.8%	3.8%	6.5%	9.7%	3.3%	16.7%	0.0%	4.8%	---	---
Usually	238	13	20	18	0	13	0	6	6	1	2	11	1	7	5	10	3	8	5	9	4	13	0	0
	12.5%	10.5%	8.8%	7.3%	0.0%	12.5%	0.0%	9.4%	13.3%	7.1%	25.0%	9.9%	5.9%	10.9%	11.9%	12.8%	6.5%	25.8%	5.4%	25.0%	4.9%	10.5%	---	---
Always	1,589	103	189	214	4	86	12	53	36	13	6	92	15	53	34	63	40	20	82	20	76	103	0	0
	83.7%	83.1%	83.6%	87.3%	100.0%	82.7%	80.0%	82.8%	80.0%	92.9%	75.0%	82.9%	88.2%	82.8%	81.0%	80.8%	87.0%	64.5%	89.1%	55.6%	93.8%	83.1%	---	---
Significantly different from column:*																		S	R	U	T			
Usually or Always	1,827	116	209	232	4	99	12	59	42	14	8	103	16	60	39	73	43	28	87	29	80	116	0	0
	96.3%	93.5%	92.5%	94.7%	100.0%	95.2%	80.0%	92.2%	93.3%	100.0%	100.0%	92.8%	94.1%	93.8%	92.9%	93.6%	93.5%	90.3%	94.6%	80.6%	98.8%	93.5%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 29

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,915	124	231	250	109	74	58	41	70	12	112	19	67	28	57	43	24	74	35	14	47	42	34
Number missing or multiple answer	13	1	5	3	0	0	1	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,902	123	226	247	109	74	57	41	70	12	111	19	67	28	56	43	24	73	35	14	46	42	34
	99.3%	99.2%	97.8%	98.8%	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	98.6%	100.0%	100.0%	97.9%	100.0%	100.0%
Never	15	2	3	1	2	1	2	1	1	0	2	1	1	0	0	1	1	1	1	0	0	1	1
	0.8%	1.6%	1.3%	0.4%	1.8%	1.4%	3.5%	2.4%	1.4%	0.0%	1.8%	5.3%	1.5%	0.0%	0.0%	2.3%	4.2%	1.4%	2.9%	0.0%	0.0%	2.4%	2.9%
Sometimes	37	4	13	15	3	2	3	1	0	0	4	0	2	1	2	0	2	2	1	1	2	1	1
	1.9%	3.3%	5.8%	6.1%	2.8%	2.7%	5.3%	2.4%	0.0%	0.0%	3.6%	0.0%	3.0%	3.6%	3.6%	0.0%	8.3%	2.7%	2.9%	7.1%	4.3%	2.4%	2.9%
Usually	197	10	17	13	8	6	6	5	4	1	9	3	6	1	5	4	1	4	4	2	4	3	3
	10.4%	8.1%	7.5%	5.3%	7.3%	8.1%	10.5%	12.2%	5.7%	8.3%	8.1%	15.8%	9.0%	3.6%	8.9%	9.3%	4.2%	5.5%	11.4%	14.3%	8.7%	7.1%	8.8%
Always	1,653	107	193	218	96	65	46	34	65	11	96	15	58	26	49	38	20	66	29	11	40	37	29
	86.9%	87.0%	85.4%	88.3%	88.1%	87.8%	80.7%	82.9%	92.9%	91.7%	86.5%	78.9%	86.6%	92.9%	87.5%	88.4%	83.3%	90.4%	82.9%	78.6%	87.0%	88.1%	85.3%
Significantly different from column:*							I		G														
Usually or Always	1,850	117	210	231	104	71	52	39	69	12	105	18	64	27	54	42	21	70	33	13	44	40	32
	97.3%	95.1%	92.9%	93.5%	95.4%	95.9%	91.2%	95.1%	98.6%	100.0%	94.6%	94.7%	95.5%	96.4%	96.4%	97.7%	87.5%	95.9%	94.3%	92.9%	95.7%	95.2%	94.1%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 29

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,915	124	231	250	4	104	15	64	45	14	8	111	17	64	42	78	46	31	92	36	81	124	0	0
Number missing or multiple answer	13	1	5	3	0	1	0	0	1	0	0	1	0	1	0	0	1	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,902	123	226	247	4	103	15	64	44	14	8	110	17	63	42	78	45	31	91	36	80	123	0	0
	99.3%	99.2%	97.8%	98.8%	100.0%	99.0%	100.0%	100.0%	97.8%	100.0%	100.0%	99.1%	100.0%	98.4%	100.0%	100.0%	97.8%	100.0%	98.9%	100.0%	98.8%	99.2%	---	---
Never	15	2	3	1	0	2	0	1	1	0	0	2	1	1	0	1	1	1	1	2	0	2	0	0
	0.8%	1.6%	1.3%	0.4%	0.0%	1.9%	0.0%	1.6%	2.3%	0.0%	0.0%	1.8%	5.9%	1.6%	0.0%	1.3%	2.2%	3.2%	1.1%	5.6%	0.0%	1.6%	---	---
Sometimes	37	4	13	15	0	3	1	2	1	0	0	3	1	1	2	3	1	2	2	3	1	4	0	0
	1.9%	3.3%	5.8%	6.1%	0.0%	2.9%	6.7%	3.1%	2.3%	0.0%	0.0%	2.7%	5.9%	1.6%	4.8%	3.8%	2.2%	6.5%	2.2%	8.3%	1.3%	3.3%	---	---
Usually	197	10	17	13	0	8	2	6	2	2	1	9	2	4	4	6	4	5	5	7	3	10	0	0
	10.4%	8.1%	7.5%	5.3%	0.0%	7.8%	13.3%	9.4%	4.5%	14.3%	12.5%	8.2%	11.8%	6.3%	9.5%	7.7%	8.9%	16.1%	5.5%	19.4%	3.8%	8.1%	---	---
Always	1,653	107	193	218	4	90	12	55	40	12	7	96	13	57	36	68	39	23	83	24	76	107	0	0
	86.9%	87.0%	85.4%	88.3%	100.0%	87.4%	80.0%	85.9%	90.9%	85.7%	87.5%	87.3%	76.5%	90.5%	85.7%	87.2%	86.7%	74.2%	91.2%	66.7%	95.0%	87.0%	---	---
Significantly different from column:*																								
Usually or Always	1,850	117	210	231	4	98	14	61	42	14	8	105	15	61	40	74	43	28	88	31	79	117	0	0
	97.3%	95.1%	92.9%	93.5%	100.0%	95.1%	93.3%	95.3%	95.5%	100.0%	100.0%	95.5%	88.2%	96.8%	95.2%	94.9%	95.6%	90.3%	96.7%	86.1%	98.8%	95.1%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 30

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,915	124	231	250	109	74	58	41	70	12	112	19	67	28	57	43	24	74	35	14	47	42	34
Number missing or multiple answer	33	1	7	5	1	0	0	0	0	0	1	1	0	0	0	1	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,882	123	224	245	108	74	58	41	70	12	111	18	67	28	57	42	24	73	35	14	46	42	34
	98.3%	99.2%	97.0%	98.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	94.7%	100.0%	100.0%	100.0%	97.7%	100.0%	98.6%	100.0%	100.0%	97.9%	100.0%	100.0%
Yes	1,351	93	167	176	86	55	38	21	54	10	83	10	52	22	48	29	16	53	29	11	33	34	25
	71.8%	75.6%	74.6%	71.8%	79.6%	74.3%	65.5%	51.2%	77.1%	83.3%	74.8%	55.6%	77.6%	78.6%	84.2%	69.0%	66.7%	72.6%	82.9%	78.6%	71.7%	81.0%	73.5%
No	531	30	57	69	22	19	20	20	16	2	28	8	15	6	9	13	8	20	6	3	13	8	9
	28.2%	24.4%	25.4%	28.2%	20.4%	25.7%	34.5%	48.8%	22.9%	16.7%	25.2%	44.4%	22.4%	21.4%	15.8%	31.0%	33.3%	27.4%	17.1%	21.4%	28.3%	19.0%	26.5%
Significantly different from column:*					GH	H	E	EFI	H														

NA - Not Applicable

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Question 30

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,915	124	231	250	4	104	15	64	45	14	8	111	17	64	42	78	46	31	92	36	81	124	0	0
Number missing or multiple answer	33	1	7	5	0	1	0	0	1	0	0	1	0	1	0	0	1	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,882	123	224	245	4	103	15	64	44	14	8	110	17	63	42	78	45	31	91	36	80	123	0	0
	98.3%	99.2%	97.0%	98.0%	100.0%	99.0%	100.0%	100.0%	97.8%	100.0%	100.0%	99.1%	100.0%	98.4%	100.0%	100.0%	97.8%	100.0%	98.9%	100.0%	98.8%	99.2%	---	---
Yes	1,351	93	167	176	2	80	10	48	34	11	6	83	4	50	38	59	34	26	66	27	62	93	0	0
	71.8%	75.6%	74.6%	71.8%	50.0%	77.7%	66.7%	75.0%	77.3%	78.6%	75.0%	75.5%	23.5%	79.4%	90.5%	75.6%	75.6%	83.9%	72.5%	75.0%	77.5%	75.6%	---	---
No	531	30	57	69	2	23	5	16	10	3	2	27	13	13	4	19	11	5	25	9	18	30	0	0
	28.2%	24.4%	25.4%	28.2%	50.0%	22.3%	33.3%	25.0%	22.7%	21.4%	25.0%	24.5%	76.5%	20.6%	9.5%	24.4%	24.4%	16.1%	27.5%	25.0%	22.5%	24.4%	---	---
Significantly different from column:*													N	M										

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 31

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

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,351	93	167	176	86	55	38	21	54	10	83	10	52	22	48	29	16	53	29	11	33	34	25
Number missing or multiple answer	34	2	2	1	2	1	1	0	1	0	2	0	2	0	1	0	1	2	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,317	91	165	175	84	54	37	21	53	10	81	10	50	22	47	29	15	51	29	11	32	33	25
	97.5%	97.8%	98.8%	99.4%	97.7%	98.2%	97.4%	100.0%	98.1%	100.0%	97.6%	100.0%	96.2%	100.0%	97.9%	100.0%	93.8%	96.2%	100.0%	100.0%	97.0%	97.1%	100.0%
Never	11	1	5	4	1	0	1	0	0	0	1	0	1	0	1	0	0	0	1	0	1	0	0
	0.8%	1.1%	3.0%	2.3%	1.2%	0.0%	2.7%	0.0%	0.0%	0.0%	1.2%	0.0%	2.0%	0.0%	2.1%	0.0%	0.0%	0.0%	3.4%	0.0%	3.1%	0.0%	0.0%
Sometimes	59	4	11	8	4	3	3	1	0	1	3	0	3	0	2	1	1	0	2	2	2	1	1
	4.5%	4.4%	6.7%	4.6%	4.8%	5.6%	8.1%	4.8%	0.0%	10.0%	3.7%	0.0%	6.0%	0.0%	4.3%	3.4%	6.7%	0.0%	6.9%	18.2%	6.3%	3.0%	4.0%
Usually	236	14	19	18	12	9	9	3	10	2	12	1	9	4	8	3	3	6	8	0	2	7	5
	17.9%	15.4%	11.5%	10.3%	14.3%	16.7%	24.3%	14.3%	18.9%	20.0%	14.8%	10.0%	18.0%	18.2%	17.0%	10.3%	20.0%	11.8%	27.6%	0.0%	6.3%	21.2%	20.0%
Always	1,011	72	130	145	67	42	24	17	43	7	65	9	37	18	36	25	11	45	18	9	27	25	19
	76.8%	79.1%	78.8%	82.9%	79.8%	77.8%	64.9%	81.0%	81.1%	70.0%	80.2%	90.0%	74.0%	81.8%	76.6%	86.2%	73.3%	88.2%	62.1%	81.8%	84.4%	75.8%	76.0%
Significantly different from column:*																		S	R				
Usually or Always	1,247	86	149	163	79	51	33	20	53	9	77	10	46	22	44	28	14	51	26	9	29	32	24
	94.7%	94.5%	90.3%	93.1%	94.0%	94.4%	89.2%	95.2%	100.0%	90.0%	95.1%	100.0%	92.0%	100.0%	93.6%	96.6%	93.3%	100.0%	89.7%	81.8%	90.6%	97.0%	96.0%
Significantly different from column:*																							

NA - Not Applicable

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Question 31

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

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,351	93	167	176	2	80	10	48	34	11	6	83	4	50	38	59	34	26	66	27	62	93	0	0
Number missing or multiple answer	34	2	2	1	0	1	1	1	1	0	0	2	0	1	1	2	0	1	1	1	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,317	91	165	175	2	79	9	47	33	11	6	81	4	49	37	57	34	25	65	26	61	91	0	0
	97.5%	97.8%	98.8%	99.4%	100.0%	98.8%	90.0%	97.9%	97.1%	100.0%	100.0%	97.6%	100.0%	98.0%	97.4%	96.6%	100.0%	96.2%	98.5%	96.3%	98.4%	97.8%	---	---
Never	11	1	5	4	0	1	0	1	0	0	0	1	0	0	1	0	1	0	1	1	0	1	0	0
	0.8%	1.1%	3.0%	2.3%	0.0%	1.3%	0.0%	2.1%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	2.7%	0.0%	2.9%	0.0%	1.5%	3.8%	0.0%	1.1%	---	---
Sometimes	59	4	11	8	0	3	1	1	3	0	0	4	1	3	0	4	0	2	2	2	2	4	0	0
	4.5%	4.4%	6.7%	4.6%	0.0%	3.8%	11.1%	2.1%	9.1%	0.0%	0.0%	4.9%	25.0%	6.1%	0.0%	7.0%	0.0%	8.0%	3.1%	7.7%	3.3%	4.4%	---	---
Usually	236	14	19	18	0	14	0	9	3	2	1	13	0	7	7	10	4	6	8	8	6	14	0	0
	17.9%	15.4%	11.5%	10.3%	0.0%	17.7%	0.0%	19.1%	9.1%	18.2%	16.7%	16.0%	0.0%	14.3%	18.9%	17.5%	11.8%	24.0%	12.3%	30.8%	9.8%	15.4%	---	---
Always	1,011	72	130	145	2	61	8	36	27	9	5	63	3	39	29	43	29	17	54	15	53	72	0	0
	76.8%	79.1%	78.8%	82.9%	100.0%	77.2%	88.9%	76.6%	81.8%	81.8%	83.3%	77.8%	75.0%	79.6%	78.4%	75.4%	85.3%	68.0%	83.1%	57.7%	86.9%	79.1%	---	---
Significantly different from column:*																				U	T			
Usually or Always	1,247	86	149	163	2	75	8	45	30	11	6	76	3	46	36	53	33	23	62	23	59	86	0	0
	94.7%	94.5%	90.3%	93.1%	100.0%	94.9%	88.9%	95.7%	90.9%	100.0%	100.0%	93.8%	75.0%	93.9%	97.3%	93.0%	97.1%	92.0%	95.4%	88.5%	96.7%	94.5%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Question 32

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,915	124	231	250	109	74	58	41	70	12	112	19	67	28	57	43	24	74	35	14	47	42	34
Number missing or multiple answer	25	0	5	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,890	124	226	247	109	74	58	41	70	12	112	19	67	28	57	43	24	74	35	14	47	42	34
	98.7%	100.0%	97.8%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	28	3	8	5	3	1	2	1	2	0	3	1	2	0	1	1	1	1	1	1	0	1	2
	1.5%	2.4%	3.5%	2.0%	2.8%	1.4%	3.4%	2.4%	2.9%	0.0%	2.7%	5.3%	3.0%	0.0%	1.8%	2.3%	4.2%	1.4%	2.9%	7.1%	0.0%	2.4%	5.9%
Sometimes	95	9	25	18	9	6	7	4	3	0	9	2	5	1	4	2	3	4	3	2	3	3	3
	5.0%	7.3%	11.1%	7.3%	8.3%	8.1%	12.1%	9.8%	4.3%	0.0%	8.0%	10.5%	7.5%	3.6%	7.0%	4.7%	12.5%	5.4%	8.6%	14.3%	6.4%	7.1%	8.8%
Usually	393	23	31	35	18	16	11	5	14	2	21	3	17	2	14	6	3	12	8	3	8	5	9
	20.8%	18.5%	13.7%	14.2%	16.5%	21.6%	19.0%	12.2%	20.0%	16.7%	18.8%	15.8%	25.4%	7.1%	24.6%	14.0%	12.5%	16.2%	22.9%	21.4%	17.0%	11.9%	26.5%
Always	1,374	89	162	189	79	51	38	31	51	10	79	13	43	25	38	34	17	57	23	8	36	33	20
	72.7%	71.8%	71.7%	76.5%	72.5%	68.9%	65.5%	75.6%	72.9%	83.3%	70.5%	68.4%	64.2%	89.3%	66.7%	79.1%	70.8%	77.0%	65.7%	57.1%	76.6%	78.6%	58.8%
Significantly different from column:*													N	M									
Usually or Always	1,767	112	193	224	97	67	49	36	65	12	100	16	60	27	52	40	20	69	31	11	44	38	29
	93.5%	90.3%	85.4%	90.7%	89.0%	90.5%	84.5%	87.8%	92.9%	100.0%	89.3%	84.2%	89.6%	96.4%	91.2%	93.0%	83.3%	93.2%	88.6%	78.6%	93.6%	90.5%	85.3%
Significantly different from column:*																							

NA - Not Applicable

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Question 32

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,915	124	231	250	4	104	15	64	45	14	8	111	17	64	42	78	46	31	92	36	81	124	0	0
Number missing or multiple answer	25	0	5	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,890	124	226	247	4	104	15	64	45	14	8	111	17	64	42	78	46	31	92	36	81	124	0	0
	98.7%	100.0%	97.8%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	28	3	8	5	0	3	0	1	2	0	0	3	0	1	2	3	0	1	2	2	1	3	0	0
	1.5%	2.4%	3.5%	2.0%	0.0%	2.9%	0.0%	1.6%	4.4%	0.0%	0.0%	2.7%	0.0%	1.6%	4.8%	3.8%	0.0%	3.2%	2.2%	5.6%	1.2%	2.4%	---	---
Sometimes	95	9	25	18	0	7	2	5	4	0	1	8	2	5	2	3	6	5	4	8	1	9	0	0
	5.0%	7.3%	11.1%	7.3%	0.0%	6.7%	13.3%	7.8%	8.9%	0.0%	12.5%	7.2%	11.8%	7.8%	4.8%	3.8%	13.0%	16.1%	4.3%	22.2%	1.2%	7.3%	---	---
Usually	393	23	31	35	0	20	3	12	6	5	2	21	4	12	7	14	9	9	14	14	9	23	0	0
	20.8%	18.5%	13.7%	14.2%	0.0%	19.2%	20.0%	18.8%	13.3%	35.7%	25.0%	18.9%	23.5%	18.8%	16.7%	17.9%	19.6%	29.0%	15.2%	38.9%	11.1%	18.5%	---	---
Always	1,374	89	162	189	4	74	10	46	33	9	5	79	11	46	31	58	31	16	72	12	70	89	0	0
	72.7%	71.8%	71.7%	76.5%	100.0%	71.2%	66.7%	71.9%	73.3%	64.3%	62.5%	71.2%	64.7%	71.9%	73.8%	74.4%	67.4%	51.6%	78.3%	33.3%	86.4%	71.8%	---	---
Significantly different from column:*																		S	R	U	T			
Usually or Always	1,767	112	193	224	4	94	13	58	39	14	7	100	15	58	38	72	40	25	86	26	79	112	0	0
	93.5%	90.3%	85.4%	90.7%	100.0%	90.4%	86.7%	90.6%	86.7%	100.0%	87.5%	90.1%	88.2%	90.6%	90.5%	92.3%	87.0%	80.6%	93.5%	72.2%	97.5%	90.3%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 33

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,915	124	231	250	109	74	58	41	70	12	112	19	67	28	57	43	24	74	35	14	47	42	34
Number missing or multiple answer	23	0	4	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,892	124	227	244	109	74	58	41	70	12	112	19	67	28	57	43	24	74	35	14	47	42	34
	98.8%	100.0%	98.3%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,689	103	201	208	92	61	46	35	59	10	93	16	55	22	43	39	21	64	28	10	41	36	25
	89.3%	83.1%	88.5%	85.2%	84.4%	82.4%	79.3%	85.4%	84.3%	83.3%	83.0%	84.2%	82.1%	78.6%	75.4%	90.7%	87.5%	86.5%	80.0%	71.4%	87.2%	85.7%	73.5%
No	203	21	26	36	17	13	12	6	11	2	19	3	12	6	14	4	3	10	7	4	6	6	9
	10.7%	16.9%	11.5%	14.8%	15.6%	17.6%	20.7%	14.6%	15.7%	16.7%	17.0%	15.8%	17.9%	21.4%	24.6%	9.3%	12.5%	13.5%	20.0%	28.6%	12.8%	14.3%	26.5%
Significantly different from column:*		A													P	O							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 33

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,915	124	231	250	4	104	15	64	45	14	8	111	17	64	42	78	46	31	92	36	81	124	0	0
Number missing or multiple answer	23	0	4	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,892	124	227	244	4	104	15	64	45	14	8	111	17	64	42	78	46	31	92	36	81	124	0	0
	98.8%	100.0%	98.3%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	1,689	103	201	208	4	84	14	54	37	12	7	92	14	54	34	66	37	19	83	24	72	103	0	0
	89.3%	83.1%	88.5%	85.2%	100.0%	80.8%	93.3%	84.4%	82.2%	85.7%	87.5%	82.9%	82.4%	84.4%	81.0%	84.6%	80.4%	61.3%	90.2%	66.7%	88.9%	83.1%	---	---
No	203	21	26	36	0	20	1	10	8	2	1	19	3	10	8	12	9	12	9	12	9	21	0	0
	10.7%	16.9%	11.5%	14.8%	0.0%	19.2%	6.7%	15.6%	17.8%	14.3%	12.5%	17.1%	17.6%	15.6%	19.0%	15.4%	19.6%	38.7%	9.8%	33.3%	11.1%	16.9%	---	---
Significantly different from column:*		A																S	R	U	T			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,915	124	231	250	109	74	58	41	70	12	112	19	67	28	57	43	24	74	35	14	47	42	34
Number missing or multiple answer	29	1	6	5	1	1	0	0	1	0	1	0	1	0	1	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,886	123	225	245	108	73	58	41	69	12	111	19	66	28	56	43	24	73	35	14	47	42	33
	98.5%	99.2%	97.4%	98.0%	99.1%	98.6%	100.0%	100.0%	98.6%	100.0%	99.1%	100.0%	98.5%	100.0%	98.2%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	97.1%
Yes	1,122	71	117	133	63	48	41	27	41	7	64	12	40	13	28	25	18	38	23	10	25	24	22
	59.5%	57.7%	52.0%	54.3%	58.3%	65.8%	70.7%	65.9%	59.4%	58.3%	57.7%	63.2%	60.6%	46.4%	50.0%	58.1%	75.0%	52.1%	65.7%	71.4%	53.2%	57.1%	66.7%
No	764	52	108	112	45	25	17	14	28	5	47	7	26	15	28	18	6	35	12	4	22	18	11
	40.5%	42.3%	48.0%	45.7%	41.7%	34.2%	29.3%	34.1%	40.6%	41.7%	42.3%	36.8%	39.4%	53.6%	50.0%	41.9%	25.0%	47.9%	34.3%	28.6%	46.8%	42.9%	33.3%
Significantly different from column:*															Q		O						

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,915	124	231	250	4	104	15	64	45	14	8	111	17	64	42	78	46	31	92	36	81	124	0	0
Number missing or multiple answer	29	1	6	5	0	0	1	1	0	0	0	1	0	0	1	1	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,886	123	225	245	4	104	14	63	45	14	8	110	17	64	41	77	46	31	91	36	80	123	0	0
	98.5%	99.2%	97.4%	98.0%	100.0%	100.0%	93.3%	98.4%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	97.6%	98.7%	100.0%	100.0%	98.9%	100.0%	98.8%	99.2%	---	---
Yes	1,122	71	117	133	1	58	11	35	26	10	2	67	10	35	25	40	31	21	49	23	44	71	0	0
	59.5%	57.7%	52.0%	54.3%	25.0%	55.8%	78.6%	55.6%	57.8%	71.4%	25.0%	60.9%	58.8%	54.7%	61.0%	51.9%	67.4%	67.7%	53.8%	63.9%	55.0%	57.7%	---	---
No	764	52	108	112	3	46	3	28	19	4	6	43	7	29	16	37	15	10	42	13	36	52	0	0
	40.5%	42.3%	48.0%	45.7%	75.0%	44.2%	21.4%	44.4%	42.2%	28.6%	75.0%	39.1%	41.2%	45.3%	39.0%	48.1%	32.6%	32.3%	46.2%	36.1%	45.0%	42.3%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 35

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

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,122	71	117	133	63	48	41	27	41	7	64	12	40	13	28	25	18	38	23	10	25	24	22
Number missing or multiple answer	15	3	1	1	3	2	1	1	1	0	3	0	2	1	2	1	0	2	1	0	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,107	68	116	132	60	46	40	26	40	7	61	12	38	12	26	24	18	36	22	10	24	23	21
	98.7%	95.8%	99.1%	99.2%	95.2%	95.8%	97.6%	96.3%	97.6%	100.0%	95.3%	100.0%	95.0%	92.3%	92.9%	96.0%	100.0%	94.7%	95.7%	100.0%	96.0%	95.8%	95.5%
Never	61	8	10	8	7	6	6	3	6	0	8	1	6	1	3	1	4	4	4	0	2	4	2
	5.5%	11.8%	8.6%	6.1%	11.7%	13.0%	15.0%	11.5%	15.0%	0.0%	13.1%	8.3%	15.8%	8.3%	11.5%	4.2%	22.2%	11.1%	18.2%	0.0%	8.3%	17.4%	9.5%
Sometimes	108	4	12	17	4	2	3	2	3	0	4	0	3	1	1	3	0	0	3	1	1	1	2
	9.8%	5.9%	10.3%	12.9%	6.7%	4.3%	7.5%	7.7%	7.5%	0.0%	6.6%	0.0%	7.9%	8.3%	3.8%	12.5%	0.0%	0.0%	13.6%	10.0%	4.2%	4.3%	9.5%
Usually	314	22	17	27	18	17	11	8	10	4	18	6	8	5	8	8	6	11	7	4	9	5	8
	28.4%	32.4%	14.7%	20.5%	30.0%	37.0%	27.5%	30.8%	25.0%	57.1%	29.5%	50.0%	21.1%	41.7%	30.8%	33.3%	33.3%	30.6%	31.8%	40.0%	37.5%	21.7%	38.1%
Always	624	34	77	80	31	21	20	13	21	3	31	5	21	5	14	12	8	21	8	5	12	13	9
	56.4%	50.0%	66.4%	60.6%	51.7%	45.7%	50.0%	50.0%	52.5%	42.9%	50.8%	41.7%	55.3%	41.7%	53.8%	50.0%	44.4%	58.3%	36.4%	50.0%	50.0%	56.5%	42.9%
Significantly different from column:*		C																					
Usually or Always	938	56	94	107	49	38	31	21	31	7	49	11	29	10	22	20	14	32	15	9	21	18	17
	84.7%	82.4%	81.0%	81.1%	81.7%	82.6%	77.5%	80.8%	77.5%	100.0%	80.3%	91.7%	76.3%	83.3%	84.6%	83.3%	77.8%	88.9%	68.2%	90.0%	87.5%	78.3%	81.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 35

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

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,122	71	117	133	1	58	11	35	26	10	2	67	10	35	25	40	31	21	49	23	44	71	0	0
Number missing or multiple answer	15	3	1	1	0	2	0	2	1	0	0	1	1	1	1	3	0	0	3	0	2	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,107	68	116	132	1	56	11	33	25	10	2	66	9	34	24	37	31	21	46	23	42	68	0	0
	98.7%	95.8%	99.1%	99.2%	100.0%	96.6%	100.0%	94.3%	96.2%	100.0%	100.0%	98.5%	90.0%	97.1%	96.0%	92.5%	100.0%	100.0%	93.9%	100.0%	95.5%	95.8%	---	---
Never	61	8	10	8	0	8	0	1	5	2	1	7	1	4	3	5	3	6	2	7	1	8	0	0
	5.5%	11.8%	8.6%	6.1%	0.0%	14.3%	0.0%	3.0%	20.0%	20.0%	50.0%	10.6%	11.1%	11.8%	12.5%	13.5%	9.7%	28.6%	4.3%	30.4%	2.4%	11.8%	---	---
Sometimes	108	4	12	17	0	3	1	2	1	1	0	4	0	2	2	3	1	1	3	2	2	4	0	0
	9.8%	5.9%	10.3%	12.9%	0.0%	5.4%	9.1%	6.1%	4.0%	10.0%	0.0%	6.1%	0.0%	5.9%	8.3%	8.1%	3.2%	4.8%	6.5%	8.7%	4.8%	5.9%	---	---
Usually	314	22	17	27	0	18	4	15	4	3	0	22	3	11	8	10	12	7	14	11	9	22	0	0
	28.4%	32.4%	14.7%	20.5%	0.0%	32.1%	36.4%	45.5%	16.0%	30.0%	0.0%	33.3%	33.3%	32.4%	33.3%	27.0%	38.7%	33.3%	30.4%	47.8%	21.4%	32.4%	---	---
Always	624	34	77	80	1	27	6	15	15	4	1	33	5	17	11	19	15	7	27	3	30	34	0	0
	56.4%	50.0%	66.4%	60.6%	100.0%	48.2%	54.5%	45.5%	60.0%	40.0%	50.0%	50.0%	55.6%	50.0%	45.8%	51.4%	48.4%	33.3%	58.7%	13.0%	71.4%	50.0%	---	---
Significantly different from column:*		C																		U	T			
Usually or Always	938	56	94	107	1	45	10	30	19	7	1	55	8	28	19	29	27	14	41	14	39	56	0	0
	84.7%	82.4%	81.0%	81.1%	100.0%	80.4%	90.9%	90.9%	76.0%	70.0%	50.0%	83.3%	88.9%	82.4%	79.2%	78.4%	87.1%	66.7%	89.1%	60.9%	92.9%	82.4%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 36

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,279	137	263	278	116	80	63	45	82	13	124	19	75	30	65	46	26	83	38	15	48	46	42
Number missing or multiple answer	54	0	7	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,225	137	256	274	116	80	63	45	82	13	124	19	75	30	65	46	26	83	38	15	48	46	42
	97.6%	100.0%	97.3%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst personal doctor possible	4	1	5	0	1	1	1	1	1	0	1	1	0	0	0	1	0	0	1	0	0	0	1
	0.2%	0.7%	2.0%	0.0%	0.9%	1.3%	1.6%	2.2%	1.2%	0.0%	0.8%	5.3%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	2.4%
1	2	1	3	0	1	0	1	0	0	0	1	0	1	0	0	0	1	1	0	0	0	1	0
	0.1%	0.7%	1.2%	0.0%	0.9%	0.0%	1.6%	0.0%	0.0%	0.0%	0.8%	0.0%	1.3%	0.0%	0.0%	0.0%	3.8%	1.2%	0.0%	0.0%	0.0%	2.2%	0.0%
2	6	1	0	0	1	0	1	0	0	0	1	0	1	0	1	0	0	0	1	0	1	0	0
	0.3%	0.7%	0.0%	0.0%	0.9%	0.0%	1.6%	0.0%	0.0%	0.0%	0.8%	0.0%	1.3%	0.0%	1.5%	0.0%	0.0%	0.0%	2.6%	0.0%	2.1%	0.0%	0.0%
3	10	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.8%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	12	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.8%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	48	0	3	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.2%	0.0%	1.2%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6	41	4	6	4	3	2	1	0	1	0	4	1	3	0	1	2	1	2	1	1	2	1	1
	1.8%	2.9%	2.3%	1.5%	2.6%	2.5%	1.6%	0.0%	1.2%	0.0%	3.2%	5.3%	4.0%	0.0%	1.5%	4.3%	3.8%	2.4%	2.6%	6.7%	4.2%	2.2%	2.4%
7	128	7	4	8	7	5	4	2	3	0	7	3	2	1	2	4	1	3	2	2	3	1	3
	5.8%	5.1%	1.6%	2.9%	6.0%	6.3%	6.3%	4.4%	3.7%	0.0%	5.6%	15.8%	2.7%	3.3%	3.1%	8.7%	3.8%	3.6%	5.3%	13.3%	6.3%	2.2%	7.1%
8	251	15	33	27	12	11	7	5	11	3	12	0	8	7	10	4	1	9	5	1	3	8	4
	11.3%	10.9%	12.9%	9.9%	10.3%	13.8%	11.1%	11.1%	13.4%	23.1%	9.7%	0.0%	10.7%	23.3%	15.4%	8.7%	3.8%	10.8%	13.2%	6.7%	6.3%	17.4%	9.5%
9	411	23	25	37	18	11	7	9	12	1	22	1	14	5	10	8	5	16	5	2	6	8	8
	18.5%	16.8%	9.8%	13.5%	15.5%	13.8%	11.1%	20.0%	14.6%	7.7%	17.7%	5.3%	18.7%	16.7%	15.4%	17.4%	19.2%	19.3%	13.2%	13.3%	12.5%	17.4%	19.0%
10 Best personal doctor possible	1,312	85	173	186	73	50	41	28	54	9	76	13	46	17	41	27	17	52	23	9	33	27	25
	59.0%	62.0%	67.6%	67.9%	62.9%	62.5%	65.1%	62.2%	65.9%	69.2%	61.3%	68.4%	61.3%	56.7%	63.1%	58.7%	65.4%	62.7%	60.5%	60.0%	68.8%	58.7%	59.5%

NA - Not Applicable

Question 36

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,279	137	263	278	13	108	15	70	49	17	10	122	19	70	46	90	47	34	101	39	82	137	0	0
Number missing or multiple answer	54	0	7	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,225	137	256	274	13	108	15	70	49	17	10	122	19	70	46	90	47	34	101	39	82	137	0	0
	97.6%	100.0%	97.3%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
0 Worst personal doctor possible	4	1	5	0	0	1	0	1	0	0	0	1	0	1	0	1	0	0	1	1	0	1	0	0
	0.2%	0.7%	2.0%	0.0%	0.0%	0.9%	0.0%	1.4%	0.0%	0.0%	0.0%	0.8%	0.0%	1.4%	0.0%	1.1%	0.0%	0.0%	1.0%	2.6%	0.0%	0.7%	---	---
1	2	1	3	0	0	1	0	0	1	0	0	1	1	0	0	0	1	1	0	1	0	1	0	0
	0.1%	0.7%	1.2%	0.0%	0.0%	0.9%	0.0%	0.0%	2.0%	0.0%	0.0%	0.8%	5.3%	0.0%	0.0%	0.0%	2.1%	2.9%	0.0%	2.6%	0.0%	0.7%	---	---
2	6	1	0	0	0	1	0	1	0	0	0	1	0	0	1	0	1	0	1	1	0	1	0	0
	0.3%	0.7%	0.0%	0.0%	0.0%	0.9%	0.0%	1.4%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	2.2%	0.0%	2.1%	0.0%	1.0%	2.6%	0.0%	0.7%	---	---
3	10	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.8%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
4	12	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.8%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
5	48	0	3	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.2%	0.0%	1.2%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
6	41	4	6	4	1	3	0	1	3	0	0	4	0	1	3	4	0	4	0	3	0	4	0	0
	1.8%	2.9%	2.3%	1.5%	7.7%	2.8%	0.0%	1.4%	6.1%	0.0%	0.0%	3.3%	0.0%	1.4%	6.5%	4.4%	0.0%	11.8%	0.0%	7.7%	0.0%	2.9%	---	---
7	128	7	4	8	0	4	3	5	1	1	0	7	2	3	2	2	5	3	4	5	2	7	0	0
	5.8%	5.1%	1.6%	2.9%	0.0%	3.7%	20.0%	7.1%	2.0%	5.9%	0.0%	5.7%	10.5%	4.3%	4.3%	2.2%	10.6%	8.8%	4.0%	12.8%	2.4%	5.1%	---	---
8	251	15	33	27	3	12	0	7	5	3	2	13	2	8	5	9	6	8	6	7	5	15	0	0
	11.3%	10.9%	12.9%	9.9%	23.1%	11.1%	0.0%	10.0%	10.2%	17.6%	20.0%	10.7%	10.5%	11.4%	10.9%	10.0%	12.8%	23.5%	5.9%	17.9%	6.1%	10.9%	---	---
9	411	23	25	37	1	20	2	14	6	3	3	20	3	12	8	14	9	6	17	12	10	23	0	0
	18.5%	16.8%	9.8%	13.5%	7.7%	18.5%	13.3%	20.0%	12.2%	17.6%	30.0%	16.4%	15.8%	17.1%	17.4%	15.6%	19.1%	17.6%	16.8%	30.8%	12.2%	16.8%	---	---
10 Best personal doctor possible	1,312	85	173	186	8	66	10	41	33	10	5	75	11	45	27	60	25	12	72	9	65	85	0	0
	59.0%	62.0%	67.6%	67.9%	61.5%	61.1%	66.7%	58.6%	67.3%	58.8%	50.0%	61.5%	57.9%	64.3%	58.7%	66.7%	53.2%	35.3%	71.3%	23.1%	79.3%	62.0%	---	---

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 36

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,279	137	263	278	116	80	63	45	82	13	124	19	75	30	65	46	26	83	38	15	48	46	42
Number missing or multiple answer	54	0	7	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,225	137	256	274	116	80	63	45	82	13	124	19	75	30	65	46	26	83	38	15	48	46	42
	97.6%	100.0%	97.3%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	34	3	12	5	3	1	3	1	1	0	3	1	2	0	1	1	1	1	2	0	1	1	1
	1.5%	2.2%	4.7%	1.8%	2.6%	1.3%	4.8%	2.2%	1.2%	0.0%	2.4%	5.3%	2.7%	0.0%	1.5%	2.2%	3.8%	1.2%	5.3%	0.0%	2.1%	2.2%	2.4%
5	48	0	3	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.2%	0.0%	1.2%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6 or 7	169	11	10	12	10	7	5	2	4	0	11	4	5	1	3	6	2	5	3	3	5	2	4
	7.6%	8.0%	3.9%	4.4%	8.6%	8.8%	7.9%	4.4%	4.9%	0.0%	8.9%	21.1%	6.7%	3.3%	4.6%	13.0%	7.7%	6.0%	7.9%	20.0%	10.4%	4.3%	9.5%
8 to 10	1,974	123	231	250	103	72	55	42	77	13	110	14	68	29	61	39	23	77	33	12	42	43	37
	88.7%	89.8%	90.2%	91.2%	88.8%	90.0%	87.3%	93.3%	93.9%	100.0%	88.7%	73.7%	90.7%	96.7%	93.8%	84.8%	88.5%	92.8%	86.8%	80.0%	87.5%	93.5%	88.1%
Significantly different from column:*																							
0 to 6	123	7	21	16	6	3	4	1	2	0	7	2	5	0	2	3	2	3	3	1	3	2	2
	5.5%	5.1%	8.2%	5.8%	5.2%	3.8%	6.3%	2.2%	2.4%	0.0%	5.6%	10.5%	6.7%	0.0%	3.1%	6.5%	7.7%	3.6%	7.9%	6.7%	6.3%	4.3%	4.8%
7 to 8	379	22	37	35	19	16	11	7	14	3	19	3	10	8	12	8	2	12	7	3	6	9	7
	17.0%	16.1%	14.5%	12.8%	16.4%	20.0%	17.5%	15.6%	17.1%	23.1%	15.3%	15.8%	13.3%	26.7%	18.5%	17.4%	7.7%	14.5%	18.4%	20.0%	12.5%	19.6%	16.7%
9 to 10	1,723	108	198	223	91	61	48	37	66	10	98	14	60	22	51	35	22	68	28	11	39	35	33
	77.4%	78.8%	77.3%	81.4%	78.4%	76.3%	76.2%	82.2%	80.5%	76.9%	79.0%	73.7%	80.0%	73.3%	78.5%	76.1%	84.6%	81.9%	73.7%	73.3%	81.3%	76.1%	78.6%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 36

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,279	137	263	278	13	108	15	70	49	17	10	122	19	70	46	90	47	34	101	39	82	137	0	0
Number missing or multiple answer	54	0	7	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,225	137	256	274	13	108	15	70	49	17	10	122	19	70	46	90	47	34	101	39	82	137	0	0
	97.6%	100.0%	97.3%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
0 to 4	34	3	12	5	0	3	0	2	1	0	0	3	1	1	1	1	2	1	2	3	0	3	0	0
	1.5%	2.2%	4.7%	1.8%	0.0%	2.8%	0.0%	2.9%	2.0%	0.0%	0.0%	2.5%	5.3%	1.4%	2.2%	1.1%	4.3%	2.9%	2.0%	7.7%	0.0%	2.2%	---	---
5	48	0	3	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.2%	0.0%	1.2%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
6 or 7	169	11	10	12	1	7	3	6	4	1	0	11	2	4	5	6	5	7	4	8	2	11	0	0
	7.6%	8.0%	3.9%	4.4%	7.7%	6.5%	20.0%	8.6%	8.2%	5.9%	0.0%	9.0%	10.5%	5.7%	10.9%	6.7%	10.6%	20.6%	4.0%	20.5%	2.4%	8.0%	---	---
8 to 10	1,974	123	231	250	12	98	12	62	44	16	10	108	16	65	40	83	40	26	95	28	80	123	0	0
	88.7%	89.8%	90.2%	91.2%	92.3%	90.7%	80.0%	88.6%	89.8%	94.1%	100.0%	88.5%	84.2%	92.9%	87.0%	92.2%	85.1%	76.5%	94.1%	71.8%	97.6%	89.8%	---	---
Significantly different from column:*																								
0 to 6	123	7	21	16	1	6	0	3	4	0	0	7	1	2	4	5	2	5	2	6	0	7	0	0
	5.5%	5.1%	8.2%	5.8%	7.7%	5.6%	0.0%	4.3%	8.2%	0.0%	0.0%	5.7%	5.3%	2.9%	8.7%	5.6%	4.3%	14.7%	2.0%	15.4%	0.0%	5.1%	---	---
7 to 8	379	22	37	35	3	16	3	12	6	4	2	20	4	11	7	11	11	11	10	12	7	22	0	0
	17.0%	16.1%	14.5%	12.8%	23.1%	14.8%	20.0%	17.1%	12.2%	23.5%	20.0%	16.4%	21.1%	15.7%	15.2%	12.2%	23.4%	32.4%	9.9%	30.8%	8.5%	16.1%	---	---
9 to 10	1,723	108	198	223	9	86	12	55	39	13	8	95	14	57	35	74	34	18	89	21	75	108	0	0
	77.4%	78.8%	77.3%	81.4%	69.2%	79.6%	80.0%	78.6%	79.6%	76.5%	80.0%	77.9%	73.7%	81.4%	76.1%	82.2%	72.3%	52.9%	88.1%	53.8%	91.5%	78.8%	---	---
Significantly different from column:*																		S	R	U	T			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 37

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,279	137	263	278	116	80	63	45	82	13	124	19	75	30	65	46	26	83	38	15	48	46	42
Number missing or multiple answer	58	1	6	6	1	0	1	1	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,221	136	257	272	115	80	62	44	81	12	124	19	75	30	64	46	26	82	38	15	47	46	42
	97.5%	99.3%	97.7%	97.8%	99.1%	100.0%	98.4%	97.8%	98.8%	92.3%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	98.8%	100.0%	100.0%	97.9%	100.0%	100.0%
Yes	1,693	108	192	204	90	70	54	37	71	9	99	14	66	20	49	37	22	61	32	14	32	37	38
	76.2%	79.4%	74.7%	75.0%	78.3%	87.5%	87.1%	84.1%	87.7%	75.0%	79.8%	73.7%	88.0%	66.7%	76.6%	80.4%	84.6%	74.4%	84.2%	93.3%	68.1%	80.4%	90.5%
No	528	28	65	68	25	10	8	7	10	3	25	5	9	10	15	9	4	21	6	1	15	9	4
	23.8%	20.6%	25.3%	25.0%	21.7%	12.5%	12.9%	15.9%	12.3%	25.0%	20.2%	26.3%	12.0%	33.3%	23.4%	19.6%	15.4%	25.6%	15.8%	6.7%	31.9%	19.6%	9.5%
Significantly different from column:*												N	M								W		U

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 37

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,279	137	263	278	13	108	15	70	49	17	10	122	19	70	46	90	47	34	101	39	82	137	0	0
Number missing or multiple answer	58	1	6	6	1	0	0	0	0	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,221	136	257	272	12	108	15	70	49	16	9	122	19	70	46	89	47	34	100	39	82	136	0	0
	97.5%	99.3%	97.7%	97.8%	92.3%	100.0%	100.0%	100.0%	100.0%	94.1%	90.0%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	99.0%	100.0%	100.0%	99.3%	---	---
Yes	1,693	108	192	204	8	87	12	57	37	14	6	100	11	60	36	72	36	30	77	35	62	108	0	0
	76.2%	79.4%	74.7%	75.0%	66.7%	80.6%	80.0%	81.4%	75.5%	87.5%	66.7%	82.0%	57.9%	85.7%	78.3%	80.9%	76.6%	88.2%	77.0%	89.7%	75.6%	79.4%	---	---
No	528	28	65	68	4	21	3	13	12	2	3	22	8	10	10	17	11	4	23	4	20	28	0	0
	23.8%	20.6%	25.3%	25.0%	33.3%	19.4%	20.0%	18.6%	24.5%	12.5%	33.3%	18.0%	42.1%	14.3%	21.7%	19.1%	23.4%	11.8%	23.0%	10.3%	24.4%	20.6%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Question 38

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,693	108	192	204	90	70	54	37	71	9	99	14	66	20	49	37	22	61	32	14	32	37	38
Number missing or multiple answer	23	1	3	3	1	1	0	1	1	0	1	0	1	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,670	107	189	201	89	69	54	36	70	9	98	14	65	20	48	37	22	60	32	14	32	36	38
	98.6%	99.1%	98.4%	98.5%	98.9%	98.6%	100.0%	97.3%	98.6%	100.0%	99.0%	100.0%	98.5%	100.0%	98.0%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	97.3%	100.0%
Yes	1,561	94	171	189	78	59	46	32	60	9	85	12	56	19	43	30	21	52	28	13	28	33	32
	93.5%	87.9%	90.5%	94.0%	87.6%	85.5%	85.2%	88.9%	85.7%	100.0%	86.7%	85.7%	86.2%	95.0%	89.6%	81.1%	95.5%	86.7%	87.5%	92.9%	87.5%	91.7%	84.2%
No	109	13	18	12	11	10	8	4	10	0	13	2	9	1	5	7	1	8	4	1	4	3	6
	6.5%	12.1%	9.5%	6.0%	12.4%	14.5%	14.8%	11.1%	14.3%	0.0%	13.3%	14.3%	13.8%	5.0%	10.4%	18.9%	4.5%	13.3%	12.5%	7.1%	12.5%	8.3%	15.8%
Significantly different from column:*		A																					

NA - Not Applicable

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Question 38

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,693	108	192	204	8	87	12	57	37	14	6	100	11	60	36	72	36	30	77	35	62	108	0	0
Number missing or multiple answer	23	1	3	3	0	0	0	1	0	0	0	0	1	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,670	107	189	201	8	87	12	56	37	14	6	100	10	60	36	71	36	30	76	35	62	107	0	0
	98.6%	99.1%	98.4%	98.5%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	98.6%	100.0%	100.0%	98.7%	100.0%	100.0%	99.1%	---	---
Yes	1,561	94	171	189	6	77	11	49	35	10	6	87	10	55	28	62	32	25	68	28	58	94	0	0
	93.5%	87.9%	90.5%	94.0%	75.0%	88.5%	91.7%	87.5%	94.6%	71.4%	100.0%	87.0%	100.0%	91.7%	77.8%	87.3%	88.9%	83.3%	89.5%	80.0%	93.5%	87.9%	---	---
No	109	13	18	12	2	10	1	7	2	4	0	13	0	5	8	9	4	5	8	7	4	13	0	0
	6.5%	12.1%	9.5%	6.0%	25.0%	11.5%	8.3%	12.5%	5.4%	28.6%	0.0%	13.0%	0.0%	8.3%	22.2%	12.7%	11.1%	16.7%	10.5%	20.0%	6.5%	12.1%	---	---
Significantly different from column:*		A																						

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 39

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,693	108	192	204	90	70	54	37	71	9	99	14	66	20	49	37	22	61	32	14	32	37	38
Number missing or multiple answer	35	4	4	1	3	3	2	3	2	0	4	0	2	1	1	1	2	3	0	1	0	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,658	104	188	203	87	67	52	34	69	9	95	14	64	19	48	36	20	58	32	13	32	35	37
	97.9%	96.3%	97.9%	99.5%	96.7%	95.7%	96.3%	91.9%	97.2%	100.0%	96.0%	100.0%	97.0%	95.0%	98.0%	97.3%	90.9%	95.1%	100.0%	92.9%	100.0%	94.6%	97.4%
Yes	1,497	89	162	181	76	55	43	30	57	9	80	11	54	18	41	29	19	50	26	12	28	32	29
	90.3%	85.6%	86.2%	89.2%	87.4%	82.1%	82.7%	88.2%	82.6%	100.0%	84.2%	78.6%	84.4%	94.7%	85.4%	80.6%	95.0%	86.2%	81.3%	92.3%	87.5%	91.4%	78.4%
No	161	15	26	22	11	12	9	4	12	0	15	3	10	1	7	7	1	8	6	1	4	3	8
	9.7%	14.4%	13.8%	10.8%	12.6%	17.9%	17.3%	11.8%	17.4%	0.0%	15.8%	21.4%	15.6%	5.3%	14.6%	19.4%	5.0%	13.8%	18.8%	7.7%	12.5%	8.6%	21.6%
Significantly different from column:*																							

NA - Not Applicable

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Question 39

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,693	108	192	204	8	87	12	57	37	14	6	100	11	60	36	72	36	30	77	35	62	108	0	0
Number missing or multiple answer	35	4	4	1	0	3	0		0	0	0	3	1	3	0	4	0	1	3	2	1	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,658	104	188	203	8	84	12	53	37	14	6	97	10	57	36	68	36	29	74	33	61	104	0	0
	97.9%	96.3%	97.9%	99.5%	100.0%	96.6%	100.0%	93.0%	100.0%	100.0%	100.0%	97.0%	90.9%	95.0%	100.0%	94.4%	100.0%	96.7%	96.1%	94.3%	98.4%	96.3%	---	---
Yes	1,497	89	162	181	6	72	11	45	33	11	5	83	10	49	29	56	33	23	65	24	57	89	0	0
	90.3%	85.6%	86.2%	89.2%	75.0%	85.7%	91.7%	84.9%	89.2%	78.6%	83.3%	85.6%	100.0%	86.0%	80.6%	82.4%	91.7%	79.3%	87.8%	72.7%	93.4%	85.6%	---	---
No	161	15	26	22	2	12	1	8	4	3	1	14	0	8	7	12	3	6	9	9	4	15	0	0
	9.7%	14.4%	13.8%	10.8%	25.0%	14.3%	8.3%	15.1%	10.8%	21.4%	16.7%	14.4%	0.0%	14.0%	19.4%	17.6%	8.3%	20.7%	12.2%	27.3%	6.6%	14.4%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 40

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	27	2	7	3	2	2	2	1	1	0	2	0	1	1	0	2	0	0	1	1	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,403	147	289	304	124	84	66	48	87	16	131	21	81	32	69	49	29	88	42	16	52	48	46
	98.9%	98.7%	97.6%	99.0%	98.4%	97.7%	97.1%	98.0%	98.9%	100.0%	98.5%	100.0%	98.8%	97.0%	100.0%	96.1%	100.0%	100.0%	97.7%	94.1%	98.1%	98.0%	100.0%
Yes	1,157	69	113	111	63	45	39	24	39	6	63	11	39	11	29	24	16	34	24	11	25	23	21
	48.1%	46.9%	39.1%	36.5%	50.8%	53.6%	59.1%	50.0%	44.8%	37.5%	48.1%	52.4%	48.1%	34.4%	42.0%	49.0%	55.2%	38.6%	57.1%	68.8%	48.1%	47.9%	45.7%
No	1,246	78	176	193	61	39	27	24	48	10	68	10	42	21	40	25	13	54	18	5	27	25	25
	51.9%	53.1%	60.9%	63.5%	49.2%	46.4%	40.9%	50.0%	55.2%	62.5%	51.9%	47.6%	51.9%	65.6%	58.0%	51.0%	44.8%	61.4%	42.9%	31.3%	51.9%	52.1%	54.3%
Significantly different from column:*		D																ST	R	R			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 40

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	27	2	7	3	0	2	0	0	2	0	0	2	0	2	0	1	1	0	2	0	2	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,403	147	289	304	16	109	16	76	53	17	12	129	21	75	48	98	49	38	107	39	84	147	0	0
	98.9%	98.7%	97.6%	99.0%	100.0%	98.2%	100.0%	100.0%	96.4%	100.0%	100.0%	98.5%	100.0%	97.4%	100.0%	99.0%	98.0%	100.0%	98.2%	100.0%	97.7%	98.7%	---	---
Yes	1,157	69	113	111	4	48	12	35	23	11	4	63	11	32	24	41	28	20	48	18	40	69	0	0
	48.1%	46.9%	39.1%	36.5%	25.0%	44.0%	75.0%	46.1%	43.4%	64.7%	33.3%	48.8%	52.4%	42.7%	50.0%	41.8%	57.1%	52.6%	44.9%	46.2%	47.6%	46.9%	---	---
No	1,246	78	176	193	12	61	4	41	30	6	8	66	10	43	24	57	21	18	59	21	44	78	0	0
	51.9%	53.1%	60.9%	63.5%	75.0%	56.0%	25.0%	53.9%	56.6%	35.3%	66.7%	51.2%	47.6%	57.3%	50.0%	58.2%	42.9%	47.4%	55.1%	53.8%	52.4%	53.1%	---	---
Significantly different from column:*		D			G	G	EF																	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 41

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,157	69	113	111	63	45	39	24	39	6	63	11	39	11	29	24	16	34	24	11	25	23	21
Number missing or multiple answer	12	1	1	3	1	1	1	1	1	0	1	1	0	0	0	1	0	0	1	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,145	68	112	108	62	44	38	23	38	6	62	10	39	11	29	23	16	34	23	11	25	23	20
	99.0%	98.6%	99.1%	97.3%	98.4%	97.8%	97.4%	95.8%	97.4%	100.0%	98.4%	90.9%	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	95.2%
Never	38	3	4	3	3	2	2	1	3	0	3	0	3	0	1	2	0	0	2	1	0	0	3
	3.3%	4.4%	3.6%	2.8%	4.8%	4.5%	5.3%	4.3%	7.9%	0.0%	4.8%	0.0%	7.7%	0.0%	3.4%	8.7%	0.0%	0.0%	8.7%	9.1%	0.0%	0.0%	15.0%
Sometimes	162	10	17	14	9	7	5	2	7	1	9	0	5	4	5	1	4	5	4	1	3	4	3
	14.1%	14.7%	15.2%	13.0%	14.5%	15.9%	13.2%	8.7%	18.4%	16.7%	14.5%	0.0%	12.8%	36.4%	17.2%	4.3%	25.0%	14.7%	17.4%	9.1%	12.0%	17.4%	15.0%
Usually	296	17	22	25	15	11	12	9	10	3	14	3	9	2	5	6	6	6	8	3	5	6	6
	25.9%	25.0%	19.6%	23.1%	24.2%	25.0%	31.6%	39.1%	26.3%	50.0%	22.6%	30.0%	23.1%	18.2%	17.2%	26.1%	37.5%	17.6%	34.8%	27.3%	20.0%	26.1%	30.0%
Always	649	38	69	66	35	24	19	11	18	2	36	7	22	5	18	14	6	23	9	6	17	13	8
	56.7%	55.9%	61.6%	61.1%	56.5%	54.5%	50.0%	47.8%	47.4%	33.3%	58.1%	70.0%	56.4%	45.5%	62.1%	60.9%	37.5%	67.6%	39.1%	54.5%	68.0%	56.5%	40.0%
Significantly different from column:*																		S	R				
Usually or Always	945	55	91	91	50	35	31	20	28	5	50	10	31	7	23	20	12	29	17	9	22	19	14
	82.5%	80.9%	81.3%	84.3%	80.6%	79.5%	81.6%	87.0%	73.7%	83.3%	80.6%	100.0%	79.5%	63.6%	79.3%	87.0%	75.0%	85.3%	73.9%	81.8%	88.0%	82.6%	70.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 41

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,157	69	113	111	4	48	12	35	23	11	4	63	11	32	24	41	28	20	48	18	40	69	0	0
Number missing or multiple answer	12	1	1	3	0	1	0	1	0	0	0	1	0	1	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,145	68	112	108	4	47	12	34	23	11	4	62	11	31	24	40	28	20	47	17	40	68	0	0
	99.0%	98.6%	99.1%	97.3%	100.0%	97.9%	100.0%	97.1%	100.0%	100.0%	100.0%	98.4%	100.0%	96.9%	100.0%	97.6%	100.0%	100.0%	97.9%	94.4%	100.0%	98.6%	---	---
Never	38	3	4	3	1	1	1	2	0	1	0	3	0	0	3	2	1	3	0	0	2	3	0	0
	3.3%	4.4%	3.6%	2.8%	25.0%	2.1%	8.3%	5.9%	0.0%	9.1%	0.0%	4.8%	0.0%	0.0%	12.5%	5.0%	3.6%	15.0%	0.0%	0.0%	5.0%	4.4%	---	---
Sometimes	162	10	17	14	0	8	1	5	4	1	1	9	2	2	6	6	4	4	6	5	4	10	0	0
	14.1%	14.7%	15.2%	13.0%	0.0%	17.0%	8.3%	14.7%	17.4%	9.1%	25.0%	14.5%	18.2%	6.5%	25.0%	15.0%	14.3%	20.0%	12.8%	29.4%	10.0%	14.7%	---	---
Usually	296	17	22	25	1	12	2	8	5	4	2	14	3	11	2	13	4	6	11	6	8	17	0	0
	25.9%	25.0%	19.6%	23.1%	25.0%	25.5%	16.7%	23.5%	21.7%	36.4%	50.0%	22.6%	27.3%	35.5%	8.3%	32.5%	14.3%	30.0%	23.4%	35.3%	20.0%	25.0%	---	---
Always	649	38	69	66	2	26	8	19	14	5	1	36	6	18	13	19	19	7	30	6	26	38	0	0
	56.7%	55.9%	61.6%	61.1%	50.0%	55.3%	66.7%	55.9%	60.9%	45.5%	25.0%	58.1%	54.5%	58.1%	54.2%	47.5%	67.9%	35.0%	63.8%	35.3%	65.0%	55.9%	---	---
Significantly different from column:*																		S	R	U	T			
Usually or Always	945	55	91	91	3	38	10	27	19	9	3	50	9	29	15	32	23	13	41	12	34	55	0	0
	82.5%	80.9%	81.3%	84.3%	75.0%	80.9%	83.3%	79.4%	82.6%	81.8%	75.0%	80.6%	81.8%	93.5%	62.5%	80.0%	82.1%	65.0%	87.2%	70.6%	85.0%	80.9%	---	---
Significantly different from column:*																								

NA - Not Applicable

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Question 42

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,157	69	113	111	63	45	39	24	39	6	63	11	39	11	29	24	16	34	24	11	25	23	21
Number missing or multiple answer	14	1	4	1	1	0	1	1	1	0	1	0	1	0	0	1	0	0	1	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,143	68	109	110	62	45	38	23	38	6	62	11	38	11	29	23	16	34	23	11	25	23	20
	98.8%	98.6%	96.5%	99.1%	98.4%	100.0%	97.4%	95.8%	97.4%	100.0%	98.4%	100.0%	97.4%	100.0%	100.0%	95.8%	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	95.2%
None	48	3	4	8	3	3	2	0	2	0	3	0	3	0	2	1	0	0	1	2	1	0	2
	4.2%	4.4%	3.7%	7.3%	4.8%	6.7%	5.3%	0.0%	5.3%	0.0%	4.8%	0.0%	7.9%	0.0%	6.9%	4.3%	0.0%	0.0%	4.3%	18.2%	4.0%	0.0%	10.0%
1 specialist	561	41	56	56	39	20	17	11	20	5	36	9	19	9	18	15	8	23	13	5	17	13	11
	49.1%	60.3%	51.4%	50.9%	62.9%	44.4%	44.7%	47.8%	52.6%	83.3%	58.1%	81.8%	50.0%	81.8%	62.1%	65.2%	50.0%	67.6%	56.5%	45.5%	68.0%	56.5%	55.0%
2	276	17	27	28	13	15	12	8	12	0	17	2	11	2	5	6	6	8	7	2	6	6	5
	24.1%	25.0%	24.8%	25.5%	21.0%	33.3%	31.6%	34.8%	31.6%	0.0%	27.4%	18.2%	28.9%	18.2%	17.2%	26.1%	37.5%	23.5%	30.4%	18.2%	24.0%	26.1%	25.0%
3	150	4	13	9	4	4	4	1	2	0	4	0	3	0	2	1	1	2	1	1	0	3	1
	13.1%	5.9%	11.9%	8.2%	6.5%	8.9%	10.5%	4.3%	5.3%	0.0%	6.5%	0.0%	7.9%	0.0%	6.9%	4.3%	6.3%	5.9%	4.3%	9.1%	0.0%	13.0%	5.0%
4	52	1	2	5	1	1	1	1	1	1	0	0	1	0	0	0	1	0	0	1	0	0	1
	4.5%	1.5%	1.8%	4.5%	1.6%	2.2%	2.6%	4.3%	2.6%	16.7%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	9.1%	0.0%	0.0%	5.0%
5 or more specialists	56	2	7	4	2	2	2	2	1	0	2	0	1	0	2	0	0	1	1	0	1	1	0
	4.9%	2.9%	6.4%	3.6%	3.2%	4.4%	5.3%	8.7%	2.6%	0.0%	3.2%	0.0%	2.6%	0.0%	6.9%	0.0%	0.0%	2.9%	4.3%	0.0%	4.0%	4.3%	0.0%
3 or more specialists	258	7	22	18	7	7	7	4	4	1	6	0	5	0	4	1	2	3	2	2	1	4	2
	22.6%	10.3%	20.2%	16.4%	11.3%	15.6%	18.4%	17.4%	10.5%	16.7%	9.7%	0.0%	13.2%	0.0%	13.8%	4.3%	12.5%	8.8%	8.7%	18.2%	4.0%	17.4%	10.0%
Significantly different from column:*		A																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 42

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,157	69	113	111	4	48	12	35	23	11	4	63	11	32	24	41	28	20	48	18	40	69	0	0
Number missing or multiple answer	14	1	4	1	0	1	0	0	0	1	0	1	0	0	1	1	0	1	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,143	68	109	110	4	47	12	35	23	10	4	62	11	32	23	40	28	19	48	18	39	68	0	0
	98.8%	98.6%	96.5%	99.1%	100.0%	97.9%	100.0%	100.0%	100.0%	90.9%	100.0%	98.4%	100.0%	100.0%	95.8%	97.6%	100.0%	95.0%	100.0%	100.0%	97.5%	98.6%	---	---
None	48	3	4	8	1	1	1	2	1	0	0	3	1	0	2	2	1	2	1	0	2	3	0	0
	4.2%	4.4%	3.7%	7.3%	25.0%	2.1%	8.3%	5.7%	4.3%	0.0%	0.0%	4.8%	9.1%	0.0%	8.7%	5.0%	3.6%	10.5%	2.1%	0.0%	5.1%	4.4%	---	---
1 specialist	561	41	56	56	3	29	6	19	16	6	4	37	7	18	14	25	16	9	31	9	25	41	0	0
	49.1%	60.3%	51.4%	50.9%	75.0%	61.7%	50.0%	54.3%	69.6%	60.0%	100.0%	59.7%	63.6%	56.3%	60.9%	62.5%	57.1%	47.4%	64.6%	50.0%	64.1%	60.3%	---	---
2	276	17	27	28	0	12	3	9	5	3	0	16	3	9	5	8	9	5	12	4	10	17	0	0
	24.1%	25.0%	24.8%	25.5%	0.0%	25.5%	25.0%	25.7%	21.7%	30.0%	0.0%	25.8%	27.3%	28.1%	21.7%	20.0%	32.1%	26.3%	25.0%	22.2%	25.6%	25.0%	---	---
3	150	4	13	9	0	2	2	4	0	0	0	4	0	2	2	2	2	2	2	3	1	4	0	0
	13.1%	5.9%	11.9%	8.2%	0.0%	4.3%	16.7%	11.4%	0.0%	0.0%	0.0%	6.5%	0.0%	6.3%	8.7%	5.0%	7.1%	10.5%	4.2%	16.7%	2.6%	5.9%	---	---
4	52	1	2	5	0	1	0	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	0
	4.5%	1.5%	1.8%	4.5%	0.0%	2.1%	0.0%	0.0%	0.0%	10.0%	0.0%	1.6%	0.0%	3.1%	0.0%	2.5%	0.0%	5.3%	0.0%	5.6%	0.0%	1.5%	---	---
5 or more specialists	56	2	7	4	0	2	0	1	1	0	0	1	0	2	0	2	0	0	2	1	1	2	0	0
	4.9%	2.9%	6.4%	3.6%	0.0%	4.3%	0.0%	2.9%	4.3%	0.0%	0.0%	1.6%	0.0%	6.3%	0.0%	5.0%	0.0%	0.0%	4.2%	5.6%	2.6%	2.9%	---	---
3 or more specialists	258	7	22	18	0	5	2	5	1	1	0	6	0	5	2	5	2	3	4	5	2	7	0	0
	22.6%	10.3%	20.2%	16.4%	0.0%	10.6%	16.7%	14.3%	4.3%	10.0%	0.0%	9.7%	0.0%	15.6%	8.7%	12.5%	7.1%	15.8%	8.3%	27.8%	5.1%	10.3%	---	---
Significantly different from column:*		A																						

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 43

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

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,095	65	105	102	59	42	36	23	36	6	59	11	35	11	27	22	16	34	22	9	24	23	18
Number missing or multiple answer	8	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,087	65	105	100	59	42	36	23	36	6	59	11	35	11	27	22	16	34	22	9	24	23	18
	99.3%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst specialist possible	7	1	0	0	1	1	1	1	0	0	1	0	1	0	1	0	0	1	0	0	0	1	0
	0.6%	1.5%	0.0%	0.0%	1.7%	2.4%	2.8%	4.3%	0.0%	0.0%	1.7%	0.0%	2.9%	0.0%	3.7%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	4.3%	0.0%
1	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	5	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	1.9%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	5	1	2	0	1	1	1	0	1	0	1	0	0	1	1	0	0	1	0	0	0	1	0
	0.5%	1.5%	1.9%	0.0%	1.7%	2.4%	2.8%	0.0%	2.8%	0.0%	1.7%	0.0%	0.0%	9.1%	3.7%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	4.3%	0.0%
4	13	1	0	1	1	1	1	1	1	0	1	0	1	0	0	0	1	0	1	0	0	1	0
	1.2%	1.5%	0.0%	1.0%	1.7%	2.4%	2.8%	4.3%	2.8%	0.0%	1.7%	0.0%	2.9%	0.0%	0.0%	0.0%	6.3%	0.0%	4.5%	0.0%	0.0%	4.3%	0.0%
5	33	1	3	2	1	0	1	0	0	0	1	1	0	0	0	1	0	0	1	0	1	0	0
	3.0%	1.5%	2.9%	2.0%	1.7%	0.0%	2.8%	0.0%	0.0%	0.0%	1.7%	9.1%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	4.5%	0.0%	4.2%	0.0%	0.0%
6	21	1	2	0	0	1	0	1	1	0	1	0	0	0	0	0	1	1	0	0	0	1	0
	1.9%	1.5%	1.9%	0.0%	0.0%	2.4%	0.0%	4.3%	2.8%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	2.9%	0.0%	0.0%	0.0%	4.3%	0.0%
7	66	5	5	0	4	3	2	1	4	1	4	1	2	2	2	1	2	1	4	0	0	2	3
	6.1%	7.7%	4.8%	0.0%	6.8%	7.1%	5.6%	4.3%	11.1%	16.7%	6.8%	9.1%	5.7%	18.2%	7.4%	4.5%	12.5%	2.9%	18.2%	0.0%	0.0%	8.7%	16.7%
8	153	6	14	19	4	5	4	2	3	1	5	0	3	2	1	2	3	2	2	2	2	2	2
	14.1%	9.2%	13.3%	19.0%	6.8%	11.9%	11.1%	8.7%	8.3%	16.7%	8.5%	0.0%	8.6%	18.2%	3.7%	9.1%	18.8%	5.9%	9.1%	22.2%	8.3%	8.7%	11.1%
9	200	8	12	9	8	6	4	4	6	1	7	0	5	2	5	2	1	4	3	1	3	3	2
	18.4%	12.3%	11.4%	9.0%	13.6%	14.3%	11.1%	17.4%	16.7%	16.7%	11.9%	0.0%	14.3%	18.2%	18.5%	9.1%	6.3%	11.8%	13.6%	11.1%	12.5%	13.0%	11.1%
10 Best specialist possible	582	41	64	68	39	24	22	13	20	3	38	9	23	4	17	16	8	24	11	6	18	12	11
	53.5%	63.1%	61.0%	68.0%	66.1%	57.1%	61.1%	56.5%	55.6%	50.0%	64.4%	81.8%	65.7%	36.4%	63.0%	72.7%	50.0%	70.6%	50.0%	66.7%	75.0%	52.2%	61.1%

NA - Not Applicable

Question 43

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

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,095	65	105	102	3	46	11	33	22	10	4	59	10	32	21	38	27	17	47	18	37	65	0	0
Number missing or multiple answer	8	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,087	65	105	100	3	46	11	33	22	10	4	59	10	32	21	38	27	17	47	18	37	65	0	0
	99.3%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
0 Worst specialist possible	7	1	0	0	0	1	0	1	0	0	0	1	0	0	1	0	1	1	0	1	0	1	0	0
	0.6%	1.5%	0.0%	0.0%	0.0%	2.2%	0.0%	3.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	4.8%	0.0%	3.7%	5.9%	0.0%	5.6%	0.0%	1.5%	---	---
1	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
2	5	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	1.9%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
3	5	1	2	0	0	1	0	0	0	1	0	1	0	0	1	1	0	1	0	0	1	1	0	0
	0.5%	1.5%	1.9%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	10.0%	0.0%	1.7%	0.0%	0.0%	4.8%	2.6%	0.0%	5.9%	0.0%	0.0%	2.7%	1.5%	---	---
4	13	1	0	1	0	1	0	0	1	0	0	1	0	1	0	1	0	0	1	1	0	1	0	0
	1.2%	1.5%	0.0%	1.0%	0.0%	2.2%	0.0%	0.0%	4.5%	0.0%	0.0%	1.7%	0.0%	3.1%	0.0%	2.6%	0.0%	0.0%	2.1%	5.6%	0.0%	1.5%	---	---
5	33	1	3	2	0	1	0	0	1	0	0	1	0	1	0	1	0	1	0	1	0	1	0	0
	3.0%	1.5%	2.9%	2.0%	0.0%	2.2%	0.0%	0.0%	4.5%	0.0%	0.0%	1.7%	0.0%	3.1%	0.0%	2.6%	0.0%	5.9%	0.0%	5.6%	0.0%	1.5%	---	---
6	21	1	2	0	0	1	0	1	0	0	0	1	0	0	1	0	1	0	1	1	0	1	0	0
	1.9%	1.5%	1.9%	0.0%	0.0%	2.2%	0.0%	3.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	4.8%	0.0%	3.7%	0.0%	2.1%	5.6%	0.0%	1.5%	---	---
7	66	5	5	0	0	4	0	4	1	0	1	4	1	0	4	3	2	5	0	3	1	5	0	0
	6.1%	7.7%	4.8%	0.0%	0.0%	8.7%	0.0%	12.1%	4.5%	0.0%	25.0%	6.8%	10.0%	0.0%	19.0%	7.9%	7.4%	29.4%	0.0%	16.7%	2.7%	7.7%	---	---
8	153	6	14	19	0	4	1	4	0	2	1	5	1	5	0	4	2	4	1	3	2	6	0	0
	14.1%	9.2%	13.3%	19.0%	0.0%	8.7%	9.1%	12.1%	0.0%	20.0%	25.0%	8.5%	10.0%	15.6%	0.0%	10.5%	7.4%	23.5%	2.1%	16.7%	5.4%	9.2%	---	---
9	200	8	12	9	0	7	1	4	2	2	0	8	1	3	4	4	4	0	8	3	5	8	0	0
	18.4%	12.3%	11.4%	9.0%	0.0%	15.2%	9.1%	12.1%	9.1%	20.0%	0.0%	13.6%	10.0%	9.4%	19.0%	10.5%	14.8%	0.0%	17.0%	16.7%	13.5%	12.3%	---	---
10 Best specialist possible	582	41	64	68	3	26	9	19	17	5	2	37	7	22	10	24	17	5	36	5	28	41	0	0
	53.5%	63.1%	61.0%	68.0%	100.0%	56.5%	81.8%	57.6%	77.3%	50.0%	50.0%	62.7%	70.0%	68.8%	47.6%	63.2%	63.0%	29.4%	76.6%	27.8%	75.7%	63.1%	---	---

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 43

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

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,095	65	105	102	59	42	36	23	36	6	59	11	35	11	27	22	16	34	22	9	24	23	18
Number missing or multiple answer	8	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,087	65	105	100	59	42	36	23	36	6	59	11	35	11	27	22	16	34	22	9	24	23	18
	99.3%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	32	3	5	2	3	3	3	2	2	0	3	0	2	1	2	0	1	2	1	0	0	3	0
	2.9%	4.6%	4.8%	2.0%	5.1%	7.1%	8.3%	8.7%	5.6%	0.0%	5.1%	0.0%	5.7%	9.1%	7.4%	0.0%	6.3%	5.9%	4.5%	0.0%	0.0%	13.0%	0.0%
5	33	1	3	2	1	0	1	0	0	0	1	1	0	0	0	1	0	0	1	0	1	0	0
	3.0%	1.5%	2.9%	2.0%	1.7%	0.0%	2.8%	0.0%	0.0%	0.0%	1.7%	9.1%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	4.5%	0.0%	4.2%	0.0%	0.0%
6 or 7	87	6	7	0	4	4	2	2	5	1	5	1	2	2	2	1	3	2	4	0	0	3	3
	8.0%	9.2%	6.7%	0.0%	6.8%	9.5%	5.6%	8.7%	13.9%	16.7%	8.5%	9.1%	5.7%	18.2%	7.4%	4.5%	18.8%	5.9%	18.2%	0.0%	0.0%	13.0%	16.7%
8 to 10	935	55	90	96	51	35	30	19	29	5	50	9	31	8	23	20	12	30	16	9	23	17	15
	86.0%	84.6%	85.7%	96.0%	86.4%	83.3%	83.3%	82.6%	80.6%	83.3%	84.7%	81.8%	88.6%	72.7%	85.2%	90.9%	75.0%	88.2%	72.7%	100.0%	95.8%	73.9%	83.3%
Significantly different from column:*		D																					
0 to 6	86	5	10	4	4	4	4	3	3	0	5	1	2	1	2	1	2	3	2	0	1	4	0
	7.9%	7.7%	9.5%	4.0%	6.8%	9.5%	11.1%	13.0%	8.3%	0.0%	8.5%	9.1%	5.7%	9.1%	7.4%	4.5%	12.5%	8.8%	9.1%	0.0%	4.2%	17.4%	0.0%
7 to 8	219	11	19	19	8	8	6	3	7	2	9	1	5	4	3	3	5	3	6	2	2	4	5
	20.1%	16.9%	18.1%	19.0%	13.6%	19.0%	16.7%	13.0%	19.4%	33.3%	15.3%	9.1%	14.3%	36.4%	11.1%	13.6%	31.3%	8.8%	27.3%	22.2%	8.3%	17.4%	27.8%
9 to 10	782	49	76	77	47	30	26	17	26	4	45	9	28	6	22	18	9	28	14	7	21	15	13
	71.9%	75.4%	72.4%	77.0%	79.7%	71.4%	72.2%	73.9%	72.2%	66.7%	76.3%	81.8%	80.0%	54.5%	81.5%	81.8%	56.3%	82.4%	63.6%	77.8%	87.5%	65.2%	72.2%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 43

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

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,095	65	105	102	3	46	11	33	22	10	4	59	10	32	21	38	27	17	47	18	37	65	0	0
Number missing or multiple answer	8	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,087	65	105	100	3	46	11	33	22	10	4	59	10	32	21	38	27	17	47	18	37	65	0	0
	99.3%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
0 to 4	32	3	5	2	0	3	0	1	1	1	0	3	0	1	2	2	1	2	1	2	1	3	0	0
	2.9%	4.6%	4.8%	2.0%	0.0%	6.5%	0.0%	3.0%	4.5%	10.0%	0.0%	5.1%	0.0%	3.1%	9.5%	5.3%	3.7%	11.8%	2.1%	11.1%	2.7%	4.6%	---	---
5	33	1	3	2	0	1	0	0	1	0	0	1	0	1	0	1	0	1	0	1	0	1	0	0
	3.0%	1.5%	2.9%	2.0%	0.0%	2.2%	0.0%	0.0%	4.5%	0.0%	0.0%	1.7%	0.0%	3.1%	0.0%	2.6%	0.0%	5.9%	0.0%	5.6%	0.0%	1.5%	---	---
6 or 7	87	6	7	0	0	5	0	5	1	0	1	5	1	0	5	3	3	5	1	4	1	6	0	0
	8.0%	9.2%	6.7%	0.0%	0.0%	10.9%	0.0%	15.2%	4.5%	0.0%	25.0%	8.5%	10.0%	0.0%	23.8%	7.9%	11.1%	29.4%	2.1%	22.2%	2.7%	9.2%	---	---
8 to 10	935	55	90	96	3	37	11	27	19	9	3	50	9	30	14	32	23	9	45	11	35	55	0	0
	86.0%	84.6%	85.7%	96.0%	100.0%	80.4%	100.0%	81.8%	86.4%	90.0%	75.0%	84.7%	90.0%	93.8%	66.7%	84.2%	85.2%	52.9%	95.7%	61.1%	94.6%	84.6%	---	---
Significantly different from column:*		D																						
0 to 6	86	5	10	4	0	5	0	2	2	1	0	5	0	2	3	3	2	3	2	4	1	5	0	0
	7.9%	7.7%	9.5%	4.0%	0.0%	10.9%	0.0%	6.1%	9.1%	10.0%	0.0%	8.5%	0.0%	6.3%	14.3%	7.9%	7.4%	17.6%	4.3%	22.2%	2.7%	7.7%	---	---
7 to 8	219	11	19	19	0	8	1	8	1	2	2	9	2	5	4	7	4	9	1	6	3	11	0	0
	20.1%	16.9%	18.1%	19.0%	0.0%	17.4%	9.1%	24.2%	4.5%	20.0%	50.0%	15.3%	20.0%	15.6%	19.0%	18.4%	14.8%	52.9%	2.1%	33.3%	8.1%	16.9%	---	---
9 to 10	782	49	76	77	3	33	10	23	19	7	2	45	8	25	14	28	21	5	44	8	33	49	0	0
	71.9%	75.4%	72.4%	77.0%	100.0%	71.7%	90.9%	69.7%	86.4%	70.0%	50.0%	76.3%	80.0%	78.1%	66.7%	73.7%	77.8%	29.4%	93.6%	44.4%	89.2%	75.4%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 44

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	23	1	7	6	0	0	0	0	1	0	1	0	0	1	1	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,407	148	289	301	126	86	68	49	87	16	132	21	82	32	68	51	29	87	43	17	53	49	45
	99.1%	99.3%	97.6%	98.0%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	99.2%	100.0%	100.0%	97.0%	98.6%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	97.8%
Yes	761	36	102	87	32	25	25	21	26	5	31	8	14	8	17	11	8	18	12	6	8	12	16
	31.6%	24.3%	35.3%	28.9%	25.4%	29.1%	36.8%	42.9%	29.9%	31.3%	23.5%	38.1%	17.1%	25.0%	25.0%	21.6%	27.6%	20.7%	27.9%	35.3%	15.1%	24.5%	35.6%
No	1,646	112	187	214	94	61	43	28	61	11	101	13	68	24	51	40	21	69	31	11	45	37	29
	68.4%	75.7%	64.7%	71.1%	74.6%	70.9%	63.2%	57.1%	70.1%	68.8%	76.5%	61.9%	82.9%	75.0%	75.0%	78.4%	72.4%	79.3%	72.1%	64.7%	84.9%	75.5%	64.4%
Significantly different from column:*		C			H			E													W		U

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 44

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	23	1	7	6	1	0	0	0	1	0	0	1	0	0	1	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,407	148	289	301	15	111	16	76	54	17	12	130	21	77	47	98	50	38	108	39	86	148	0	0
	99.1%	99.3%	97.6%	98.0%	93.8%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	99.2%	100.0%	100.0%	97.9%	99.0%	100.0%	100.0%	99.1%	100.0%	100.0%	99.3%	---	---
Yes	761	36	102	87	1	28	4	17	14	4	3	30	7	20	7	27	9	10	26	10	22	36	0	0
	31.6%	24.3%	35.3%	28.9%	6.7%	25.2%	25.0%	22.4%	25.9%	23.5%	25.0%	23.1%	33.3%	26.0%	14.9%	27.6%	18.0%	26.3%	24.1%	25.6%	25.6%	24.3%	---	---
No	1,646	112	187	214	14	83	12	59	40	13	9	100	14	57	40	71	41	28	82	29	64	112	0	0
	68.4%	75.7%	64.7%	71.1%	93.3%	74.8%	75.0%	77.6%	74.1%	76.5%	75.0%	76.9%	66.7%	74.0%	85.1%	72.4%	82.0%	73.7%	75.9%	74.4%	74.4%	75.7%	---	---
Significantly different from column:*		C																						

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 45

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	761	36	102	87	32	25	25	21	26	5	31	8	14	8	17	11	8	18	12	6	8	12	16
Number missing or multiple answer	22	3	1	2	3	2	0	1	2	0	3	0	1	2	2	0	1	2	1	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	739	33	101	85	29	23	25	20	24	5	28	8	13	6	15	11	7	16	11	6	8	9	16
	97.1%	91.7%	99.0%	97.7%	90.6%	92.0%	100.0%	95.2%	92.3%	100.0%	90.3%	100.0%	92.9%	75.0%	88.2%	100.0%	87.5%	88.9%	91.7%	100.0%	100.0%	75.0%	100.0%
Never	19	2	4	5	2	1	2	1	1	0	2	0	1	0	0	1	1	0	1	1	0	0	2
	2.6%	6.1%	4.0%	5.9%	6.9%	4.3%	8.0%	5.0%	4.2%	0.0%	7.1%	0.0%	7.7%	0.0%	0.0%	9.1%	14.3%	0.0%	9.1%	16.7%	0.0%	0.0%	12.5%
Sometimes	83	3	11	14	3	2	2	1	1	1	2	0	0	1	0	2	1	0	2	1	0	1	2
	11.2%	9.1%	10.9%	16.5%	10.3%	8.7%	8.0%	5.0%	4.2%	20.0%	7.1%	0.0%	0.0%	16.7%	0.0%	18.2%	14.3%	0.0%	18.2%	16.7%	0.0%	11.1%	12.5%
Usually	204	11	16	18	10	7	8	7	8	3	8	4	3	1	3	3	5	5	5	1	2	4	5
	27.6%	33.3%	15.8%	21.2%	34.5%	30.4%	32.0%	35.0%	33.3%	60.0%	28.6%	50.0%	23.1%	16.7%	20.0%	27.3%	71.4%	31.3%	45.5%	16.7%	25.0%	44.4%	31.3%
Always	433	17	70	48	14	13	13	11	14	1	16	4	9	4	12	5	0	11	3	3	6	4	7
	58.6%	51.5%	69.3%	56.5%	48.3%	56.5%	52.0%	55.0%	58.3%	20.0%	57.1%	50.0%	69.2%	66.7%	80.0%	45.5%	0.0%	68.8%	27.3%	50.0%	75.0%	44.4%	43.8%
Significantly different from column:*																		S	R				
Usually or Always	637	28	86	66	24	20	21	18	22	4	24	8	12	5	15	8	5	16	8	4	8	8	12
	86.2%	84.8%	85.1%	77.6%	82.8%	87.0%	84.0%	90.0%	91.7%	80.0%	85.7%	100.0%	92.3%	83.3%	100.0%	72.7%	71.4%	100.0%	72.7%	66.7%	100.0%	88.9%	75.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 45

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	761	36	102	87	1	28	4	17	14	4	3	30	7	20	7	27	9	10	26	10	22	36	0	0
Number missing or multiple answer	22	3	1	2	0	1	0	3	0	0	0	2	2	0	1	2	1	1	2	0	1	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	739	33	101	85	1	27	4	14	14	4	3	28	5	20	6	25	8	9	24	10	21	33	0	0
	97.1%	91.7%	99.0%	97.7%	100.0%	96.4%	100.0%	82.4%	100.0%	100.0%	100.0%	93.3%	71.4%	100.0%	85.7%	92.6%	88.9%	90.0%	92.3%	100.0%	95.5%	91.7%	---	---
Never	19	2	4	5	0	1	1	1	0	1	0	2	0	1	1	2	0	2	0	1	1	2	0	0
	2.6%	6.1%	4.0%	5.9%	0.0%	3.7%	25.0%	7.1%	0.0%	25.0%	0.0%	7.1%	0.0%	5.0%	16.7%	8.0%	0.0%	22.2%	0.0%	10.0%	4.8%	6.1%	---	---
Sometimes	83	3	11	14	0	3	0	2	0	1	0	3	0	1	2	2	1	2	1	0	3	3	0	0
	11.2%	9.1%	10.9%	16.5%	0.0%	11.1%	0.0%	14.3%	0.0%	25.0%	0.0%	10.7%	0.0%	5.0%	33.3%	8.0%	12.5%	22.2%	4.2%	0.0%	14.3%	9.1%	---	---
Usually	204	11	16	18	1	9	0	5	4	2	1	9	2	7	1	9	2	4	7	5	4	11	0	0
	27.6%	33.3%	15.8%	21.2%	100.0%	33.3%	0.0%	35.7%	28.6%	50.0%	33.3%	32.1%	40.0%	35.0%	16.7%	36.0%	25.0%	44.4%	29.2%	50.0%	19.0%	33.3%	---	---
Always	433	17	70	48	0	14	3	6	10	0	2	14	3	11	2	12	5	1	16	4	13	17	0	0
	58.6%	51.5%	69.3%	56.5%	0.0%	51.9%	75.0%	42.9%	71.4%	0.0%	66.7%	50.0%	60.0%	55.0%	33.3%	48.0%	62.5%	11.1%	66.7%	40.0%	61.9%	51.5%	---	---
Significantly different from column:*																								
Usually or Always	637	28	86	66	1	23	3	11	14	2	3	23	5	18	3	21	7	5	23	9	17	28	0	0
	86.2%	84.8%	85.1%	77.6%	100.0%	85.2%	75.0%	78.6%	100.0%	50.0%	100.0%	82.1%	100.0%	90.0%	50.0%	84.0%	87.5%	55.6%	95.8%	90.0%	81.0%	84.8%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 46

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	761	36	102	87	32	25	25	21	26	5	31	8	14	8	17	11	8	18	12	6	8	12	16
Number missing or multiple answer	20	2	1	1	2	1	0	1	1	0	2	0	1	1	1	0	1	1	1	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	741	34	101	86	30	24	25	20	25	5	29	8	13	7	16	11	7	17	11	6	8	10	16
	97.4%	94.4%	99.0%	98.9%	93.8%	96.0%	100.0%	95.2%	96.2%	100.0%	93.5%	100.0%	92.9%	87.5%	94.1%	100.0%	87.5%	94.4%	91.7%	100.0%	100.0%	83.3%	100.0%
Never	3	1	2	1	1	0	1	0	0	0	1	0	1	0	0	0	1	1	0	0	0	1	0
	0.4%	2.9%	2.0%	1.2%	3.3%	0.0%	4.0%	0.0%	0.0%	0.0%	3.4%	0.0%	7.7%	0.0%	0.0%	0.0%	14.3%	5.9%	0.0%	0.0%	0.0%	10.0%	0.0%
Sometimes	32	3	8	6	3	1	2	1	1	2	1	0	0	0	1	1	1	1	1	1	1	1	1
	4.3%	8.8%	7.9%	7.0%	10.0%	4.2%	8.0%	5.0%	4.0%	40.0%	3.4%	0.0%	0.0%	0.0%	6.3%	9.1%	14.3%	5.9%	9.1%	16.7%	12.5%	10.0%	6.3%
Usually	135	4	12	13	4	3	4	3	2	1	3	2	1	0	0	1	3	0	2	2	1	0	3
	18.2%	11.8%	11.9%	15.1%	13.3%	12.5%	16.0%	15.0%	8.0%	20.0%	10.3%	25.0%	7.7%	0.0%	0.0%	9.1%	42.9%	0.0%	18.2%	33.3%	12.5%	0.0%	18.8%
Always	571	26	79	66	22	20	18	16	22	2	24	6	11	7	15	9	2	15	8	3	6	8	12
	77.1%	76.5%	78.2%	76.7%	73.3%	83.3%	72.0%	80.0%	88.0%	40.0%	82.8%	75.0%	84.6%	100.0%	93.8%	81.8%	28.6%	88.2%	72.7%	50.0%	75.0%	80.0%	75.0%
Significantly different from column:*																							
Usually or Always	706	30	91	79	26	23	22	19	24	3	27	8	12	7	15	10	5	15	10	5	7	8	15
	95.3%	88.2%	90.1%	91.9%	86.7%	95.8%	88.0%	95.0%	96.0%	60.0%	93.1%	100.0%	92.3%	100.0%	93.8%	90.9%	71.4%	88.2%	90.9%	83.3%	87.5%	80.0%	93.8%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 46

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	761	36	102	87	1	28	4	17	14	4	3	30	7	20	7	27	9	10	26	10	22	36	0	0
Number missing or multiple answer	20	2	1	1	0	0	0	2	0	0	0	1	2	0	0	2	0	1	1	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	741	34	101	86	1	28	4	15	14	4	3	29	5	20	7	25	9	9	25	10	22	34	0	0
	97.4%	94.4%	99.0%	98.9%	100.0%	100.0%	100.0%	88.2%	100.0%	100.0%	100.0%	96.7%	71.4%	100.0%	100.0%	92.6%	100.0%	90.0%	96.2%	100.0%	100.0%	94.4%	---	---
Never	3	1	2	1	0	1	0	0	1	0	0	1	1	0	0	0	1	1	0	1	0	1	0	0
	0.4%	2.9%	2.0%	1.2%	0.0%	3.6%	0.0%	0.0%	7.1%	0.0%	0.0%	3.4%	20.0%	0.0%	0.0%	0.0%	11.1%	11.1%	0.0%	10.0%	0.0%	2.9%	---	---
Sometimes	32	3	8	6	1	1	1	1	0	2	1	2	0	1	1	3	0	2	1	1	1	3	0	0
	4.3%	8.8%	7.9%	7.0%	100.0%	3.6%	25.0%	6.7%	0.0%	50.0%	33.3%	6.9%	0.0%	5.0%	14.3%	12.0%	0.0%	22.2%	4.0%	10.0%	4.5%	8.8%	---	---
Usually	135	4	12	13	0	4	0	2	1	1	0	4	1	3	0	4	0	4	0	2	2	4	0	0
	18.2%	11.8%	11.9%	15.1%	0.0%	14.3%	0.0%	13.3%	7.1%	25.0%	0.0%	13.8%	20.0%	15.0%	0.0%	16.0%	0.0%	44.4%	0.0%	20.0%	9.1%	11.8%	---	---
Always	571	26	79	66	0	22	3	12	12	1	2	22	3	16	6	18	8	2	24	6	19	26	0	0
	77.1%	76.5%	78.2%	76.7%	0.0%	78.6%	75.0%	80.0%	85.7%	25.0%	66.7%	75.9%	60.0%	80.0%	85.7%	72.0%	88.9%	22.2%	96.0%	60.0%	86.4%	76.5%	---	---
Significantly different from column:*																								
Usually or Always	706	30	91	79	0	26	3	14	13	2	2	26	4	19	6	22	8	6	24	8	21	30	0	0
	95.3%	88.2%	90.1%	91.9%	0.0%	92.9%	75.0%	93.3%	92.9%	50.0%	66.7%	89.7%	80.0%	95.0%	85.7%	88.0%	88.9%	66.7%	96.0%	80.0%	95.5%	88.2%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 47

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	34	3	15	10	3	1	0	0	2	1	2	2	0	1	1	2	0	3	0	0	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,396	146	281	297	123	85	68	49	86	15	131	19	82	32	68	49	29	85	43	17	52	48	45
	98.6%	98.0%	94.9%	96.7%	97.6%	98.8%	100.0%	100.0%	97.7%	93.8%	98.5%	90.5%	100.0%	97.0%	98.6%	96.1%	100.0%	96.6%	100.0%	100.0%	98.1%	98.0%	97.8%
Yes	640	38	84	79	35	24	22	16	28	7	31	9	15	8	18	11	9	15	18	5	10	8	20
	26.7%	26.0%	29.9%	26.6%	28.5%	28.2%	32.4%	32.7%	32.6%	46.7%	23.7%	47.4%	18.3%	25.0%	26.5%	22.4%	31.0%	17.6%	41.9%	29.4%	19.2%	16.7%	44.4%
No	1,756	108	197	218	88	61	46	33	58	8	100	10	67	24	50	38	20	70	25	12	42	40	25
	73.3%	74.0%	70.1%	73.4%	71.5%	71.8%	67.6%	67.3%	67.4%	53.3%	76.3%	52.6%	81.7%	75.0%	73.5%	77.6%	69.0%	82.4%	58.1%	70.6%	80.8%	83.3%	55.6%
Significantly different from column:*																		S	R		W	W	UV

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 47

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	34	3	15	10	0	3	0	1	2	0	0	3	0	3	0	2	1	1	2	0	3	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,396	146	281	297	16	108	16	75	53	17	12	128	21	74	48	97	49	37	107	39	83	146	0	0
	98.6%	98.0%	94.9%	96.7%	100.0%	97.3%	100.0%	98.7%	96.4%	100.0%	100.0%	97.7%	100.0%	96.1%	100.0%	98.0%	98.0%	97.4%	98.2%	100.0%	96.5%	98.0%	---	---
Yes	640	38	84	79	3	29	4	18	14	6	4	33	4	20	12	30	8	14	23	10	22	38	0	0
	26.7%	26.0%	29.9%	26.6%	18.8%	26.9%	25.0%	24.0%	26.4%	35.3%	33.3%	25.8%	19.0%	27.0%	25.0%	30.9%	16.3%	37.8%	21.5%	25.6%	26.5%	26.0%	---	---
No	1,756	108	197	218	13	79	12	57	39	11	8	95	17	54	36	67	41	23	84	29	61	108	0	0
	73.3%	74.0%	70.1%	73.4%	81.3%	73.1%	75.0%	76.0%	73.6%	64.7%	66.7%	74.2%	81.0%	73.0%	75.0%	69.1%	83.7%	62.2%	78.5%	74.4%	73.5%	74.0%	---	---
Significantly different from column:*																		S	R					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 48

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

Base: All respondents who answered Q47

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,396	146	281	297	123	85	68	49	86	15	131	19	82	32	68	49	29	85	43	17	52	48	45
Number missing or multiple answer	13	2	5	5	1	1	1	2	1	0	2	1	0	0	1	0	1	1	0	1	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,383	144	276	292	122	84	67	47	85	15	129	18	82	32	67	49	28	84	43	16	51	48	44
	99.5%	98.6%	98.2%	98.3%	99.2%	98.8%	98.5%	95.9%	98.8%	100.0%	98.5%	94.7%	100.0%	100.0%	98.5%	100.0%	96.6%	98.8%	100.0%	94.1%	98.1%	100.0%	97.8%
Never	13	1	1	2	1	1	1	1	1	0	1	0	1	0	1	0	0	1	0	0	1	0	0
	0.5%	0.7%	0.4%	0.7%	0.8%	1.2%	1.5%	2.1%	1.2%	0.0%	0.8%	0.0%	1.2%	0.0%	1.5%	0.0%	0.0%	1.2%	0.0%	0.0%	2.0%	0.0%	0.0%
Sometimes	67	2	13	7	2	1	2	2	2	2	0	0	1	0	1	0	1	1	0	1	1	0	1
	2.8%	1.4%	4.7%	2.4%	1.6%	1.2%	3.0%	4.3%	2.4%	13.3%	0.0%	0.0%	1.2%	0.0%	1.5%	0.0%	3.6%	1.2%	0.0%	6.3%	2.0%	0.0%	2.3%
Usually	228	16	22	19	16	11	10	4	10	4	12	3	5	5	6	5	5	4	12	0	1	6	9
	9.6%	11.1%	8.0%	6.5%	13.1%	13.1%	14.9%	8.5%	11.8%	26.7%	9.3%	16.7%	6.1%	15.6%	9.0%	10.2%	17.9%	4.8%	27.9%	0.0%	2.0%	12.5%	20.5%
Always	2,075	125	240	264	103	71	54	40	72	9	116	15	75	27	59	44	22	78	31	15	48	42	34
	87.1%	86.8%	87.0%	90.4%	84.4%	84.5%	80.6%	85.1%	84.7%	60.0%	89.9%	83.3%	91.5%	84.4%	88.1%	89.8%	78.6%	92.9%	72.1%	93.8%	94.1%	87.5%	77.3%
Significantly different from column:*																		S	R		W		U
Usually or Always	2,303	141	262	283	119	82	64	44	82	13	128	18	80	32	65	49	27	82	43	15	49	48	43
	96.6%	97.9%	94.9%	96.9%	97.5%	97.6%	95.5%	93.6%	96.5%	86.7%	99.2%	100.0%	97.6%	100.0%	97.0%	100.0%	96.4%	97.6%	100.0%	93.8%	96.1%	100.0%	97.7%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 47 are reported to NCQA as "Always" in question 48, and are used in calculating the Question Summary Rate.

Question 48

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

Base: All respondents who answered Q47

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,396	146	281	297	16	108	16	75	53	17	12	128	21	74	48	97	49	37	107	39	83	146	0	0
Number missing or multiple answer	13	2	5	5	2	0	0	2	0	0	1	1	1	1	0	2	0	0	1	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,383	144	276	292	14	108	16	73	53	17	11	127	20	73	48	95	49	37	106	39	83	144	0	0
	99.5%	98.6%	98.2%	98.3%	87.5%	100.0%	100.0%	97.3%	100.0%	100.0%	91.7%	99.2%	95.2%	98.6%	100.0%	97.9%	100.0%	100.0%	99.1%	100.0%	100.0%	98.6%	---	---
Never	13	1	1	2	0	1	0	0	1	0	0	1	0	1	0	1	0	0	1	1	0	1	0	0
	0.5%	0.7%	0.4%	0.7%	0.0%	0.9%	0.0%	0.0%	1.9%	0.0%	0.0%	0.8%	0.0%	1.4%	0.0%	1.1%	0.0%	0.0%	0.9%	2.6%	0.0%	0.7%	---	---
Sometimes	67	2	13	7	1	1	0	0	0	2	1	1	0	1	0	2	0	1	1	1	0	2	0	0
	2.8%	1.4%	4.7%	2.4%	7.1%	0.9%	0.0%	0.0%	0.0%	11.8%	9.1%	0.8%	0.0%	1.4%	0.0%	2.1%	0.0%	2.7%	0.9%	2.6%	0.0%	1.4%	---	---
Usually	228	16	22	19	0	13	1	7	6	3	1	14	2	8	6	13	3	9	7	5	8	16	0	0
	9.6%	11.1%	8.0%	6.5%	0.0%	12.0%	6.3%	9.6%	11.3%	17.6%	9.1%	11.0%	10.0%	11.0%	12.5%	13.7%	6.1%	24.3%	6.6%	12.8%	9.6%	11.1%	---	---
Always	2,075	125	240	264	13	93	15	66	46	12	9	111	18	63	42	79	46	27	97	32	75	125	0	0
	87.1%	86.8%	87.0%	90.4%	92.9%	86.1%	93.8%	90.4%	86.8%	70.6%	81.8%	87.4%	90.0%	86.3%	87.5%	83.2%	93.9%	73.0%	91.5%	82.1%	90.4%	86.8%	---	---
Significantly different from column:*																								
Usually or Always	2,303	141	262	283	13	106	16	73	52	15	10	125	20	71	48	92	49	36	104	37	83	141	0	0
	96.6%	97.9%	94.9%	96.9%	92.9%	98.1%	100.0%	100.0%	98.1%	88.2%	90.9%	98.4%	100.0%	97.3%	100.0%	96.8%	100.0%	97.3%	98.1%	94.9%	100.0%	97.9%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 47 are reported to NCQA as "Always" in question 48, and are used in calculating the Question Summary Rate.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 49

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	36	2	6	2	1	2	1	1	1	0	2	0	0	1	0	1	1	2	0	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,394	147	290	305	125	84	67	48	87	16	131	21	82	32	69	50	28	86	43	17	52	49	45
	98.5%	98.7%	98.0%	99.3%	99.2%	97.7%	98.5%	98.0%	98.9%	100.0%	98.5%	100.0%	100.0%	97.0%	100.0%	98.0%	96.6%	97.7%	100.0%	100.0%	98.1%	100.0%	97.8%
0 Worst health plan possible	9	1	1	1	1	0	1	1	1	0	1	0	1	0	0	1	0	0	1	0	0	0	1
	0.4%	0.7%	0.3%	0.3%	0.8%	0.0%	1.5%	2.1%	1.1%	0.0%	0.8%	0.0%	1.2%	0.0%	0.0%	2.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	2.2%
1	6	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	1.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	6	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.3%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	14	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	0.7%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	21	1	3	3	0	1	1	0	1	0	1	0	1	0	1	0	0	0	1	0	1	0	0
	0.9%	0.7%	1.0%	1.0%	0.0%	1.2%	1.5%	0.0%	1.1%	0.0%	0.8%	0.0%	1.2%	0.0%	1.4%	0.0%	0.0%	0.0%	2.3%	0.0%	1.9%	0.0%	0.0%
5	86	7	11	10	6	5	4	2	3	0	7	3	3	0	2	4	1	2	3	2	3	0	4
	3.6%	4.8%	3.8%	3.3%	4.8%	6.0%	6.0%	4.2%	3.4%	0.0%	5.3%	14.3%	3.7%	0.0%	2.9%	8.0%	3.6%	2.3%	7.0%	11.8%	5.8%	0.0%	8.9%
6	88	6	3	6	5	3	2	1	1	1	5	1	3	1	2	1	3	4	1	1	1	2	3
	3.7%	4.1%	1.0%	2.0%	4.0%	3.6%	3.0%	2.1%	1.1%	6.3%	3.8%	4.8%	3.7%	3.1%	2.9%	2.0%	10.7%	4.7%	2.3%	5.9%	1.9%	4.1%	6.7%
7	196	10	14	18	7	6	4	4	5	3	7	1	8	1	4	3	3	5	4	1	1	7	2
	8.2%	6.8%	4.8%	5.9%	5.6%	7.1%	6.0%	8.3%	5.7%	18.8%	5.3%	4.8%	9.8%	3.1%	5.8%	6.0%	10.7%	5.8%	9.3%	5.9%	1.9%	14.3%	4.4%
8	396	13	38	46	13	10	6	1	11	2	11	1	6	5	5	5	3	5	8	0	1	5	7
	16.5%	8.8%	13.1%	15.1%	10.4%	11.9%	9.0%	2.1%	12.6%	12.5%	8.4%	4.8%	7.3%	15.6%	7.2%	10.0%	10.7%	5.8%	18.6%	0.0%	1.9%	10.2%	15.6%
9	429	26	35	45	18	15	14	14	20	1	25	3	11	10	10	9	7	18	5	3	5	11	9
	17.9%	17.7%	12.1%	14.8%	14.4%	17.9%	20.9%	29.2%	23.0%	6.3%	19.1%	14.3%	13.4%	31.3%	14.5%	18.0%	25.0%	20.9%	11.6%	17.6%	9.6%	22.4%	20.0%
10 Best health plan possible	1,143	83	179	171	75	44	35	25	45	9	74	12	49	15	45	27	11	52	20	10	40	24	19
	47.7%	56.5%	61.7%	56.1%	60.0%	52.4%	52.2%	52.1%	51.7%	56.3%	56.5%	57.1%	59.8%	46.9%	65.2%	54.0%	39.3%	60.5%	46.5%	58.8%	76.9%	49.0%	42.2%

NA - Not Applicable

Question 49

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	36	2	6	2	1	1	0	2	0	0	0	2	1	1	0	1	1	0	0	0	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,394	147	290	305	15	110	16	74	55	17	12	129	20	76	48	98	49	38	109	39	85	147	0	0
	98.5%	98.7%	98.0%	99.3%	93.8%	99.1%	100.0%	97.4%	100.0%	100.0%	100.0%	98.5%	95.2%	98.7%	100.0%	99.0%	98.0%	100.0%	100.0%	100.0%	98.8%	98.7%	---	---
0 Worst health plan possible	9	1	1	1	0	1	0	0	0	1	0	1	0	0	1	1	0	1	0	0	1	1	0	0
	0.4%	0.7%	0.3%	0.3%	0.0%	0.9%	0.0%	0.0%	0.0%	5.9%	0.0%	0.8%	0.0%	0.0%	2.1%	1.0%	0.0%	2.6%	0.0%	0.0%	1.2%	0.7%	---	---
1	6	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	1.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
2	6	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.3%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
3	14	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	0.7%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
4	21	1	3	3	0	1	0	0	0	1	0	1	0	1	0	0	1	1	0	1	0	1	0	0
	0.9%	0.7%	1.0%	1.0%	0.0%	0.9%	0.0%	0.0%	0.0%	5.9%	0.0%	0.8%	0.0%	1.3%	0.0%	0.0%	2.0%	2.6%	0.0%	2.6%	0.0%	0.7%	---	---
5	86	7	11	10	2	4	0	2	4	1	2	5	1	5	1	6	1	7	0	3	1	7	0	0
	3.6%	4.8%	3.8%	3.3%	13.3%	3.6%	0.0%	2.7%	7.3%	5.9%	16.7%	3.9%	5.0%	6.6%	2.1%	6.1%	2.0%	18.4%	0.0%	7.7%	1.2%	4.8%	---	---
6	88	6	3	6	1	4	1	4	2	0	0	6	1	3	2	3	3	6	0	4	1	6	0	0
	3.7%	4.1%	1.0%	2.0%	6.7%	3.6%	6.3%	5.4%	3.6%	0.0%	0.0%	4.7%	5.0%	3.9%	4.2%	3.1%	6.1%	15.8%	0.0%	10.3%	1.2%	4.1%	---	---
7	196	10	14	18	0	10	0	5	4	1	1	9	2	4	4	6	4	10	0	8	2	10	0	0
	8.2%	6.8%	4.8%	5.9%	0.0%	9.1%	0.0%	6.8%	7.3%	5.9%	8.3%	7.0%	10.0%	5.3%	8.3%	6.1%	8.2%	26.3%	0.0%	20.5%	2.4%	6.8%	---	---
8	396	13	38	46	0	10	1	8	3	2	1	12	1	5	7	8	5	13	0	3	8	13	0	0
	16.5%	8.8%	13.1%	15.1%	0.0%	9.1%	6.3%	10.8%	5.5%	11.8%	8.3%	9.3%	5.0%	6.6%	14.6%	8.2%	10.2%	34.2%	0.0%	7.7%	9.4%	8.8%	---	---
9	429	26	35	45	2	21	3	17	7	2	2	24	2	14	10	14	12	0	26	11	12	26	0	0
	17.9%	17.7%	12.1%	14.8%	13.3%	19.1%	18.8%	23.0%	12.7%	11.8%	16.7%	18.6%	10.0%	18.4%	20.8%	14.3%	24.5%	0.0%	23.9%	28.2%	14.1%	17.7%	---	---
10 Best health plan possible	1,143	83	179	171	10	59	11	38	35	9	6	71	13	44	23	60	23	0	83	9	60	83	0	0
	47.7%	56.5%	61.7%	56.1%	66.7%	53.6%	68.8%	51.4%	63.6%	52.9%	50.0%	55.0%	65.0%	57.9%	47.9%	61.2%	46.9%	0.0%	76.1%	23.1%	70.6%	56.5%	---	---

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 49

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	36	2	6	2	1	2	1	1	1	0	2	0	0	1	0	1	1	2	0	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,394	147	290	305	125	84	67	48	87	16	131	21	82	32	69	50	28	86	43	17	52	49	45
	98.5%	98.7%	98.0%	99.3%	99.2%	97.7%	98.5%	98.0%	98.9%	100.0%	98.5%	100.0%	100.0%	97.0%	100.0%	98.0%	96.6%	97.7%	100.0%	100.0%	98.1%	100.0%	97.8%
0 to 4	56	2	10	9	1	1	2	1	2	0	2	0	2	0	1	1	0	0	2	0	1	0	1
	2.3%	1.4%	3.4%	3.0%	0.8%	1.2%	3.0%	2.1%	2.3%	0.0%	1.5%	0.0%	2.4%	0.0%	1.4%	2.0%	0.0%	0.0%	4.7%	0.0%	1.9%	0.0%	2.2%
5	86	7	11	10	6	5	4	2	3	0	7	3	3	0	2	4	1	2	3	2	3	0	4
	3.6%	4.8%	3.8%	3.3%	4.8%	6.0%	6.0%	4.2%	3.4%	0.0%	5.3%	14.3%	3.7%	0.0%	2.9%	8.0%	3.6%	2.3%	7.0%	11.8%	5.8%	0.0%	8.9%
6 or 7	284	16	17	24	12	9	6	5	6	4	12	2	11	2	6	4	6	9	5	2	2	9	5
	11.9%	10.9%	5.9%	7.9%	9.6%	10.7%	9.0%	10.4%	6.9%	25.0%	9.2%	9.5%	13.4%	6.3%	8.7%	8.0%	21.4%	10.5%	11.6%	11.8%	3.8%	18.4%	11.1%
8 to 10	1,968	122	252	262	106	69	55	40	76	12	110	16	66	30	60	41	21	75	33	13	46	40	35
	82.2%	83.0%	86.9%	85.9%	84.8%	82.1%	82.1%	83.3%	87.4%	75.0%	84.0%	76.2%	80.5%	93.8%	87.0%	82.0%	75.0%	87.2%	76.7%	76.5%	88.5%	81.6%	77.8%
Significantly different from column:*																							
0 to 6	230	15	24	25	12	9	8	4	6	1	14	4	8	1	5	6	4	6	6	3	5	2	8
	9.6%	10.2%	8.3%	8.2%	9.6%	10.7%	11.9%	8.3%	6.9%	6.3%	10.7%	19.0%	9.8%	3.1%	7.2%	12.0%	14.3%	7.0%	14.0%	17.6%	9.6%	4.1%	17.8%
7 to 8	592	23	52	64	20	16	10	5	16	5	18	2	14	6	9	8	6	10	12	1	2	12	9
	24.7%	15.6%	17.9%	21.0%	16.0%	19.0%	14.9%	10.4%	18.4%	31.3%	13.7%	9.5%	17.1%	18.8%	13.0%	16.0%	21.4%	11.6%	27.9%	5.9%	3.8%	24.5%	20.0%
9 to 10	1,572	109	214	216	93	59	49	39	65	10	99	15	60	25	55	36	18	70	25	13	45	35	28
	65.7%	74.1%	73.8%	70.8%	74.4%	70.2%	73.1%	81.3%	74.7%	62.5%	75.6%	71.4%	73.2%	78.1%	79.7%	72.0%	64.3%	81.4%	58.1%	76.5%	86.5%	71.4%	62.2%
Significantly different from column:*		A																S	R		W		U

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 49

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	36	2	6	2	1	1	0	2	0	0	0	2	1	1	0	1	1	0	0	0	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,394	147	290	305	15	110	16	74	55	17	12	129	20	76	48	98	49	38	109	39	85	147	0	0
	98.5%	98.7%	98.0%	99.3%	93.8%	99.1%	100.0%	97.4%	100.0%	100.0%	100.0%	98.5%	95.2%	98.7%	100.0%	99.0%	98.0%	100.0%	100.0%	100.0%	98.8%	98.7%	---	---
0 to 4	56	2	10	9	0	2	0	0	0	2	0	2	0	1	1	1	1	2	0	1	1	2	0	0
	2.3%	1.4%	3.4%	3.0%	0.0%	1.8%	0.0%	0.0%	0.0%	11.8%	0.0%	1.6%	0.0%	1.3%	2.1%	1.0%	2.0%	5.3%	0.0%	2.6%	1.2%	1.4%	---	---
5	86	7	11	10	2	4	0	2	4	1	2	5	1	5	1	6	1	7	0	3	1	7	0	0
	3.6%	4.8%	3.8%	3.3%	13.3%	3.6%	0.0%	2.7%	7.3%	5.9%	16.7%	3.9%	5.0%	6.6%	2.1%	6.1%	2.0%	18.4%	0.0%	7.7%	1.2%	4.8%	---	---
6 or 7	284	16	17	24	1	14	1	9	6	1	1	15	3	7	6	9	7	16	0	12	3	16	0	0
	11.9%	10.9%	5.9%	7.9%	6.7%	12.7%	6.3%	12.2%	10.9%	5.9%	8.3%	11.6%	15.0%	9.2%	12.5%	9.2%	14.3%	42.1%	0.0%	30.8%	3.5%	10.9%	---	---
8 to 10	1,968	122	252	262	12	90	15	63	45	13	9	107	16	63	40	82	40	13	109	23	80	122	0	0
	82.2%	83.0%	86.9%	85.9%	80.0%	81.8%	93.8%	85.1%	81.8%	76.5%	75.0%	82.9%	80.0%	82.9%	83.3%	83.7%	81.6%	34.2%	100.0%	59.0%	94.1%	83.0%	---	---
Significantly different from column:*																		S	R	U	T			
0 to 6	230	15	24	25	3	10	1	6	6	3	2	13	2	9	4	10	5	15	0	8	3	15	0	0
	9.6%	10.2%	8.3%	8.2%	20.0%	9.1%	6.3%	8.1%	10.9%	17.6%	16.7%	10.1%	10.0%	11.8%	8.3%	10.2%	10.2%	39.5%	0.0%	20.5%	3.5%	10.2%	---	---
7 to 8	592	23	52	64	0	20	1	13	7	3	2	21	3	9	11	14	9	23	0	11	10	23	0	0
	24.7%	15.6%	17.9%	21.0%	0.0%	18.2%	6.3%	17.6%	12.7%	17.6%	16.7%	16.3%	15.0%	11.8%	22.9%	14.3%	18.4%	60.5%	0.0%	28.2%	11.8%	15.6%	---	---
9 to 10	1,572	109	214	216	12	80	14	55	42	11	8	95	15	58	33	74	35	0	109	20	72	109	0	0
	65.7%	74.1%	73.8%	70.8%	80.0%	72.7%	87.5%	74.3%	76.4%	64.7%	66.7%	73.6%	75.0%	76.3%	68.8%	75.5%	71.4%	0.0%	100.0%	51.3%	84.7%	74.1%	---	---
Significantly different from column:*		A																S	R	U	T			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 50

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	14	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,416	149	294	304	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
	99.4%	100.0%	99.3%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,985	131	246	260	124	78	58	37	76	15	116	17	75	28	60	45	26	74	42	15	47	42	41
	82.2%	87.9%	83.7%	85.5%	98.4%	90.7%	85.3%	75.5%	86.4%	93.8%	87.2%	81.0%	91.5%	84.8%	87.0%	88.2%	89.7%	84.1%	97.7%	88.2%	88.7%	85.7%	89.1%
No	431	18	48	44	2	8	10	12	12	1	17	4	7	5	9	6	3	14	1	2	6	7	5
	17.8%	12.1%	16.3%	14.5%	1.6%	9.3%	14.7%	24.5%	13.6%	6.3%	12.8%	19.0%	8.5%	15.2%	13.0%	11.8%	10.3%	15.9%	2.3%	11.8%	11.3%	14.3%	10.9%
Significantly different from column:*					I	H		F	E														

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 50

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	14	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,416	149	294	304	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
	99.4%	100.0%	99.3%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	1,985	131	246	260	8	101	16	67	48	16	8	119	16	68	44	87	44	35	95	35	81	131	0	0
	82.2%	87.9%	83.7%	85.5%	50.0%	91.0%	100.0%	88.2%	87.3%	94.1%	66.7%	90.8%	76.2%	88.3%	91.7%	87.9%	88.0%	92.1%	87.2%	89.7%	94.2%	87.9%	---	---
No	431	18	48	44	8	10	0	9	7	1	4	12	5	9	4	12	6	3	14	4	5	18	0	0
	17.8%	12.1%	16.3%	14.5%	50.0%	9.0%	0.0%	11.8%	12.7%	5.9%	33.3%	9.2%	23.8%	11.7%	8.3%	12.1%	12.0%	7.9%	12.8%	10.3%	5.8%	12.1%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 51

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,985	131	246	260	124	78	58	37	76	15	116	17	75	28	60	45	26	74	42	15	47	42	41
Number missing or multiple answer	21	3	2	4	3	2	1	0	2	1	2	0	0	2	0	2	1	0	3	0	1	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,964	128	244	256	121	76	57	37	74	14	114	17	75	26	60	43	25	74	39	15	46	42	39
	98.9%	97.7%	99.2%	98.5%	97.6%	97.4%	98.3%	100.0%	97.4%	93.3%	98.3%	100.0%	100.0%	92.9%	100.0%	95.6%	96.2%	100.0%	92.9%	100.0%	97.9%	100.0%	95.1%
Never	34	2	3	4	2	2	2	1	1	0	2	0	0	1	1	0	1	1	0	1	0	1	1
	1.7%	1.6%	1.2%	1.6%	1.7%	2.6%	3.5%	2.7%	1.4%	0.0%	1.8%	0.0%	0.0%	3.8%	1.7%	0.0%	4.0%	1.4%	0.0%	6.7%	0.0%	2.4%	2.6%
Sometimes	174	5	19	32	5	4	2	2	1	2	3	1	2	1	2	3	0	3	1	1	2	2	1
	8.9%	3.9%	7.8%	12.5%	4.1%	5.3%	3.5%	5.4%	1.4%	14.3%	2.6%	5.9%	2.7%	3.8%	3.3%	7.0%	0.0%	4.1%	2.6%	6.7%	4.3%	4.8%	2.6%
Usually	453	27	39	43	26	16	17	6	15	5	22	4	16	4	11	7	9	10	13	4	8	12	7
	23.1%	21.1%	16.0%	16.8%	21.5%	21.1%	29.8%	16.2%	20.3%	35.7%	19.3%	23.5%	21.3%	15.4%	18.3%	16.3%	36.0%	13.5%	33.3%	26.7%	17.4%	28.6%	17.9%
Always	1,303	94	183	177	88	54	36	28	57	7	87	12	57	20	46	33	15	60	25	9	36	27	30
	66.3%	73.4%	75.0%	69.1%	72.7%	71.1%	63.2%	75.7%	77.0%	50.0%	76.3%	70.6%	76.0%	76.9%	76.7%	76.7%	60.0%	81.1%	64.1%	60.0%	78.3%	64.3%	76.9%
Significantly different from column:*																		S	R				
Usually or Always	1,756	121	222	220	114	70	53	34	72	12	109	16	73	24	57	40	24	70	38	13	44	39	37
	89.4%	94.5%	91.0%	85.9%	94.2%	92.1%	93.0%	91.9%	97.3%	85.7%	95.6%	94.1%	97.3%	92.3%	95.0%	93.0%	96.0%	94.6%	97.4%	86.7%	95.7%	92.9%	94.9%
Significantly different from column:*		D																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 51

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,985	131	246	260	8	101	16	67	48	16	8	119	16	68	44	87	44	35	95	35	81	131	0	0
Number missing or multiple answer	21	3	2	4	0	3	0	2	1	0	0	3	1	0	2	1	2	0	3	1	1	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,964	128	244	256	8	98	16	65	47	16	8	116	15	68	42	86	42	35	92	34	80	128	0	0
	98.9%	97.7%	99.2%	98.5%	100.0%	97.0%	100.0%	97.0%	97.9%	100.0%	100.0%	97.5%	93.8%	100.0%	95.5%	98.9%	95.5%	100.0%	96.8%	97.1%	98.8%	97.7%	---	---
Never	34	2	3	4	0	2	0	1	0	1	0	2	0	1	1	2	0	2	0	0	2	2	0	0
	1.7%	1.6%	1.2%	1.6%	0.0%	2.0%	0.0%	1.5%	0.0%	6.3%	0.0%	1.7%	0.0%	1.5%	2.4%	2.3%	0.0%	5.7%	0.0%	0.0%	2.5%	1.6%	---	---
Sometimes	174	5	19	32	2	3	0	3	1	1	0	5	1	1	3	2	3	4	1	1	2	5	0	0
	8.9%	3.9%	7.8%	12.5%	25.0%	3.1%	0.0%	4.6%	2.1%	6.3%	0.0%	4.3%	6.7%	1.5%	7.1%	2.3%	7.1%	11.4%	1.1%	2.9%	2.5%	3.9%	---	---
Usually	453	27	39	43	1	21	2	10	13	4	3	23	2	17	7	18	9	12	15	11	12	27	0	0
	23.1%	21.1%	16.0%	16.8%	12.5%	21.4%	12.5%	15.4%	27.7%	25.0%	37.5%	19.8%	13.3%	25.0%	16.7%	20.9%	21.4%	34.3%	16.3%	32.4%	15.0%	21.1%	---	---
Always	1,303	94	183	177	5	72	14	51	33	10	5	86	12	49	31	64	30	17	76	22	64	94	0	0
	66.3%	73.4%	75.0%	69.1%	62.5%	73.5%	87.5%	78.5%	70.2%	62.5%	62.5%	74.1%	80.0%	72.1%	73.8%	74.4%	71.4%	48.6%	82.6%	64.7%	80.0%	73.4%	---	---
Significantly different from column:*																		S	R					
Usually or Always	1,756	121	222	220	6	93	16	61	46	14	8	109	14	66	38	82	39	29	91	33	76	121	0	0
	89.4%	94.5%	91.0%	85.9%	75.0%	94.9%	100.0%	93.8%	97.9%	87.5%	100.0%	94.0%	93.3%	97.1%	90.5%	95.3%	92.9%	82.9%	98.9%	97.1%	95.0%	94.5%	---	---
Significantly different from column:*		D																						

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 52

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,985	131	246	260	124	78	58	37	76	15	116	17	75	28	60	45	26	74	42	15	47	42	41
Number missing or multiple answer	30	4	8	8	4	3	2	1	3	1	3	0	0	3	1	2	1	1	3	0	1	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,955	127	238	252	120	75	56	36	73	14	113	17	75	25	59	43	25	73	39	15	46	41	39
	98.5%	96.9%	96.7%	96.9%	96.8%	96.2%	96.6%	97.3%	96.1%	93.3%	97.4%	100.0%	100.0%	89.3%	98.3%	95.6%	96.2%	98.6%	92.9%	100.0%	97.9%	97.6%	95.1%
Yes	1,271	70	141	138	66	45	37	25	48	10	60	7	45	11	34	24	12	46	16	8	27	20	22
	65.0%	55.1%	59.2%	54.8%	55.0%	60.0%	66.1%	69.4%	65.8%	71.4%	53.1%	41.2%	60.0%	44.0%	57.6%	55.8%	48.0%	63.0%	41.0%	53.3%	58.7%	48.8%	56.4%
No	684	57	97	114	54	30	19	11	25	4	53	10	30	14	25	19	13	27	23	7	19	21	17
	35.0%	44.9%	40.8%	45.2%	45.0%	40.0%	33.9%	30.6%	34.2%	28.6%	46.9%	58.8%	40.0%	56.0%	42.4%	44.2%	52.0%	37.0%	59.0%	46.7%	41.3%	51.2%	43.6%
Significantly different from column:*		A																S	R				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 52

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,985	131	246	260	8	101	16	67	48	16	8	119	16	68	44	87	44	35	95	35	81	131	0	0
Number missing or multiple answer	30	4	8	8	0	4	0	2	2	0	0	4	0	1	3	3	1	0	4	0	3	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,955	127	238	252	8	97	16	65	46	16	8	115	16	67	41	84	43	35	91	35	78	127	0	0
	98.5%	96.9%	96.7%	96.9%	100.0%	96.0%	100.0%	97.0%	95.8%	100.0%	100.0%	96.6%	100.0%	98.5%	93.2%	96.6%	97.7%	100.0%	95.8%	100.0%	96.3%	96.9%	---	---
Yes	1,271	70	141	138	4	52	11	36	23	11	6	63	7	37	23	48	22	15	55	22	41	70	0	0
	65.0%	55.1%	59.2%	54.8%	50.0%	53.6%	68.8%	55.4%	50.0%	68.8%	75.0%	54.8%	43.8%	55.2%	56.1%	57.1%	51.2%	42.9%	60.4%	62.9%	52.6%	55.1%	---	---
No	684	57	97	114	4	45	5	29	23	5	2	52	9	30	18	36	21	20	36	13	37	57	0	0
	35.0%	44.9%	40.8%	45.2%	50.0%	46.4%	31.3%	44.6%	50.0%	31.3%	25.0%	45.2%	56.3%	44.8%	43.9%	42.9%	48.8%	57.1%	39.6%	37.1%	47.4%	44.9%	---	---
Significantly different from column:*		A																						

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 53

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	27	1	1	4	0	1	1	1	1	0	1	0	1	0	0	1	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,403	148	295	303	126	85	67	48	87	16	132	21	81	33	69	50	29	88	43	17	53	48	46
	98.9%	99.3%	99.7%	98.7%	100.0%	98.8%	98.5%	98.0%	98.9%	100.0%	99.2%	100.0%	98.8%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%
Poor	22	0	3	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	1.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fair	253	17	29	44	16	14	13	8	10	2	15	3	8	3	13	1	3	0	0	17	4	1	12
	10.5%	11.5%	9.8%	14.5%	12.7%	16.5%	19.4%	16.7%	11.5%	12.5%	11.4%	14.3%	9.9%	9.1%	18.8%	2.0%	10.3%	0.0%	0.0%	100.0%	7.5%	2.1%	26.1%
Good	747	43	97	92	39	28	23	11	24	4	39	6	24	9	16	16	11	0	43	0	10	15	18
	31.1%	29.1%	32.9%	30.4%	31.0%	32.9%	34.3%	22.9%	27.6%	25.0%	29.5%	28.6%	29.6%	27.3%	23.2%	32.0%	37.9%	0.0%	100.0%	0.0%	18.9%	31.3%	39.1%
Very Good	887	49	105	103	42	21	14	12	24	5	44	5	28	13	21	19	9	49	0	0	25	22	2
	36.9%	33.1%	35.6%	34.0%	33.3%	24.7%	20.9%	25.0%	27.6%	31.3%	33.3%	23.8%	34.6%	39.4%	30.4%	38.0%	31.0%	55.7%	0.0%	0.0%	47.2%	45.8%	4.3%
Excellent	494	39	61	58	29	22	17	17	29	5	34	7	21	8	19	14	6	39	0	0	14	10	14
	20.6%	26.4%	20.7%	19.1%	23.0%	25.9%	25.4%	35.4%	33.3%	31.3%	25.8%	33.3%	25.9%	24.2%	27.5%	28.0%	20.7%	44.3%	0.0%	0.0%	26.4%	20.8%	30.4%
Significantly different from column:*																		ST	R	R			
Excellent or Very Good	1,381	88	166	161	71	43	31	29	53	10	78	12	49	21	40	33	15	88	0	0	39	32	16
	57.5%	59.5%	56.3%	53.1%	56.3%	50.6%	46.3%	60.4%	60.9%	62.5%	59.1%	57.1%	60.5%	63.6%	58.0%	66.0%	51.7%	100.0%	0.0%	0.0%	73.6%	66.7%	34.8%
Significantly different from column:*																		S	R		W	W	UV

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 53

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	27	1	1	4	0	1	0	1	0	0	0	1	1	0	0	0	1	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,403	148	295	303	16	110	16	75	55	17	12	130	20	77	48	99	49	38	108	39	85	148	0	0
	98.9%	99.3%	99.7%	98.7%	100.0%	99.1%	100.0%	98.7%	100.0%	100.0%	100.0%	99.2%	95.2%	100.0%	100.0%	100.0%	98.0%	100.0%	99.1%	100.0%	98.8%	99.3%	---	---
Poor	22	0	3	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	1.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Fair	253	17	29	44	3	11	3	6	9	2	2	15	1	12	3	12	5	4	13	5	9	17	0	0
	10.5%	11.5%	9.8%	14.5%	18.8%	10.0%	18.8%	8.0%	16.4%	11.8%	16.7%	11.5%	5.0%	15.6%	6.3%	12.1%	10.2%	10.5%	12.0%	12.8%	10.6%	11.5%	---	---
Good	747	43	97	92	2	34	3	19	20	4	2	39	6	22	15	30	13	18	25	15	21	43	0	0
	31.1%	29.1%	32.9%	30.4%	12.5%	30.9%	18.8%	25.3%	36.4%	23.5%	16.7%	30.0%	30.0%	28.6%	31.3%	30.3%	26.5%	47.4%	23.1%	38.5%	24.7%	29.1%	---	---
Very Good	887	49	105	103	3	39	5	25	18	6	3	44	6	22	21	30	19	10	38	11	32	49	0	0
	36.9%	33.1%	35.6%	34.0%	18.8%	35.5%	31.3%	33.3%	32.7%	35.3%	25.0%	33.8%	30.0%	28.6%	43.8%	30.3%	38.8%	26.3%	35.2%	28.2%	37.6%	33.1%	---	---
Excellent	494	39	61	58	8	26	5	25	8	5	5	32	7	21	9	27	12	6	32	8	23	39	0	0
	20.6%	26.4%	20.7%	19.1%	50.0%	23.6%	31.3%	33.3%	14.5%	29.4%	41.7%	24.6%	35.0%	27.3%	18.8%	27.3%	24.5%	15.8%	29.6%	20.5%	27.1%	26.4%	---	---
Significantly different from column:*								I	H															
Excellent or Very Good	1,381	88	166	161	11	65	10	50	26	11	8	76	13	43	30	57	31	16	70	19	55	88	0	0
	57.5%	59.5%	56.3%	53.1%	68.8%	59.1%	62.5%	66.7%	47.3%	64.7%	66.7%	58.5%	65.0%	55.8%	62.5%	57.6%	63.3%	42.1%	64.8%	48.7%	64.7%	59.5%	---	---
Significantly different from column:*								I	H									S	R					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 54

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	25	1	2	2	1	1	0	0	1	0	1	0	0	1	0	0	1	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,405	148	294	305	125	85	68	49	87	16	132	21	82	32	69	51	28	87	43	17	53	49	46
	99.0%	99.3%	99.3%	99.3%	99.2%	98.8%	100.0%	100.0%	98.9%	100.0%	99.2%	100.0%	100.0%	97.0%	100.0%	100.0%	96.6%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Poor	122	12	12	20	11	9	8	5	11	2	10	1	6	4	9	1	2	1	2	9	0	0	12
	5.1%	8.1%	4.1%	6.6%	8.8%	10.6%	11.8%	10.2%	12.6%	12.5%	7.6%	4.8%	7.3%	12.5%	13.0%	2.0%	7.1%	1.1%	4.7%	52.9%	0.0%	0.0%	26.1%
Fair	528	34	61	60	28	28	21	12	30	3	31	4	21	5	12	13	9	15	16	3	0	0	34
	22.0%	23.0%	20.7%	19.7%	22.4%	32.9%	30.9%	24.5%	34.5%	18.8%	23.5%	19.0%	25.6%	15.6%	17.4%	25.5%	32.1%	17.2%	37.2%	17.6%	0.0%	0.0%	73.9%
Good	761	49	94	91	39	26	20	18	32	6	43	4	27	13	24	14	11	32	15	1	0	49	0
	31.6%	33.1%	32.0%	29.8%	31.2%	30.6%	29.4%	36.7%	36.8%	37.5%	32.6%	19.0%	32.9%	40.6%	34.8%	27.5%	39.3%	36.8%	34.9%	5.9%	0.0%	100.0%	0.0%
Very Good	557	26	66	74	24	12	9	7	10	2	24	1	18	7	13	9	4	20	3	3	26	0	0
	23.2%	17.6%	22.4%	24.3%	19.2%	14.1%	13.2%	14.3%	11.5%	12.5%	18.2%	4.8%	22.0%	21.9%	18.8%	17.6%	14.3%	23.0%	7.0%	17.6%	49.1%	0.0%	0.0%
Excellent	437	27	61	60	23	10	10	7	4	3	24	11	10	3	11	14	2	19	7	1	27	0	0
	18.2%	18.2%	20.7%	19.7%	18.4%	11.8%	14.7%	14.3%	4.6%	18.8%	18.2%	52.4%	12.2%	9.4%	15.9%	27.5%	7.1%	21.8%	16.3%	5.9%	50.9%	0.0%	0.0%
Significantly different from column:*					I		I		EG			N		L		Q	P				VW	U	U
Excellent or Very Good	994	53	127	134	47	22	19	14	14	5	48	12	28	10	24	23	6	39	10	4	53	0	0
	41.3%	35.8%	43.2%	43.9%	37.6%	25.9%	27.9%	28.6%	16.1%	31.3%	36.4%	57.1%	34.1%	31.3%	34.8%	45.1%	21.4%	44.8%	23.3%	23.5%	100.0%	0.0%	0.0%
Significantly different from column:*					I				E							Q	P	S	R		VW	U	U

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 54

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	25	1	2	2	0	1	0	1	0	0	0	1	0	1	0	1	0	0	1	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,405	148	294	305	16	110	16	75	55	17	12	130	21	76	48	98	50	38	108	38	86	148	0	0
	99.0%	99.3%	99.3%	99.3%	100.0%	99.1%	100.0%	98.7%	100.0%	100.0%	100.0%	99.2%	100.0%	98.7%	100.0%	99.0%	100.0%	100.0%	99.1%	97.4%	100.0%	99.3%	---	---
Poor	122	12	12	20	2	8	2	5	5	2	2	10	0	8	4	9	3	5	7	6	4	12	0	0
	5.1%	8.1%	4.1%	6.6%	12.5%	7.3%	12.5%	6.7%	9.1%	11.8%	16.7%	7.7%	0.0%	10.5%	8.3%	9.2%	6.0%	13.2%	6.5%	15.8%	4.7%	8.1%	---	---
Fair	528	34	61	60	4	24	4	19	11	4	2	32	5	17	11	25	9	12	21	7	20	34	0	0
	22.0%	23.0%	20.7%	19.7%	25.0%	21.8%	25.0%	25.3%	20.0%	23.5%	16.7%	24.6%	23.8%	22.4%	22.9%	25.5%	18.0%	31.6%	19.4%	18.4%	23.3%	23.0%	---	---
Good	761	49	94	91	5	39	3	28	18	3	3	44	6	24	19	33	16	14	35	14	27	49	0	0
	31.6%	33.1%	32.0%	29.8%	31.3%	35.5%	18.8%	37.3%	32.7%	17.6%	25.0%	33.8%	28.6%	31.6%	39.6%	33.7%	32.0%	36.8%	32.4%	36.8%	31.4%	33.1%	---	---
Very Good	557	26	66	74	2	21	2	9	12	5	2	23	5	11	10	18	8	3	22	5	18	26	0	0
	23.2%	17.6%	22.4%	24.3%	12.5%	19.1%	12.5%	12.0%	21.8%	29.4%	16.7%	17.7%	23.8%	14.5%	20.8%	18.4%	16.0%	7.9%	20.4%	13.2%	20.9%	17.6%	---	---
Excellent	437	27	61	60	3	18	5	14	9	3	3	21	5	16	4	13	14	4	23	6	17	27	0	0
	18.2%	18.2%	20.7%	19.7%	18.8%	16.4%	31.3%	18.7%	16.4%	17.6%	25.0%	16.2%	23.8%	21.1%	8.3%	13.3%	28.0%	10.5%	21.3%	15.8%	19.8%	18.2%	---	---
Significantly different from column:*																Q	P							
Excellent or Very Good	994	53	127	134	5	39	7	23	21	8	5	44	10	27	14	31	22	7	45	11	35	53	0	0
	41.3%	35.8%	43.2%	43.9%	31.3%	35.5%	43.8%	30.7%	38.2%	47.1%	41.7%	33.8%	47.6%	35.5%	29.2%	31.6%	44.0%	18.4%	41.7%	28.9%	40.7%	35.8%	---	---
Significantly different from column:*																		S	R					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 55

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	6	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,424	149	293	305	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
	99.8%	100.0%	99.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,908	126	234	246	126	73	56	36	70	15	111	18	71	28	59	43	24	71	39	16	47	39	39
	78.7%	84.6%	79.9%	80.7%	100.0%	84.9%	82.4%	73.5%	79.5%	93.8%	83.5%	85.7%	86.6%	84.8%	85.5%	84.3%	82.8%	80.7%	90.7%	94.1%	88.7%	79.6%	84.8%
No	516	23	59	59	0	13	12	13	18	1	22	3	11	5	10	8	5	17	4	1	6	10	7
	21.3%	15.4%	20.1%	19.3%	0.0%	15.1%	17.6%	26.5%	20.5%	6.3%	16.5%	14.3%	13.4%	15.2%	14.5%	15.7%	17.2%	19.3%	9.3%	5.9%	11.3%	20.4%	15.2%
Significantly different from column:*					F1	E			E														

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 55

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	6	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,424	149	293	305	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
	99.8%	100.0%	99.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	1,908	126	234	246	9	95	16	64	47	15	8	114	15	67	41	85	41	32	93	31	79	126	0	0
	78.7%	84.6%	79.9%	80.7%	56.3%	85.6%	100.0%	84.2%	85.5%	88.2%	66.7%	87.0%	71.4%	87.0%	85.4%	85.9%	82.0%	84.2%	85.3%	79.5%	91.9%	84.6%	---	---
No	516	23	59	59	7	16	0	12	8	2	4	17	6	10	7	14	9	6	16	8	7	23	0	0
	21.3%	15.4%	20.1%	19.3%	43.8%	14.4%	0.0%	15.8%	14.5%	11.8%	33.3%	13.0%	28.6%	13.0%	14.6%	14.1%	18.0%	15.8%	14.7%	20.5%	8.1%	15.4%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 56

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,908	126	234	246	126	73	56	36	70	15	111	18	71	28	59	43	24	71	39	16	47	39	39
Number missing or multiple answer	16	1	3	1	1	1	0	0	1	0	1	1	0	0	0	1	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,892	125	231	245	125	72	56	36	69	15	110	17	71	28	59	42	24	70	39	16	47	39	38
	99.2%	99.2%	98.7%	99.6%	99.2%	98.6%	100.0%	100.0%	98.6%	100.0%	99.1%	94.4%	100.0%	100.0%	100.0%	97.7%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	97.4%
Yes	1,846	122	219	235	122	72	54	33	67	14	108	16	70	27	58	40	24	68	38	16	46	38	37
	97.6%	97.6%	94.8%	95.9%	97.6%	100.0%	96.4%	91.7%	97.1%	93.3%	98.2%	94.1%	98.6%	96.4%	98.3%	95.2%	100.0%	97.1%	97.4%	100.0%	97.9%	97.4%	97.4%
No	46	3	12	10	3	0	2	3	2	1	2	1	1	1	1	2	0	2	1	0	1	1	1
	2.4%	2.4%	5.2%	4.1%	2.4%	0.0%	3.6%	8.3%	2.9%	6.7%	1.8%	5.9%	1.4%	3.6%	1.7%	4.8%	0.0%	2.9%	2.6%	0.0%	2.1%	2.6%	2.6%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 56

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,908	126	234	246	9	95	16	64	47	15	8	114	15	67	41	85	41	32	93	31	79	126	0	0
Number missing or multiple answer	16	1	3	1	0	1	0	1	0	0	0	1	0	1	0	1	0	1	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,892	125	231	245	9	94	16	63	47	15	8	113	15	66	41	84	41	31	93	31	78	125	0	0
	99.2%	99.2%	98.7%	99.6%	100.0%	98.9%	100.0%	98.4%	100.0%	100.0%	100.0%	99.1%	100.0%	98.5%	100.0%	98.8%	100.0%	96.9%	100.0%	100.0%	98.7%	99.2%	---	---
Yes	1,846	122	219	235	8	92	16	63	45	14	8	110	14	65	40	81	41	30	91	31	76	122	0	0
	97.6%	97.6%	94.8%	95.9%	88.9%	97.9%	100.0%	100.0%	95.7%	93.3%	100.0%	97.3%	93.3%	98.5%	97.6%	96.4%	100.0%	96.8%	97.8%	100.0%	97.4%	97.6%	---	---
No	46	3	12	10	1	2	0	0	2	1	0	3	1	1	1	3	0	1	2	0	2	3	0	0
	2.4%	2.4%	5.2%	4.1%	11.1%	2.1%	0.0%	0.0%	4.3%	6.7%	0.0%	2.7%	6.7%	1.5%	2.4%	3.6%	0.0%	3.2%	2.2%	0.0%	2.6%	2.4%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 57

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,846	122	219	235	122	72	54	33	67	14	108	16	70	27	58	40	24	68	38	16	46	38	37
Number missing or multiple answer	2	1	0	1	1	1	0	1	1	0	1	0	1	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,844	121	219	234	121	71	54	32	66	14	107	16	69	27	57	40	24	67	38	16	46	37	37
	99.9%	99.2%	100.0%	99.6%	99.2%	98.6%	100.0%	97.0%	98.5%	100.0%	99.1%	100.0%	98.6%	100.0%	98.3%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	97.4%	100.0%
Yes	1,821	120	216	223	120	70	53	31	65	14	106	16	68	27	57	39	24	67	37	16	46	37	36
	98.8%	99.2%	98.6%	95.3%	99.2%	98.6%	98.1%	96.9%	98.5%	100.0%	99.1%	100.0%	98.6%	100.0%	100.0%	97.5%	100.0%	100.0%	97.4%	100.0%	100.0%	100.0%	97.3%
No	23	1	3	11	1	1	1	1	1	0	1	0	1	0	0	1	0	0	1	0	0	0	1
	1.2%	0.8%	1.4%	4.7%	0.8%	1.4%	1.9%	3.1%	1.5%	0.0%	0.9%	0.0%	1.4%	0.0%	0.0%	2.5%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	2.7%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 57

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,846	122	219	235	8	92	16	63	45	14	8	110	14	65	40	81	41	30	91	31	76	122	0	0
Number missing or multiple answer	2	1	0	1	0	0	0	1	0	0	0	0	1	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,844	121	219	234	8	92	16	62	45	14	8	110	13	65	40	80	41	30	90	31	76	121	0	0
	99.9%	99.2%	100.0%	99.6%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	98.8%	100.0%	100.0%	98.9%	100.0%	100.0%	99.2%	---	---
Yes	1,821	120	216	223	8	91	16	62	44	14	8	109	13	64	40	79	41	30	89	31	75	120	0	0
	98.8%	99.2%	98.6%	95.3%	100.0%	98.9%	100.0%	100.0%	97.8%	100.0%	100.0%	99.1%	100.0%	98.5%	100.0%	98.8%	100.0%	100.0%	98.9%	100.0%	98.7%	99.2%	---	---
No	23	1	3	11	0	1	0	0	1	0	0	1	0	1	0	1	0	0	1	0	1	1	0	0
	1.2%	0.8%	1.4%	4.7%	0.0%	1.1%	0.0%	0.0%	2.2%	0.0%	0.0%	0.9%	0.0%	1.5%	0.0%	1.3%	0.0%	0.0%	1.1%	0.0%	1.3%	0.8%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 58

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	22	1	13	7	1	0	1	1	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,408	148	283	300	125	86	67	48	87	15	133	21	82	33	68	51	29	87	43	17	52	49	46
	99.1%	99.3%	95.6%	97.7%	99.2%	100.0%	98.5%	98.0%	98.9%	93.8%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	98.9%	100.0%	100.0%	98.1%	100.0%	100.0%
Yes	1,430	86	155	155	73	86	56	35	65	8	78	10	54	16	38	30	18	43	28	14	22	26	37
	59.4%	58.1%	54.8%	51.7%	58.4%	100.0%	83.6%	72.9%	74.7%	53.3%	58.6%	47.6%	65.9%	48.5%	55.9%	58.8%	62.1%	49.4%	65.1%	82.4%	42.3%	53.1%	80.4%
No	978	62	128	145	52	0	11	13	22	7	55	11	28	17	30	21	11	44	15	3	30	23	9
	40.6%	41.9%	45.2%	48.3%	41.6%	0.0%	16.4%	27.1%	25.3%	46.7%	41.4%	52.4%	34.1%	51.5%	44.1%	41.2%	37.9%	50.6%	34.9%	17.6%	57.7%	46.9%	19.6%
Significantly different from column:*					FGI	EI	E		EF									T		R	W	W	UV

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 58

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	22	1	13	7	1	0	0	0	0	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,408	148	283	300	15	111	16	76	55	16	11	131	21	77	48	98	50	38	108	39	86	148	0	0
	99.1%	99.3%	95.6%	97.7%	93.8%	100.0%	100.0%	100.0%	100.0%	94.1%	91.7%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	99.1%	100.0%	100.0%	99.3%	---	---
Yes	1,430	86	155	155	7	62	13	46	31	8	5	78	11	51	23	58	28	25	59	23	50	86	0	0
	59.4%	58.1%	54.8%	51.7%	46.7%	55.9%	81.3%	60.5%	56.4%	50.0%	45.5%	59.5%	52.4%	66.2%	47.9%	59.2%	56.0%	65.8%	54.6%	59.0%	58.1%	58.1%	---	---
No	978	62	128	145	8	49	3	30	24	8	6	53	10	26	25	40	22	13	49	16	36	62	0	0
	40.6%	41.9%	45.2%	48.3%	53.3%	44.1%	18.8%	39.5%	43.6%	50.0%	54.5%	40.5%	47.6%	33.8%	52.1%	40.8%	44.0%	34.2%	45.4%	41.0%	41.9%	41.9%	---	---
Significantly different from column:*					G		E							O	N									

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 59

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,430	86	155	155	73	86	56	35	65	8	78	10	54	16	38	30	18	43	28	14	22	26	37
Number missing or multiple answer	19	1	4	1	1	1	0	0	1	0	1	0	1	0	1	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,411	85	151	154	72	85	56	35	64	8	77	10	53	16	37	30	18	42	28	14	22	26	36
	98.7%	98.8%	97.4%	99.4%	98.6%	98.8%	100.0%	100.0%	98.5%	100.0%	98.7%	100.0%	98.1%	100.0%	97.4%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	97.3%
Yes	1,369	83	144	144	70	83	56	35	63	7	76	10	52	15	36	29	18	40	28	14	20	26	36
	97.0%	97.6%	95.4%	93.5%	97.2%	97.6%	100.0%	100.0%	98.4%	87.5%	98.7%	100.0%	98.1%	93.8%	97.3%	96.7%	100.0%	95.2%	100.0%	100.0%	90.9%	100.0%	100.0%
No	42	2	7	10	2	2	0	0	1	1	1	0	1	1	1	1	0	2	0	0	2	0	0
	3.0%	2.4%	4.6%	6.5%	2.8%	2.4%	0.0%	0.0%	1.6%	12.5%	1.3%	0.0%	1.9%	6.3%	2.7%	3.3%	0.0%	4.8%	0.0%	0.0%	9.1%	0.0%	0.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 59

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,430	86	155	155	7	62	13	46	31	8	5	78	11	51	23	58	28	25	59	23	50	86	0	0
Number missing or multiple answer	19	1	4	1	0	0	1	1	0	0	0	1	0	0	1	1	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,411	85	151	154	7	62	12	45	31	8	5	77	11	51	22	57	28	25	58	23	49	85	0	0
	98.7%	98.8%	97.4%	99.4%	100.0%	100.0%	92.3%	97.8%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	95.7%	98.3%	100.0%	100.0%	98.3%	100.0%	98.0%	98.8%	---	---
Yes	1,369	83	144	144	6	62	11	44	30	8	5	75	11	50	21	56	27	24	57	23	48	83	0	0
	97.0%	97.6%	95.4%	93.5%	85.7%	100.0%	91.7%	97.8%	96.8%	100.0%	100.0%	97.4%	100.0%	98.0%	95.5%	98.2%	96.4%	96.0%	98.3%	100.0%	98.0%	97.6%	---	---
No	42	2	7	10	1	0	1	1	1	0	0	2	0	1	1	1	1	1	1	0	1	2	0	0
	3.0%	2.4%	4.6%	6.5%	14.3%	0.0%	8.3%	2.2%	3.2%	0.0%	0.0%	2.6%	0.0%	2.0%	4.5%	1.8%	3.6%	4.0%	1.7%	0.0%	2.0%	2.4%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 60

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,369	83	144	144	70	83	56	35	63	7	76	10	52	15	36	29	18	40	28	14	20	26	36
Number missing or multiple answer	6	1	5	0	0	1	1	1	0	0	1	0	0	1	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,363	82	139	144	70	82	55	34	63	7	75	10	52	14	35	29	18	39	28	14	19	26	36
	99.6%	98.8%	96.5%	100.0%	100.0%	98.8%	98.2%	97.1%	100.0%	100.0%	98.7%	100.0%	100.0%	93.3%	97.2%	100.0%	100.0%	97.5%	100.0%	100.0%	95.0%	100.0%	100.0%
Yes	1,350	80	137	142	69	80	54	33	61	6	74	10	50	14	35	28	17	39	27	13	19	25	35
	99.0%	97.6%	98.6%	98.6%	98.6%	97.6%	98.2%	97.1%	96.8%	85.7%	98.7%	100.0%	96.2%	100.0%	100.0%	96.6%	94.4%	100.0%	96.4%	92.9%	100.0%	96.2%	97.2%
No	13	2	2	2	1	2	1	1	2	1	1	0	2	0	0	1	1	0	1	1	0	1	1
	1.0%	2.4%	1.4%	1.4%	1.4%	2.4%	1.8%	2.9%	3.2%	14.3%	1.3%	0.0%	3.8%	0.0%	0.0%	3.4%	5.6%	0.0%	3.6%	7.1%	0.0%	3.8%	2.8%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 60

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,369	83	144	144	6	62	11	44	30	8	5	75	11	50	21	56	27	24	57	23	48	83	0	0
Number missing or multiple answer	6	1	5	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,363	82	139	144	6	61	11	44	30	8	5	75	10	50	21	55	27	24	56	23	47	82	0	0
	99.6%	98.8%	96.5%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	98.2%	100.0%	100.0%	98.2%	100.0%	97.9%	98.8%	---	---
Yes	1,350	80	137	142	6	59	11	43	30	7	5	73	10	49	20	54	26	22	56	21	47	80	0	0
	99.0%	97.6%	98.6%	98.6%	100.0%	96.7%	100.0%	97.7%	100.0%	87.5%	100.0%	97.3%	100.0%	98.0%	95.2%	98.2%	96.3%	91.7%	100.0%	91.3%	100.0%	97.6%	---	---
No	13	2	2	2	0	2	0	1	0	1	0	2	0	1	1	1	1	2	0	2	0	2	0	0
	1.0%	2.4%	1.4%	1.4%	0.0%	3.3%	0.0%	2.3%	0.0%	12.5%	0.0%	2.7%	0.0%	2.0%	4.8%	1.8%	3.7%	8.3%	0.0%	8.7%	0.0%	2.4%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 61

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	32	1	9	7	1	1	0	0	1	0	1	0	1	0	1	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,398	148	287	300	125	85	68	49	87	16	132	21	81	33	68	51	29	87	43	17	53	49	45
	98.7%	99.3%	97.0%	97.7%	99.2%	98.8%	100.0%	100.0%	98.9%	100.0%	99.2%	100.0%	98.8%	100.0%	98.6%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	97.8%
Yes	1,027	68	103	115	56	56	68	39	48	6	62	10	42	10	30	24	14	31	23	13	19	20	29
	42.8%	45.9%	35.9%	38.3%	44.8%	65.9%	100.0%	79.6%	55.2%	37.5%	47.0%	47.6%	51.9%	30.3%	44.1%	47.1%	48.3%	35.6%	53.5%	76.5%	35.8%	40.8%	64.4%
No	1,371	80	184	185	69	29	0	10	39	10	70	11	39	23	38	27	15	56	20	4	34	29	16
	57.2%	54.1%	64.1%	61.7%	55.2%	34.1%	0.0%	20.4%	44.8%	62.5%	53.0%	52.4%	48.1%	69.7%	55.9%	52.9%	51.7%	64.4%	46.5%	23.5%	64.2%	59.2%	35.6%
Significantly different from column:*		C			FGH	EG	EFI	EI	GH				N	M				T		R	W	W	UV

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 61

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	32	1	9	7	0	0	1	1	0	0	0	1	0	0	1	1	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,398	148	287	300	16	111	15	75	55	17	12	130	21	77	47	98	50	38	108	39	85	148	0	0
	98.7%	99.3%	97.0%	97.7%	100.0%	100.0%	93.8%	98.7%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	97.9%	99.0%	100.0%	100.0%	99.1%	100.0%	98.8%	99.3%	---	---
Yes	1,027	68	103	115	5	51	9	28	29	10	4	62	11	41	14	47	21	18	49	19	40	68	0	0
	42.8%	45.9%	35.9%	38.3%	31.3%	45.9%	60.0%	37.3%	52.7%	58.8%	33.3%	47.7%	52.4%	53.2%	29.8%	48.0%	42.0%	47.4%	45.4%	48.7%	47.1%	45.9%	---	---
No	1,371	80	184	185	11	60	6	47	26	7	8	68	10	36	33	51	29	20	59	20	45	80	0	0
	57.2%	54.1%	64.1%	61.7%	68.8%	54.1%	40.0%	62.7%	47.3%	41.2%	66.7%	52.3%	47.6%	46.8%	70.2%	52.0%	58.0%	52.6%	54.6%	51.3%	52.9%	54.1%	---	---
Significantly different from column:*		C											O	N										

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 62

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

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q61)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,027	68	103	115	56	56	68	39	48	6	62	10	42	10	30	24	14	31	23	13	19	20	29
Number missing or multiple answer	12	1	5	2	1	1	1	0	1	0	1	0	1	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,015	67	98	113	55	55	67	39	47	6	61	10	41	10	29	24	14	30	23	13	18	20	29
	98.8%	98.5%	95.1%	98.3%	98.2%	98.2%	98.5%	100.0%	97.9%	100.0%	98.4%	100.0%	97.6%	100.0%	96.7%	100.0%	100.0%	96.8%	100.0%	100.0%	94.7%	100.0%	100.0%
Yes	988	67	85	104	55	55	67	39	47	6	61	10	41	10	29	24	14	30	23	13	18	20	29
	97.3%	100.0%	86.7%	92.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	27	0	13	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.7%	0.0%	13.3%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*		C																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 62

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

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q61)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,027	68	103	115	5	51	9	28	29	10	4	62	11	41	14	47	21	18	49	19	40	68	0	0
Number missing or multiple answer	12	1	5	2	0	0	1	1	0	0	0	1	0	1	0	1	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,015	67	98	113	5	51	8	27	29	10	4	61	11	40	14	46	21	18	48	19	39	67	0	0
	98.8%	98.5%	95.1%	98.3%	100.0%	100.0%	88.9%	96.4%	100.0%	100.0%	100.0%	98.4%	100.0%	97.6%	100.0%	97.9%	100.0%	100.0%	98.0%	100.0%	97.5%	98.5%	---	---
Yes	988	67	85	104	5	51	8	27	29	10	4	61	11	40	14	46	21	18	48	19	39	67	0	0
	97.3%	100.0%	86.7%	92.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
No	27	0	13	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.7%	0.0%	13.3%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Significantly different from column:*		C																						

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 63

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

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	988	67	85	104	55	55	67	39	47	6	61	10	41	10	29	24	14	30	23	13	18	20	29
Number missing or multiple answer	3	1	0	0	0	1	1	1	0	0	1	0	0	1	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	985	66	85	104	55	54	66	38	47	6	60	10	41	9	28	24	14	29	23	13	17	20	29
	99.7%	98.5%	100.0%	100.0%	100.0%	98.2%	98.5%	97.4%	100.0%	100.0%	98.4%	100.0%	100.0%	90.0%	96.6%	100.0%	100.0%	96.7%	100.0%	100.0%	94.4%	100.0%	100.0%
Yes	976	65	83	103	54	54	65	38	47	6	59	10	40	9	28	24	13	28	23	13	17	19	29
	99.1%	98.5%	97.6%	99.0%	98.2%	100.0%	98.5%	100.0%	100.0%	100.0%	98.3%	100.0%	97.6%	100.0%	100.0%	100.0%	92.9%	96.6%	100.0%	100.0%	100.0%	95.0%	100.0%
No	9	1	2	1	1	0	1	0	0	0	1	0	1	0	0	0	1	1	0	0	0	1	0
	0.9%	1.5%	2.4%	1.0%	1.8%	0.0%	1.5%	0.0%	0.0%	0.0%	1.7%	0.0%	2.4%	0.0%	0.0%	0.0%	7.1%	3.4%	0.0%	0.0%	0.0%	5.0%	0.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 63

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

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	988	67	85	104	5	51	8	27	29	10	4	61	11	40	14	46	21	18	48	19	39	67	0	0
Number missing or multiple answer	3	1	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	985	66	85	104	5	50	8	27	29	10	4	61	10	40	14	45	21	18	47	19	38	66	0	0
	99.7%	98.5%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	97.8%	100.0%	100.0%	97.9%	100.0%	97.4%	98.5%	---	---
Yes	976	65	83	103	5	49	8	27	28	10	4	60	9	40	14	45	20	17	47	18	38	65	0	0
	99.1%	98.5%	97.6%	99.0%	100.0%	98.0%	100.0%	100.0%	96.6%	100.0%	100.0%	98.4%	90.0%	100.0%	100.0%	100.0%	95.2%	94.4%	100.0%	94.7%	100.0%	98.5%	---	---
No	9	1	2	1	0	1	0	0	1	0	0	1	1	0	0	0	1	1	0	1	0	1	0	0
	0.9%	1.5%	2.4%	1.0%	0.0%	2.0%	0.0%	0.0%	3.4%	0.0%	0.0%	1.6%	10.0%	0.0%	0.0%	0.0%	4.8%	5.6%	0.0%	5.3%	0.0%	1.5%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 64

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	26	1	4	4	1	1	1	0	1	1	0	0	1	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,404	148	292	303	125	85	67	49	87	15	133	21	81	33	68	51	29	87	43	17	53	48	46
	98.9%	99.3%	98.6%	98.7%	99.2%	98.8%	98.5%	100.0%	98.9%	93.8%	100.0%	100.0%	98.8%	100.0%	98.6%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	98.0%	100.0%
Yes	870	49	91	92	36	35	39	49	36	5	44	9	27	7	21	19	9	29	11	8	14	18	17
	36.2%	33.1%	31.2%	30.4%	28.8%	41.2%	58.2%	100.0%	41.4%	33.3%	33.1%	42.9%	33.3%	21.2%	30.9%	37.3%	31.0%	33.3%	25.6%	47.1%	26.4%	37.5%	37.0%
No	1,534	99	201	211	89	50	28	0	51	10	89	12	54	26	47	32	20	58	32	9	39	30	29
	63.8%	66.9%	68.8%	69.6%	71.2%	58.8%	41.8%	0.0%	58.6%	66.7%	66.9%	57.1%	66.7%	78.8%	69.1%	62.7%	69.0%	66.7%	74.4%	52.9%	73.6%	62.5%	63.0%
Significantly different from column:*					GH	GH	EFHI	EFGI	GH														

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 64

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	26	1	4	4	0	1	0	1	0	0	0	1	0	1	0	1	0	1	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,404	148	292	303	16	110	16	75	55	17	12	130	21	76	48	98	50	37	109	39	85	148	0	0
	98.9%	99.3%	98.6%	98.7%	100.0%	99.1%	100.0%	98.7%	100.0%	100.0%	100.0%	99.2%	100.0%	98.7%	100.0%	99.0%	100.0%	97.4%	100.0%	100.0%	98.8%	99.3%	---	---
Yes	870	49	91	92	7	38	2	24	17	7	7	38	12	29	5	36	13	9	39	14	25	49	0	0
	36.2%	33.1%	31.2%	30.4%	43.8%	34.5%	12.5%	32.0%	30.9%	41.2%	58.3%	29.2%	57.1%	38.2%	10.4%	36.7%	26.0%	24.3%	35.8%	35.9%	29.4%	33.1%	---	---
No	1,534	99	201	211	9	72	14	51	38	10	5	92	9	47	43	62	37	28	70	25	60	99	0	0
	63.8%	66.9%	68.8%	69.6%	56.3%	65.5%	87.5%	68.0%	69.1%	58.8%	41.7%	70.8%	42.9%	61.8%	89.6%	63.3%	74.0%	75.7%	64.2%	64.1%	70.6%	66.9%	---	---
Significantly different from column:*													O	O	MN									

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 65

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

Base: All respondents whose child needs/gets special therapy (Q64)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	870	49	91	92	36	35	39	49	36	5	44	9	27	7	21	19	9	29	11	8	14	18	17
Number missing or multiple answer	17	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	853	49	88	91	36	35	39	49	36	5	44	9	27	7	21	19	9	29	11	8	14	18	17
	98.0%	100.0%	96.7%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	802	44	71	80	31	34	37	44	35	3	41	8	24	6	19	16	9	25	10	8	11	16	17
	94.0%	89.8%	80.7%	87.9%	86.1%	97.1%	94.9%	89.8%	97.2%	60.0%	93.2%	88.9%	88.9%	85.7%	90.5%	84.2%	100.0%	86.2%	90.9%	100.0%	78.6%	88.9%	100.0%
No	51	5	17	11	5	1	2	5	1	2	3	1	3	1	2	3	0	4	1	0	3	2	0
	6.0%	10.2%	19.3%	12.1%	13.9%	2.9%	5.1%	10.2%	2.8%	40.0%	6.8%	11.1%	11.1%	14.3%	9.5%	15.8%	0.0%	13.8%	9.1%	0.0%	21.4%	11.1%	0.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 65

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

Base: All respondents whose child needs/gets special therapy (Q64)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	870	49	91	92	7	38	2	24	17	7	7	38	12	29	5	36	13	9	39	14	25	49	0	0
Number missing or multiple answer	17	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	853	49	88	91	7	38	2	24	17	7	7	38	12	29	5	36	13	9	39	14	25	49	0	0
	98.0%	100.0%	96.7%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	802	44	71	80	6	35	2	22	14	7	6	34	10	27	5	32	12	8	35	13	23	44	0	0
	94.0%	89.8%	80.7%	87.9%	85.7%	92.1%	100.0%	91.7%	82.4%	100.0%	85.7%	89.5%	83.3%	93.1%	100.0%	88.9%	92.3%	88.9%	89.7%	92.9%	92.0%	89.8%	---	---
No	51	5	17	11	1	3	0	2	3	0	1	4	2	2	0	4	1	1	4	1	2	5	0	0
	6.0%	10.2%	19.3%	12.1%	14.3%	7.9%	0.0%	8.3%	17.6%	0.0%	14.3%	10.5%	16.7%	6.9%	0.0%	11.1%	7.7%	11.1%	10.3%	7.1%	8.0%	10.2%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 66

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

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	802	44	71	80	31	34	37	44	35	3	41	8	24	6	19	16	9	25	10	8	11	16	17
Number missing or multiple answer	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	801	44	70	79	31	34	37	44	35	3	41	8	24	6	19	16	9	25	10	8	11	16	17
	99.9%	100.0%	98.6%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	785	42	67	78	29	33	36	42	33	2	40	8	23	6	19	15	8	24	10	7	11	15	16
	98.0%	95.5%	95.7%	98.7%	93.5%	97.1%	97.3%	95.5%	94.3%	66.7%	97.6%	100.0%	95.8%	100.0%	100.0%	93.8%	88.9%	96.0%	100.0%	87.5%	100.0%	93.8%	94.1%
No	16	2	3	1	2	1	1	2	2	1	1	0	1	0	0	1	1	1	0	1	0	1	1
	2.0%	4.5%	4.3%	1.3%	6.5%	2.9%	2.7%	4.5%	5.7%	33.3%	2.4%	0.0%	4.2%	0.0%	0.0%	6.3%	11.1%	4.0%	0.0%	12.5%	0.0%	6.3%	5.9%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 66

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

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	802	44	71	80	6	35	2	22	14	7	6	34	10	27	5	32	12	8	35	13	23	44	0	0
Number missing or multiple answer	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	801	44	70	79	6	35	2	22	14	7	6	34	10	27	5	32	12	8	35	13	23	44	0	0
	99.9%	100.0%	98.6%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Yes	785	42	67	78	6	33	2	22	14	5	6	32	10	26	4	31	11	7	34	12	22	42	0	0
	98.0%	95.5%	95.7%	98.7%	100.0%	94.3%	100.0%	100.0%	100.0%	71.4%	100.0%	94.1%	100.0%	96.3%	80.0%	96.9%	91.7%	87.5%	97.1%	92.3%	95.7%	95.5%	---	---
No	16	2	3	1	0	2	0	0	0	2	0	2	0	1	1	1	1	1	1	1	1	2	0	0
	2.0%	4.5%	4.3%	1.3%	0.0%	5.7%	0.0%	0.0%	0.0%	28.6%	0.0%	5.9%	0.0%	3.7%	20.0%	3.1%	8.3%	12.5%	2.9%	7.7%	4.3%	4.5%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 67

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	32	1	8	5	1	1	1	1	0	1	0	0	1	0	1	0	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,398	148	288	302	125	85	67	48	88	15	133	21	81	33	68	51	29	88	42	17	53	48	46
	98.7%	99.3%	97.3%	98.4%	99.2%	98.8%	98.5%	98.0%	100.0%	93.8%	100.0%	100.0%	98.8%	100.0%	98.6%	100.0%	100.0%	100.0%	97.7%	100.0%	100.0%	98.0%	100.0%
Yes	1,463	88	167	169	70	65	48	36	88	9	79	8	55	19	45	26	17	53	24	10	14	32	41
	61.0%	59.5%	58.0%	56.0%	56.0%	76.5%	71.6%	75.0%	100.0%	60.0%	59.4%	38.1%	67.9%	57.6%	66.2%	51.0%	58.6%	60.2%	57.1%	58.8%	26.4%	66.7%	89.1%
No	935	60	121	133	55	20	19	12	0	6	54	13	26	14	23	25	12	35	18	7	39	16	5
	39.0%	40.5%	42.0%	44.0%	44.0%	23.5%	28.4%	25.0%	0.0%	40.0%	40.6%	61.9%	32.1%	42.4%	33.8%	49.0%	41.4%	39.8%	42.9%	41.2%	73.6%	33.3%	10.9%
Significantly different from column:*					FGHI	EI	EI	E	EFG			M	L								VW	UW	UV

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 67

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	32	1	8	5	0	1	0	0	1	0	0	1	0	1	0	1	0	1	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,398	148	288	302	16	110	16	76	54	17	12	130	21	76	48	98	50	37	109	38	86	148	0	0
	98.7%	99.3%	97.3%	98.4%	100.0%	99.1%	100.0%	100.0%	98.2%	100.0%	100.0%	99.2%	100.0%	98.7%	100.0%	99.0%	100.0%	97.4%	100.0%	97.4%	100.0%	99.3%	---	---
Yes	1,463	88	167	169	11	64	10	45	31	12	7	79	9	48	29	62	26	22	65	21	51	88	0	0
	61.0%	59.5%	58.0%	56.0%	68.8%	58.2%	62.5%	59.2%	57.4%	70.6%	58.3%	60.8%	42.9%	63.2%	60.4%	63.3%	52.0%	59.5%	59.6%	55.3%	59.3%	59.5%	---	---
No	935	60	121	133	5	46	6	31	23	5	5	51	12	28	19	36	24	15	44	17	35	60	0	0
	39.0%	40.5%	42.0%	44.0%	31.3%	41.8%	37.5%	40.8%	42.6%	29.4%	41.7%	39.2%	57.1%	36.8%	39.6%	36.7%	48.0%	40.5%	40.4%	44.7%	40.7%	40.5%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 68

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

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q67)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,463	88	167	169	70	65	48	36	88	9	79	8	55	19	45	26	17	53	24	10	14	32	41
Number missing or multiple answer	17	1	1	5	1	0	1	1	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,446	87	166	164	69	65	47	35	87	8	79	8	55	19	44	26	17	52	24	10	13	32	41
	98.8%	98.9%	99.4%	97.0%	98.6%	100.0%	97.9%	97.2%	98.9%	88.9%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%	98.1%	100.0%	100.0%	92.9%	100.0%	100.0%
Yes	1,425	86	163	161	68	64	46	34	86	7	79	8	54	19	44	26	16	52	24	9	13	32	40
	98.5%	98.9%	98.2%	98.2%	98.6%	98.5%	97.9%	97.1%	98.9%	87.5%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	90.0%	100.0%	100.0%	97.6%
No	21	1	3	3	1	1	1	1	1	1	0	0	1	0	0	0	1	0	0	1	0	0	1
	1.5%	1.1%	1.8%	1.8%	1.4%	1.5%	2.1%	2.9%	1.1%	12.5%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	10.0%	0.0%	0.0%	2.4%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 68

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

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q67)

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,463	88	167	169	11	64	10	45	31	12	7	79	9	48	29	62	26	22	65	21	51	88	0	0
Number missing or multiple answer	17	1	1	5	1	0	0	0	0	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,446	87	166	164	10	64	10	45	31	11	6	79	9	48	29	61	26	22	64	21	51	87	0	0
	98.8%	98.9%	99.4%	97.0%	90.9%	100.0%	100.0%	100.0%	100.0%	91.7%	85.7%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%	98.5%	100.0%	100.0%	98.9%	---	---
Yes	1,425	86	163	161	10	63	10	45	31	10	6	78	9	47	29	60	26	21	64	20	51	86	0	0
	98.5%	98.9%	98.2%	98.2%	100.0%	98.4%	100.0%	100.0%	100.0%	90.9%	100.0%	98.7%	100.0%	97.9%	100.0%	98.4%	100.0%	95.5%	100.0%	95.2%	100.0%	98.9%	---	---
No	21	1	3	3	0	1	0	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	0
	1.5%	1.1%	1.8%	1.8%	0.0%	1.6%	0.0%	0.0%	0.0%	9.1%	0.0%	1.3%	0.0%	2.1%	0.0%	1.6%	0.0%	4.5%	0.0%	4.8%	0.0%	1.1%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 69

What is your child's age?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	49	3	6	6	3	1	2	3	2	1	2	0	2	0	2	1	0	2	0	1	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,381	146	290	301	123	85	66	46	86	15	131	21	80	33	67	50	29	86	43	16	51	49	45
	98.0%	98.0%	98.0%	98.0%	97.6%	98.8%	97.1%	93.9%	97.7%	93.8%	98.5%	100.0%	97.6%	100.0%	97.1%	98.0%	100.0%	97.7%	100.0%	94.1%	96.2%	100.0%	97.8%
Less than 1 year old	14	2	2	5	2	1	1	1	0	0	2	2	0	0	0	2	0	2	0	0	2	0	0
	0.6%	1.4%	0.7%	1.7%	1.6%	1.2%	1.5%	2.2%	0.0%	0.0%	1.5%	9.5%	0.0%	0.0%	0.0%	4.0%	0.0%	2.3%	0.0%	0.0%	3.9%	0.0%	0.0%
1 year old	31	1	5	7	1	0	0	0	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0
	1.3%	0.7%	1.7%	2.3%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	3.0%	0.0%	0.0%	3.4%	0.0%	2.3%	0.0%	0.0%	2.0%	0.0%
2 years old	50	3	9	11	3	1	1	0	0	0	3	0	3	0	0	1	2	2	1	0	2	1	0
	2.1%	2.1%	3.1%	3.7%	2.4%	1.2%	1.5%	0.0%	0.0%	0.0%	2.3%	0.0%	3.8%	0.0%	0.0%	2.0%	6.9%	2.3%	2.3%	0.0%	3.9%	2.0%	0.0%
3 years old	62	6	11	13	3	3	4	4	3	1	5	2	1	2	3	1	2	4	2	0	3	1	2
	2.6%	4.1%	3.8%	4.3%	2.4%	3.5%	6.1%	8.7%	3.5%	6.7%	3.8%	9.5%	1.3%	6.1%	4.5%	2.0%	6.9%	4.7%	4.7%	0.0%	5.9%	2.0%	4.4%
4 to 6 years old	292	18	38	46	13	11	11	10	9	1	17	5	9	4	5	10	3	11	5	1	9	5	4
	12.3%	12.3%	13.1%	15.3%	10.6%	12.9%	16.7%	21.7%	10.5%	6.7%	13.0%	23.8%	11.3%	12.1%	7.5%	20.0%	10.3%	12.8%	11.6%	6.3%	17.6%	10.2%	8.9%
7 to 9 years old	416	32	52	51	27	20	16	11	19	4	28	7	16	4	18	8	6	17	8	7	7	13	11
	17.5%	21.9%	17.9%	16.9%	22.0%	23.5%	24.2%	23.9%	22.1%	26.7%	21.4%	33.3%	20.0%	12.1%	26.9%	16.0%	20.7%	19.8%	18.6%	43.8%	13.7%	26.5%	24.4%
10 to 13 years old	666	36	75	93	33	26	19	15	26	2	34	5	23	7	16	15	5	20	11	5	14	9	13
	28.0%	24.7%	25.9%	30.9%	26.8%	30.6%	28.8%	32.6%	30.2%	13.3%	26.0%	23.8%	28.8%	21.2%	23.9%	30.0%	17.2%	23.3%	25.6%	31.3%	27.5%	18.4%	28.9%
14 to 18 years old	850	48	98	75	41	23	14	5	29	7	41	0	28	15	25	13	10	30	15	3	14	19	15
	35.7%	32.9%	33.8%	24.9%	33.3%	27.1%	21.2%	10.9%	33.7%	46.7%	31.3%	0.0%	35.0%	45.5%	37.3%	26.0%	34.5%	34.9%	34.9%	18.8%	27.5%	38.8%	33.3%
3 years old or younger	157	12	27	36	9	5	6	5	3	1	11	4	4	3	3	4	5	8	4	0	7	3	2
	6.6%	8.2%	9.3%	12.0%	7.3%	5.9%	9.1%	10.9%	3.5%	6.7%	8.4%	19.0%	5.0%	9.1%	4.5%	8.0%	17.2%	9.3%	9.3%	0.0%	13.7%	6.1%	4.4%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 69

What is your child's age?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	49	3	6	6	1	2	0	1	1	1	2	1	0	0	0	2	1	0	3	0	2	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,381	146	290	301	15	109	16	75	54	16	10	130	21	77	48	97	49	38	106	39	84	146	0	0
	98.0%	98.0%	98.0%	98.0%	93.8%	98.2%	100.0%	98.7%	98.2%	94.1%	83.3%	99.2%	100.0%	100.0%	100.0%	98.0%	98.0%	100.0%	97.2%	100.0%	97.7%	98.0%	---	---
Less than 1 year old	14	2	2	5	0	1	1	2	0	0	0	2	2	0	0	0	2	0	2	0	2	2	0	0
	0.6%	1.4%	0.7%	1.7%	0.0%	0.9%	6.3%	2.7%	0.0%	0.0%	0.0%	1.5%	9.5%	0.0%	0.0%	0.0%	4.1%	0.0%	1.9%	0.0%	2.4%	1.4%	---	---
1 year old	31	1	5	7	0	0	0	1	0	0	0	1	1	0	0	1	0	1	0	0	0	1	0	0
	1.3%	0.7%	1.7%	2.3%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.8%	4.8%	0.0%	0.0%	1.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.7%	---	---
2 years old	50	3	9	11	0	2	1	1	1	1	1	2	3	0	0	0	3	1	2	2	1	3	0	0
	2.1%	2.1%	3.1%	3.7%	0.0%	1.8%	6.3%	1.3%	1.9%	6.3%	10.0%	1.5%	14.3%	0.0%	0.0%	0.0%	6.1%	2.6%	1.9%	5.1%	1.2%	2.1%	---	---
3 years old	62	6	11	13	2	3	1	2	2	1	0	5	6	0	0	3	3	1	4	0	4	6	0	0
	2.6%	4.1%	3.8%	4.3%	13.3%	2.8%	6.3%	2.7%	3.7%	6.3%	0.0%	3.8%	28.6%	0.0%	0.0%	3.1%	6.1%	2.6%	3.8%	0.0%	4.8%	4.1%	---	---
4 to 6 years old	292	18	38	46	2	13	1	8	7	3	2	14	9	9	0	13	5	6	12	6	7	18	0	0
	12.3%	12.3%	13.1%	15.3%	13.3%	11.9%	6.3%	10.7%	13.0%	18.8%	20.0%	10.8%	42.9%	11.7%	0.0%	13.4%	10.2%	15.8%	11.3%	15.4%	8.3%	12.3%	---	---
7 to 9 years old	416	32	52	51	2	26	4	21	10	1	3	28	0	32	0	24	8	7	25	12	18	32	0	0
	17.5%	21.9%	17.9%	16.9%	13.3%	23.9%	25.0%	28.0%	18.5%	6.3%	30.0%	21.5%	0.0%	41.6%	0.0%	24.7%	16.3%	18.4%	23.6%	30.8%	21.4%	21.9%	---	---
10 to 13 years old	666	36	75	93	4	26	4	15	17	4	3	32	0	36	0	25	11	7	28	6	24	36	0	0
	28.0%	24.7%	25.9%	30.9%	26.7%	23.9%	25.0%	20.0%	31.5%	25.0%	30.0%	24.6%	0.0%	46.8%	0.0%	25.8%	22.4%	18.4%	26.4%	15.4%	28.6%	24.7%	---	---
14 to 18 years old	850	48	98	75	5	38	4	25	17	6	1	46	0	0	48	31	17	15	33	13	28	48	0	0
	35.7%	32.9%	33.8%	24.9%	33.3%	34.9%	25.0%	33.3%	31.5%	37.5%	10.0%	35.4%	0.0%	0.0%	100.0%	32.0%	34.7%	39.5%	31.1%	33.3%	33.3%	32.9%	---	---
3 years old or younger	157	12	27	36	2	6	3	6	3	2	1	10	12	0	0	4	8	3	8	2	7	12	0	0
	6.6%	8.2%	9.3%	12.0%	13.3%	5.5%	18.8%	8.0%	5.6%	12.5%	10.0%	7.7%	57.1%	0.0%	0.0%	4.1%	16.3%	7.9%	7.5%	5.1%	8.3%	8.2%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 70

Is your child male or female?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	29	0	5	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,401	149	291	304	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
	98.8%	100.0%	98.3%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Male	1,442	99	172	190	85	58	47	36	62	13	86	13	55	21	45	31	23	57	30	12	31	33	34
	60.1%	66.4%	59.1%	62.5%	67.5%	67.4%	69.1%	73.5%	70.5%	81.3%	64.7%	61.9%	67.1%	63.6%	65.2%	60.8%	79.3%	64.8%	69.8%	70.6%	58.5%	67.3%	73.9%
Female	959	50	119	114	41	28	21	13	26	3	47	8	27	12	24	20	6	31	13	5	22	16	12
	39.9%	33.6%	40.9%	37.5%	32.5%	32.6%	30.9%	26.5%	29.5%	18.8%	35.3%	38.1%	32.9%	36.4%	34.8%	39.2%	20.7%	35.2%	30.2%	29.4%	41.5%	32.7%	26.1%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 70

Is your child male or female?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	29	0	5	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,401	149	291	304	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
	98.8%	100.0%	98.3%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Male	1,442	99	172	190	12	74	8	47	39	12	10	83	11	55	31	99	0	24	74	24	56	99	0	0
	60.1%	66.4%	59.1%	62.5%	75.0%	66.7%	50.0%	61.8%	70.9%	70.6%	83.3%	63.4%	52.4%	71.4%	64.6%	100.0%	0.0%	63.2%	67.9%	61.5%	65.1%	66.4%	---	---
Female	959	50	119	114	4	37	8	29	16	5	2	48	10	22	17	0	50	14	35	15	30	50	0	0
	39.9%	33.6%	40.9%	37.5%	25.0%	33.3%	50.0%	38.2%	29.1%	29.4%	16.7%	36.6%	47.6%	28.6%	35.4%	0.0%	100.0%	36.8%	32.1%	38.5%	34.9%	33.6%	---	---
Significantly different from column:*																Q	P							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	51	6	23	4	4	3	2	4	2	0	6	0	2	3	4	1	1	4	2	0	4	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,379	143	273	303	122	83	66	45	86	16	127	21	80	30	65	50	28	84	41	17	49	47	46
	97.9%	96.0%	92.2%	98.7%	96.8%	96.5%	97.1%	91.8%	97.7%	100.0%	95.5%	100.0%	97.6%	90.9%	94.2%	98.0%	96.6%	95.5%	95.3%	100.0%	92.5%	95.9%	100.0%
Yes, Hispanic or Latino	589	12	30	14	8	5	4	7	7	1	11	1	8	1	6	6	0	8	2	2	5	3	4
	24.8%	8.4%	11.0%	4.6%	6.6%	6.0%	6.1%	15.6%	8.1%	6.3%	8.7%	4.8%	10.0%	3.3%	9.2%	12.0%	0.0%	9.5%	4.9%	11.8%	10.2%	6.4%	8.7%
No, not Hispanic or Latino	1,790	131	243	289	114	78	62	38	79	15	116	20	72	29	59	44	28	76	39	15	44	44	42
	75.2%	91.6%	89.0%	95.4%	93.4%	94.0%	93.9%	84.4%	91.9%	93.8%	91.3%	95.2%	90.0%	96.7%	90.8%	88.0%	100.0%	90.5%	95.1%	88.2%	89.8%	93.6%	91.3%
Significantly different from column:*		A																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	51	6	23	4	1	4	0	3	1	1	0	0	2	3	1	6	0	0	6	0	4	6	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,379	143	273	303	15	107	16	73	54	16	12	131	19	74	47	93	50	38	103	39	82	143	0	0
	97.9%	96.0%	92.2%	98.7%	93.8%	96.4%	100.0%	96.1%	98.2%	94.1%	100.0%	100.0%	90.5%	96.1%	97.9%	93.9%	100.0%	100.0%	94.5%	100.0%	95.3%	96.0%	---	---
Yes, Hispanic or Latino	589	12	30	14	3	9	0	6	3	3	12	0	3	6	1	10	2	4	8	5	4	12	0	0
	24.8%	8.4%	11.0%	4.6%	20.0%	8.4%	0.0%	8.2%	5.6%	18.8%	100.0%	0.0%	15.8%	8.1%	2.1%	10.8%	4.0%	10.5%	7.8%	12.8%	4.9%	8.4%	---	---
No, not Hispanic or Latino	1,790	131	243	289	12	98	16	67	51	13	0	131	16	68	46	83	48	34	95	34	78	131	0	0
	75.2%	91.6%	89.0%	95.4%	80.0%	91.6%	100.0%	91.8%	94.4%	81.3%	0.0%	100.0%	84.2%	91.9%	97.9%	89.2%	96.0%	89.5%	92.2%	87.2%	95.1%	91.6%	---	---
Significantly different from column:*		A																						

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 72

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	66	1	12	10	0	1	1	1	0	0	1	0	0	1	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,364	148	284	297	126	85	67	48	88	16	132	21	82	32	68	51	29	87	43	17	52	49	46
	97.3%	99.3%	95.9%	96.7%	100.0%	98.8%	98.5%	98.0%	100.0%	100.0%	99.2%	100.0%	100.0%	97.0%	98.6%	100.0%	100.0%	98.9%	100.0%	100.0%	98.1%	100.0%	100.0%
White	1,649	85	147	160	72	51	34	28	52	7	78	14	43	20	41	29	15	57	20	7	26	30	28
	69.8%	57.4%	51.8%	53.9%	57.1%	60.0%	50.7%	58.3%	59.1%	43.8%	59.1%	66.7%	52.4%	62.5%	60.3%	56.9%	51.7%	65.5%	46.5%	41.2%	50.0%	61.2%	60.9%
Black or African-American	557	60	139	147	51	35	33	19	35	8	52	7	37	11	26	19	15	29	21	10	21	19	20
	23.6%	40.5%	48.9%	49.5%	40.5%	41.2%	49.3%	39.6%	39.8%	50.0%	39.4%	33.3%	45.1%	34.4%	38.2%	37.3%	51.7%	33.3%	48.8%	58.8%	40.4%	38.8%	43.5%
Asian	76	4	8	5	4	2	3	2	3	2	2	1	1	1	3	0	1	2	1	1	2	1	1
	3.2%	2.7%	2.8%	1.7%	3.2%	2.4%	4.5%	4.2%	3.4%	12.5%	1.5%	4.8%	1.2%	3.1%	4.4%	0.0%	3.4%	2.3%	2.3%	5.9%	3.8%	2.0%	2.2%
Native Hawaiian or other Pacific Islander	24	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	0.0%	0.7%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
American Indian or Alaska Native	42	6	16	12	5	2	3	3	4	0	6	0	5	0	2	4	0	4	2	0	4	1	1
	1.8%	4.1%	5.6%	4.0%	4.0%	2.4%	4.5%	6.3%	4.5%	0.0%	4.5%	0.0%	6.1%	0.0%	2.9%	7.8%	0.0%	4.6%	4.7%	0.0%	7.7%	2.0%	2.2%
Other	218	5	25	15	5	2	2	0	3	1	4	0	2	2	1	3	1	4	1	0	2	2	1
	9.2%	3.4%	8.8%	5.1%	4.0%	2.4%	3.0%	0.0%	3.4%	6.3%	3.0%	0.0%	2.4%	6.3%	1.5%	5.9%	3.4%	4.6%	2.3%	0.0%	3.8%	4.1%	2.2%

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Question 72

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	66	1	12	10	0	1	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,364	148	284	297	16	110	16	76	55	17	12	131	20	77	48	98	50	38	108	39	85	148	0	0
	97.3%	99.3%	95.9%	96.7%	100.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%	100.0%	100.0%	99.0%	100.0%	100.0%	99.1%	100.0%	98.8%	99.3%	---	---
White	1,649	85	147	160	9	57	16	76	0	9	9	73	15	41	27	53	32	21	62	24	48	85	0	0
	69.8%	57.4%	51.8%	53.9%	56.3%	51.8%	100.0%	100.0%	0.0%	52.9%	75.0%	55.7%	75.0%	53.2%	56.3%	54.1%	64.0%	55.3%	57.4%	61.5%	56.5%	57.4%	---	---
Black or African-American	557	60	139	147	9	47	1	0	55	5	4	55	6	35	18	44	16	15	45	13	34	60	0	0
	23.6%	40.5%	48.9%	49.5%	56.3%	42.7%	6.3%	0.0%	100.0%	29.4%	33.3%	42.0%	30.0%	45.5%	37.5%	44.9%	32.0%	39.5%	41.7%	33.3%	40.0%	40.5%	---	---
Asian	76	4	8	5	1	2	1	0	0	4	1	3	1	1	1	3	1	2	2	1	2	4	0	0
	3.2%	2.7%	2.8%	1.7%	6.3%	1.8%	6.3%	0.0%	0.0%	23.5%	8.3%	2.3%	5.0%	1.3%	2.1%	3.1%	2.0%	5.3%	1.9%	2.6%	2.4%	2.7%	---	---
Native Hawaiian or other Pacific Islander	24	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	0.0%	0.7%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
American Indian or Alaska Native	42	6	16	12	0	6	0	0	0	6	0	6	0	3	3	3	3	2	4	1	5	6	0	0
	1.8%	4.1%	5.6%	4.0%	0.0%	5.5%	0.0%	0.0%	0.0%	35.3%	0.0%	4.6%	0.0%	3.9%	6.3%	3.1%	6.0%	5.3%	3.7%	2.6%	5.9%	4.1%	---	---
Other	218	5	25	15	0	4	1	0	0	5	1	3	1	1	3	4	1	2	3	0	5	5	0	0
	9.2%	3.4%	8.8%	5.1%	0.0%	3.6%	6.3%	0.0%	0.0%	29.4%	8.3%	2.3%	5.0%	1.3%	6.3%	4.1%	2.0%	5.3%	2.8%	0.0%	5.9%	3.4%	---	---

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 73

What is your age?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	35	1	15	4	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,395	148	281	303	125	86	68	49	88	16	132	21	82	33	68	51	29	88	43	16	53	48	46
	98.6%	99.3%	94.9%	98.7%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%	98.0%	100.0%
Under 18	230	12	30	27	8	6	6	6	6	4	8	0	0	0	5	2	5	6	4	2	3	4	5
	9.6%	8.1%	10.7%	8.9%	6.4%	7.0%	8.8%	12.2%	6.8%	25.0%	6.1%	0.0%	0.0%	0.0%	7.4%	3.9%	17.2%	6.8%	9.3%	12.5%	5.7%	8.3%	10.9%
18 to 24	43	1	9	16	1	0	0	0	0	0	1	1	0	0	1	0	0	0	1	0	1	0	0
	1.8%	0.7%	3.2%	5.3%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	4.8%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	2.3%	0.0%	1.9%	0.0%	0.0%
25 to 34	349	20	70	81	17	10	10	9	8	0	20	20	0	0	5	12	3	12	5	3	11	4	5
	14.6%	13.5%	24.9%	26.7%	13.6%	11.6%	14.7%	18.4%	9.1%	0.0%	15.2%	95.2%	0.0%	0.0%	7.4%	23.5%	10.3%	13.6%	11.6%	18.8%	20.8%	8.3%	10.9%
35 to 44	772	52	88	76	44	30	23	16	31	2	50	0	52	0	24	21	7	33	15	3	20	18	14
	32.2%	35.1%	31.3%	25.1%	35.2%	34.9%	33.8%	32.7%	35.2%	12.5%	37.9%	0.0%	63.4%	0.0%	35.3%	41.2%	24.1%	37.5%	34.9%	18.8%	37.7%	37.5%	30.4%
45 to 54	538	30	42	55	27	24	19	11	24	2	28	0	30	0	15	7	8	16	9	5	8	9	13
	22.5%	20.3%	14.9%	18.2%	21.6%	27.9%	27.9%	22.4%	27.3%	12.5%	21.2%	0.0%	36.6%	0.0%	22.1%	13.7%	27.6%	18.2%	20.9%	31.3%	15.1%	18.8%	28.3%
55 to 64	282	22	28	27	19	12	7	7	12	7	15	0	0	22	11	7	4	14	5	3	7	10	5
	11.8%	14.9%	10.0%	8.9%	15.2%	14.0%	10.3%	14.3%	13.6%	43.8%	11.4%	0.0%	0.0%	66.7%	16.2%	13.7%	13.8%	15.9%	11.6%	18.8%	13.2%	20.8%	10.9%
65 to 74	144	6	9	16	6	3	2	0	4	1	5	0	0	6	2	2	2	2	4	0	1	1	3
	6.0%	4.1%	3.2%	5.3%	4.8%	3.5%	2.9%	0.0%	4.5%	6.3%	3.8%	0.0%	0.0%	18.2%	2.9%	3.9%	6.9%	2.3%	9.3%	0.0%	1.9%	2.1%	6.5%
75 or older	37	5	5	5	3	1	1	0	3	0	5	0	0	5	5	0	0	5	0	0	2	2	1
	1.5%	3.4%	1.8%	1.7%	2.4%	1.2%	1.5%	0.0%	3.4%	0.0%	3.8%	0.0%	0.0%	15.2%	7.4%	0.0%	0.0%	5.7%	0.0%	0.0%	3.8%	4.2%	2.2%
35 or older	1,773	115	172	179	99	70	52	34	74	12	103	0	82	33	57	37	21	70	33	11	38	40	36
	74.0%	77.7%	61.2%	59.1%	79.2%	81.4%	76.5%	69.4%	84.1%	75.0%	78.0%	0.0%	100.0%	100.0%	83.8%	72.5%	72.4%	79.5%	76.7%	68.8%	71.7%	83.3%	78.3%
Significantly different from column:*		CD						I	H			N		L									

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 73

What is your age?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	35	1	15	4	0	1	0	0	1	0	1	0	0	1	0	1	0	0	1	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,395	148	281	303	16	110	16	76	54	17	11	131	21	76	48	98	50	38	108	38	86	148	0	0
	98.6%	99.3%	94.9%	98.7%	100.0%	99.1%	100.0%	100.0%	98.2%	100.0%	91.7%	100.0%	100.0%	98.7%	100.0%	99.0%	100.0%	100.0%	99.1%	97.4%	100.0%	99.3%	---	---
Under 18	230	12	30	27	2	9	1	6	3	3	1	10	1	5	5	9	3	3	8	3	6	12	0	0
	9.6%	8.1%	10.7%	8.9%	12.5%	8.2%	6.3%	7.9%	5.6%	17.6%	9.1%	7.6%	4.8%	6.6%	10.4%	9.2%	6.0%	7.9%	7.4%	7.9%	7.0%	8.1%	---	---
18 to 24	43	1	9	16	0	0	1	0	0	1	0	1	1	0	0	0	1	0	1	0	1	1	0	0
	1.8%	0.7%	3.2%	5.3%	0.0%	0.0%	6.3%	0.0%	0.0%	5.9%	0.0%	0.8%	4.8%	0.0%	0.0%	0.0%	2.0%	0.0%	0.9%	0.0%	1.2%	0.7%	---	---
25 to 34	349	20	70	81	1	16	2	13	7	0	1	19	4	16	0	13	7	6	14	4	14	20	0	0
	14.6%	13.5%	24.9%	26.7%	6.3%	14.5%	12.5%	17.1%	13.0%	0.0%	9.1%	14.5%	19.0%	21.1%	0.0%	13.3%	14.0%	15.8%	13.0%	10.5%	16.3%	13.5%	---	---
35 to 44	772	52	88	76	5	39	6	29	19	4	6	45	8	24	18	34	18	15	37	19	26	52	0	0
	32.2%	35.1%	31.3%	25.1%	31.3%	35.5%	37.5%	38.2%	35.2%	23.5%	54.5%	34.4%	38.1%	31.6%	37.5%	34.7%	36.0%	39.5%	34.3%	50.0%	30.2%	35.1%	---	---
45 to 54	538	30	42	55	2	22	4	9	14	7	2	27	2	18	10	21	9	7	23	7	19	30	0	0
	22.5%	20.3%	14.9%	18.2%	12.5%	20.0%	25.0%	11.8%	25.9%	41.2%	18.2%	20.6%	9.5%	23.7%	20.8%	21.4%	18.0%	18.4%	21.3%	18.4%	22.1%	20.3%	---	---
55 to 64	282	22	28	27	4	15	2	11	9	1	0	20	5	10	7	12	10	4	17	3	13	22	0	0
	11.8%	14.9%	10.0%	8.9%	25.0%	13.6%	12.5%	14.5%	16.7%	5.9%	0.0%	15.3%	23.8%	13.2%	14.6%	12.2%	20.0%	10.5%	15.7%	7.9%	15.1%	14.9%	---	---
65 to 74	144	6	9	16	0	6	0	5	1	0	1	5	0	2	4	5	1	2	4	2	4	6	0	0
	6.0%	4.1%	3.2%	5.3%	0.0%	5.5%	0.0%	6.6%	1.9%	0.0%	9.1%	3.8%	0.0%	2.6%	8.3%	5.1%	2.0%	5.3%	3.7%	5.3%	4.7%	4.1%	---	---
75 or older	37	5	5	5	2	3	0	3	1	1	0	4	0	1	4	4	1	1	4	0	3	5	0	0
	1.5%	3.4%	1.8%	1.7%	12.5%	2.7%	0.0%	3.9%	1.9%	5.9%	0.0%	3.1%	0.0%	1.3%	8.3%	4.1%	2.0%	2.6%	3.7%	0.0%	3.5%	3.4%	---	---
35 or older	1,773	115	172	179	13	85	12	57	44	13	9	101	15	55	43	76	39	29	85	31	65	115	0	0
	74.0%	77.7%	61.2%	59.1%	81.3%	77.3%	75.0%	75.0%	81.5%	76.5%	81.8%	77.1%	71.4%	72.4%	89.6%	77.6%	78.0%	76.3%	78.7%	81.6%	75.6%	77.7%	---	---
Significantly different from column:*		CD												O	N									

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 74

Are you male or female?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	26	0	12	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,404	149	284	298	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
	98.9%	100.0%	95.9%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Male	251	16	26	26	15	8	6	5	9	16	0	0	4	8	10	3	3	10	4	2	5	6	5
	10.4%	10.7%	9.2%	8.7%	11.9%	9.3%	8.8%	10.2%	10.2%	100.0%	0.0%	0.0%	4.9%	24.2%	14.5%	5.9%	10.3%	11.4%	9.3%	11.8%	9.4%	12.2%	10.9%
Female	2,153	133	258	272	111	78	62	44	79	0	133	21	78	25	59	48	26	78	39	15	48	43	41
	89.6%	89.3%	90.8%	91.3%	88.1%	90.7%	91.2%	89.8%	89.8%	0.0%	100.0%	100.0%	95.1%	75.8%	85.5%	94.1%	89.7%	88.6%	90.7%	88.2%	90.6%	87.8%	89.1%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 74

Are you male or female?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	26	0	12	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,404	149	284	298	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
	98.9%	100.0%	95.9%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Male	251	16	26	26	4	12	0	6	7	3	1	15	1	7	7	13	3	6	10	4	7	16	0	0
	10.4%	10.7%	9.2%	8.7%	25.0%	10.8%	0.0%	7.9%	12.7%	17.6%	8.3%	11.5%	4.8%	9.1%	14.6%	13.1%	6.0%	15.8%	9.2%	10.3%	8.1%	10.7%	---	---
Female	2,153	133	258	272	12	99	16	70	48	14	11	116	20	70	41	86	47	32	99	35	79	133	0	0
	89.6%	89.3%	90.8%	91.3%	75.0%	89.2%	100.0%	92.1%	87.3%	82.4%	91.7%	88.5%	95.2%	90.9%	85.4%	86.9%	94.0%	84.2%	90.8%	89.7%	91.9%	89.3%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 75

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	42	0	16	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,388	149	280	294	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
	98.3%	100.0%	94.6%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
8th grade or less	110	7	14	9	5	3	2	2	5	2	5	0	3	1	7	0	0	4	2	1	3	1	3
	4.6%	4.7%	5.0%	3.1%	4.0%	3.5%	2.9%	4.1%	5.7%	12.5%	3.8%	0.0%	3.7%	3.0%	10.1%	0.0%	0.0%	4.5%	4.7%	5.9%	5.7%	2.0%	6.5%
Some high school, but did not graduate	226	14	32	42	12	8	8	6	8	0	14	2	7	3	14	0	0	8	1	5	5	4	5
	9.5%	9.4%	11.4%	14.3%	9.5%	9.3%	11.8%	12.2%	9.1%	0.0%	10.5%	9.5%	8.5%	9.1%	20.3%	0.0%	0.0%	9.1%	2.3%	29.4%	9.4%	8.2%	10.9%
High school graduate or GED	707	48	98	107	42	27	20	13	32	8	40	4	29	14	48	0	0	28	13	7	16	19	13
	29.6%	32.2%	35.0%	36.4%	33.3%	31.4%	29.4%	26.5%	36.4%	50.0%	30.1%	19.0%	35.4%	42.4%	69.6%	0.0%	0.0%	31.8%	30.2%	41.2%	30.2%	38.8%	28.3%
Some college or 2-year degree	864	51	90	93	43	30	24	19	26	3	48	12	28	9	0	51	0	33	16	1	23	14	14
	36.2%	34.2%	32.1%	31.6%	34.1%	34.9%	35.3%	38.8%	29.5%	18.8%	36.1%	57.1%	34.1%	27.3%	0.0%	100.0%	0.0%	37.5%	37.2%	5.9%	43.4%	28.6%	30.4%
4-year college graduate	260	15	24	22	13	9	5	5	8	2	13	2	8	3	0	0	15	7	7	1	4	5	5
	10.9%	10.1%	8.6%	7.5%	10.3%	10.5%	7.4%	10.2%	9.1%	12.5%	9.8%	9.5%	9.8%	9.1%	0.0%	0.0%	51.7%	8.0%	16.3%	5.9%	7.5%	10.2%	10.9%
More than 4-year college degree	221	14	22	21	11	9	9	4	9	1	13	1	7	3	0	0	14	8	4	2	2	6	6
	9.3%	9.4%	7.9%	7.1%	8.7%	10.5%	13.2%	8.2%	10.2%	6.3%	9.8%	4.8%	8.5%	9.1%	0.0%	0.0%	48.3%	9.1%	9.3%	11.8%	3.8%	12.2%	13.0%
4-year college graduate or more	481	29	46	43	24	18	14	9	17	3	26	3	15	6	0	0	29	15	11	3	6	11	11
	20.1%	19.5%	16.4%	14.6%	19.0%	20.9%	20.6%	18.4%	19.3%	18.8%	19.5%	14.3%	18.3%	18.2%	0.0%	0.0%	100.0%	17.0%	25.6%	17.6%	11.3%	22.4%	23.9%
Significantly different from column:*															Q	Q	OP						

NA - Not Applicable

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Question 75

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

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	42	0	16	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,388	149	280	294	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
	98.3%	100.0%	94.6%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
8th grade or less	110	7	14	9	2	4	1	4	2	1	1	5	0	3	3	4	3	0	7	2	3	7	0	0
	4.6%	4.7%	5.0%	3.1%	12.5%	3.6%	6.3%	5.3%	3.6%	5.9%	8.3%	3.8%	0.0%	3.9%	6.3%	4.0%	6.0%	0.0%	6.4%	5.1%	3.5%	4.7%	---	---
Some high school, but did not graduate	226	14	32	42	1	13	0	4	9	0	3	9	1	10	3	10	4	2	12	4	9	14	0	0
	9.5%	9.4%	11.4%	14.3%	6.3%	11.7%	0.0%	5.3%	16.4%	0.0%	25.0%	6.9%	4.8%	13.0%	6.3%	10.1%	8.0%	5.3%	11.0%	10.3%	10.5%	9.4%	---	---
High school graduate or GED	707	48	98	107	6	34	7	29	14	5	2	45	4	24	19	31	17	12	36	13	28	48	0	0
	29.6%	32.2%	35.0%	36.4%	37.5%	30.6%	43.8%	38.2%	25.5%	29.4%	16.7%	34.4%	19.0%	31.2%	39.6%	31.3%	34.0%	31.6%	33.0%	33.3%	32.6%	32.2%	---	---
Some college or 2-year degree	864	51	90	93	4	39	5	26	17	8	6	44	10	27	13	31	20	14	36	11	33	51	0	0
	36.2%	34.2%	32.1%	31.6%	25.0%	35.1%	31.3%	34.2%	30.9%	47.1%	50.0%	33.6%	47.6%	35.1%	27.1%	31.3%	40.0%	36.8%	33.0%	28.2%	38.4%	34.2%	---	---
4-year college graduate	260	15	24	22	2	11	1	5	7	3	0	14	2	7	6	14	1	4	11	5	6	15	0	0
	10.9%	10.1%	8.6%	7.5%	12.5%	9.9%	6.3%	6.6%	12.7%	17.6%	0.0%	10.7%	9.5%	9.1%	12.5%	14.1%	2.0%	10.5%	10.1%	12.8%	7.0%	10.1%	---	---
More than 4-year college degree	221	14	22	21	1	10	2	8	6	0	0	14	4	6	4	9	5	6	7	4	7	14	0	0
	9.3%	9.4%	7.9%	7.1%	6.3%	9.0%	12.5%	10.5%	10.9%	0.0%	0.0%	10.7%	19.0%	7.8%	8.3%	9.1%	10.0%	15.8%	6.4%	10.3%	8.1%	9.4%	---	---
4-year college graduate or more	481	29	46	43	3	21	3	13	13	3	0	28	6	13	10	23	6	10	18	9	13	29	0	0
	20.1%	19.5%	16.4%	14.6%	18.8%	18.9%	18.8%	17.1%	23.6%	17.6%	0.0%	21.4%	28.6%	16.9%	20.8%	23.2%	12.0%	26.3%	16.5%	23.1%	15.1%	19.5%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

71270

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 76

How are you related to the child?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,430	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	168	13	21	17	13	11	6	6	12	2	11	0	5	8	7	4	2	7	5	1	2	4	6
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	136	275	290	113	75	62	43	76	14	122	21	77	25	62	47	27	81	38	16	51	45	40
	93.1%	91.3%	92.9%	94.5%	89.7%	87.2%	91.2%	87.8%	86.4%	87.5%	91.7%	100.0%	93.9%	75.8%	89.9%	92.2%	93.1%	92.0%	88.4%	94.1%	96.2%	91.8%	87.0%
Mother or father	1,879	106	221	232	88	59	50	35	60	10	96	21	69	5	46	40	20	62	30	13	41	32	33
	83.1%	77.9%	80.4%	80.0%	77.9%	78.7%	80.6%	81.4%	78.9%	71.4%	78.7%	100.0%	89.6%	20.0%	74.2%	85.1%	74.1%	76.5%	78.9%	81.3%	80.4%	71.1%	82.5%
Grandparent	271	22	34	38	18	9	7	5	9	4	18	0	3	17	13	6	3	13	6	3	8	9	5
	12.0%	16.2%	12.4%	13.1%	15.9%	12.0%	11.3%	11.6%	11.8%	28.6%	14.8%	0.0%	3.9%	68.0%	21.0%	12.8%	11.1%	16.0%	15.8%	18.8%	15.7%	20.0%	12.5%
Aunt or uncle	24	1	6	6	1	1	0	1	1	0	1	0	1	0	1	0	0	1	0	0	0	1	0
	1.1%	0.7%	2.2%	2.1%	0.9%	1.3%	0.0%	2.3%	1.3%	0.0%	0.8%	0.0%	1.3%	0.0%	1.6%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	2.2%	0.0%
Older brother or sister	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other relative	4	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	65	7	12	12	6	6	5	2	6	0	7	0	4	3	2	1	4	5	2	0	2	3	2
	2.9%	5.1%	4.4%	4.1%	5.3%	8.0%	8.1%	4.7%	7.9%	0.0%	5.7%	0.0%	5.2%	12.0%	3.2%	2.1%	14.8%	6.2%	5.3%	0.0%	3.9%	6.7%	5.0%
Someone else	16	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

NA - Not Applicable

Question 76

How are you related to the child?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,430	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	168	13	21	17	1	11	1	6	6	1	1	11	2	10	1	10	3	3	10	3	9	13	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	136	275	290	15	100	15	70	49	16	11	120	19	67	47	89	47	35	99	36	77	136	0	0
	93.1%	91.3%	92.9%	94.5%	93.8%	90.1%	93.8%	92.1%	89.1%	94.1%	91.7%	91.6%	90.5%	87.0%	97.9%	89.9%	94.0%	92.1%	90.8%	92.3%	89.5%	91.3%	---	---
Mother or father	1,879	106	221	232	11	79	12	56	37	13	10	95	13	57	33	68	38	31	74	31	59	106	0	0
	83.1%	77.9%	80.4%	80.0%	73.3%	79.0%	80.0%	80.0%	75.5%	81.3%	90.9%	79.2%	68.4%	85.1%	70.2%	76.4%	80.9%	88.6%	74.7%	86.1%	76.6%	77.9%	---	---
Grandparent	271	22	34	38	4	16	1	10	9	2	1	18	4	7	11	16	6	1	20	3	14	22	0	0
	12.0%	16.2%	12.4%	13.1%	26.7%	16.0%	6.7%	14.3%	18.4%	12.5%	9.1%	15.0%	21.1%	10.4%	23.4%	18.0%	12.8%	2.9%	20.2%	8.3%	18.2%	16.2%	---	---
Aunt or uncle	24	1	6	6	0	0	0	1	0	0	0	0	1	0	0	1	0	0	1	0	0	1	0	0
	1.1%	0.7%	2.2%	2.1%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	1.1%	0.0%	0.0%	1.0%	0.0%	0.0%	0.7%	---	---
Older brother or sister	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Other relative	4	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Legal guardian	65	7	12	12	0	5	2	3	3	1	0	7	1	3	3	4	3	3	4	2	4	7	0	0
	2.9%	5.1%	4.4%	4.1%	0.0%	5.0%	13.3%	4.3%	6.1%	6.3%	0.0%	5.8%	5.3%	4.5%	6.4%	4.5%	6.4%	8.6%	4.0%	5.6%	5.2%	5.1%	---	---
Someone else	16	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---

NA - Not Applicable

Question 77

X727

Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	---	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	---	11	32	20	10	8	6	5	7	1	10	0	4	5	5	2	4	8	2	1	5	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	138	264	287	116	78	62	44	81	15	123	21	78	28	64	49	25	80	41	16	48	45	45
		92.6%	89.2%	93.5%	92.1%	90.7%	91.2%	89.8%	92.0%	93.8%	92.5%	100.0%	95.1%	84.8%	92.8%	96.1%	86.2%	90.9%	95.3%	94.1%	90.6%	91.8%	97.8%
Yes	---	117	231	228	97	69	51	35	65	11	106	21	65	21	56	41	20	64	37	15	44	37	36
	---	84.8%	87.5%	79.4%	83.6%	88.5%	82.3%	79.5%	80.2%	73.3%	86.2%	100.0%	83.3%	75.0%	87.5%	83.7%	80.0%	80.0%	90.2%	93.8%	91.7%	82.2%	80.0%
No	---	21	33	59	19	9	11	9	16	4	17	0	13	7	8	8	5	16	4	1	4	8	9
	---	15.2%	12.5%	20.6%	16.4%	11.5%	17.7%	20.5%	19.8%	26.7%	13.8%	0.0%	16.7%	25.0%	12.5%	16.3%	20.0%	20.0%	9.8%	6.3%	8.3%	17.8%	20.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 77

X727

Reminders from the doctor’s office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year (Q7)			Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	---	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	---	11	32	20	1	10	0	7	3	1	1	10	1	5	4	6	5	2	8	3	6	11	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	138	264	287	15	101	16	69	52	16	11	121	20	72	44	93	45	36	101	36	80	138	0	0
	---	92.6%	89.2%	93.5%	93.8%	91.0%	100.0%	90.8%	94.5%	94.1%	91.7%	92.4%	95.2%	93.5%	91.7%	93.9%	90.0%	94.7%	92.7%	92.3%	93.0%	92.6%	---	---
Yes	---	117	231	228	12	87	14	59	46	11	10	102	16	64	35	81	36	27	89	28	72	117	0	0
	---	84.8%	87.5%	79.4%	80.0%	86.1%	87.5%	85.5%	88.5%	68.8%	90.9%	84.3%	80.0%	88.9%	79.5%	87.1%	80.0%	75.0%	88.1%	77.8%	90.0%	84.8%	---	---
No	---	21	33	59	3	14	2	10	6	5	1	19	4	8	9	12	9	9	12	8	8	21	0	0
	---	15.2%	12.5%	20.6%	20.0%	13.9%	12.5%	14.5%	11.5%	31.3%	9.1%	15.7%	20.0%	11.1%	20.5%	12.9%	20.0%	25.0%	11.9%	22.2%	10.0%	15.2%	---	---
Significantly different from column:*																								

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 78

X728

Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Type of Chronic Condition					Respondent's Gender		Respondent's Age			Respondent's Education			Child's Health Status			Child's Mental Health Status		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q74)		(Q73)			(Q75)			(Q53)			(Q54)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	---	149	296	307	126	86	68	49	88	16	133	21	82	33	69	51	29	88	43	17	53	49	46
Number missing or multiple answer	---	9	18	15	8	7	6	6	6	1	8	0	4	4	3	2	4	7	1	1	3	3	2
Number no experience	---	10	12	13	8	5	7	6	5	2	8	1	4	5	3	6	1	6	3	1	2	3	5
Usable responses	---	130	266	279	110	74	55	37	77	13	117	20	74	24	63	43	24	75	39	15	48	43	39
	---	87.2%	89.9%	90.9%	87.3%	86.0%	80.9%	75.5%	87.5%	81.3%	88.0%	95.2%	90.2%	72.7%	91.3%	84.3%	82.8%	85.2%	90.7%	88.2%	90.6%	87.8%	84.8%
Yes	---	127	254	253	107	72	52	36	75	13	114	19	72	24	63	41	23	74	37	15	47	43	37
	---	97.7%	95.5%	90.7%	97.3%	97.3%	94.5%	97.3%	97.4%	100.0%	97.4%	95.0%	97.3%	100.0%	100.0%	95.3%	95.8%	98.7%	94.9%	100.0%	97.9%	100.0%	94.9%
No	---	3	12	26	3	2	3	1	2	0	3	1	2	0	0	2	1	1	2	0	1	0	2
	---	2.3%	4.5%	9.3%	2.7%	2.7%	5.5%	2.7%	2.6%	0.0%	2.6%	5.0%	2.7%	0.0%	0.0%	4.7%	4.2%	1.3%	5.1%	0.0%	2.1%	0.0%	5.1%
Significantly different from column:*		D																					

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 78

X728

Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?

Base: All respondents

	2020 Anthem National Child Medicaid Average - Chronic	2020	2019	2018	Child's Doctor Visits in One Year			Child's Race			Child's Ethnicity		Child's Age			Child's Gender		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q72)			(Q71)		(Q69)			(Q70)		(Q49)		(Q9)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	---	149	296	307	16	111	16	76	55	17	12	131	21	77	48	99	50	38	109	39	86	149	0	0
Number missing or multiple answer	---	9	18	15	1	8	0	5	3	1	0	9	2	4	3	5	4	2	7	3	4	9	0	0
Number no experience	---	10	12	13	0	9	0	6	4	0	1	9	2	6	2	7	3	1	8	5	4	10	0	0
Usable responses	---	130	266	279	15	94	16	65	48	16	11	113	17	67	43	87	43	35	94	31	78	130	0	0
	---	87.2%	89.9%	90.9%	93.8%	84.7%	100.0%	85.5%	87.3%	94.1%	91.7%	86.3%	81.0%	87.0%	89.6%	87.9%	86.0%	92.1%	86.2%	79.5%	90.7%	87.2%	---	---
Yes	---	127	254	253	14	93	16	65	47	14	11	110	17	65	42	84	43	33	93	31	77	127	0	0
	---	97.7%	95.5%	90.7%	93.3%	98.9%	100.0%	100.0%	97.9%	87.5%	100.0%	97.3%	100.0%	97.0%	97.7%	96.6%	100.0%	94.3%	98.9%	100.0%	98.7%	97.7%	---	---
No	---	3	12	26	1	1	0	0	1	2	0	3	0	2	1	3	0	2	1	0	1	3	0	0
	---	2.3%	4.5%	9.3%	6.7%	1.1%	0.0%	0.0%	2.1%	12.5%	0.0%	2.7%	0.0%	3.0%	2.3%	3.4%	0.0%	5.7%	1.1%	0.0%	1.3%	2.3%	---	---
Significantly different from column:*		D																						

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.



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YOUR HEALTH PLAN WANTS TO HEAR FROM YOU



Healthy Blue is conducting a survey to find out about the services that it provides to children. Your child's name was selected at random to tell us what you think. In a few days, you will receive a survey in the mail from the Center for the Study of Services (CSS), an independent research firm. Would you please help us by completing the survey?

Thank you!

Healthy Blue está realizando una encuesta para averiguar sobre los servicios que proporciona a los niños. El nombre de su hijo fue seleccionado al azar para que nos diga lo que piensa. En pocos días, recibirá una encuesta por correo de Center for the Study of Services (CSS), una firma independiente de investigaciones. Le agradeceríamos que nos ayude completando la encuesta.

¡Gracias!



Healthy Blue

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BLA7_P-S

Healthy Blue es el nombre comercial de Community Care Health Plan of Louisiana, Inc., un licenciatario independiente de Blue Cross and Blue Shield Association.



BLA7_1

How can Healthy Blue serve your family better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide to your child at Healthy Blue. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should fill out the survey.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we are asking only a few people to take the survey, **it is very important that you fill out the survey and return it right away.** Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better for all children.

Sincerely,

Dr. Laura Herrera Scott
VP, Medicaid Clinical Operations
Healthy Blue

www.myhealthybluela.com

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.



BLA7_3

About three weeks ago, we sent you a survey about the services we provide to your child at Healthy Blue. If you sent your survey back, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should fill out the survey.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we asked only a few people to take the survey, **it is very important that you fill out the survey and return it right away.** Please return it in the pre-paid envelope.

Thank you for helping to make health care better for all children.

Sincerely,

Dr. Laura Herrera Scott
VP, Medicaid Clinical Operations
Healthy Blue

www.myhealthybluela.com

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We need your help! Recently, we sent you a short survey about your child's health care. Your answers will help us improve the services we provide to children. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey sends it back.

After you finish the survey, please return it in the pre-paid envelope to the Center for the Study of Services (CSS), a research firm working with us on this survey.

If you did not get the survey, or if you misplaced it, call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org. They will mail you another one. You can also call that number if you have any questions.

If you have already sent in your survey, thank you! You can ignore this reminder.

Thanks again for your help!

BLA-MEM-1063-19

¡Necesitamos su ayuda! Hace poco le enviamos una breve encuesta sobre la atención médica de su hijo. Sus respuestas nos ayudarán a mejorar los servicios que ofrecemos a los niños. La encuesta también ayudará a otras personas a informarse mejor sobre los planes de atención médica, pero solamente será útil si todos los que la reciban la devuelven.

Cuando haya respondido la encuesta, devuélvala en el sobre prepagado a Center for the Study of Services (CSS), que es una firma de investigaciones que está trabajando con nosotros en esta encuesta.

Si no recibió la encuesta o si se le ha perdido, llame a CSS al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org. Ellos le enviarán otra por correo. También puede llamar a dicho número si tiene alguna pregunta.

Si ya ha devuelto la encuesta, se lo agradecemos de sobremanera. De ser el caso puede ignorar este recordatorio.

¡Muchas gracias de nuevo por su ayuda!



Healthy Blue

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BLA7-S

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SURVEY INSTRUCTIONS

Answer each question by marking the box to the left of your answer.

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

- ☒₁ Yes → *If Yes, Go to Question 1*
☐₂ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits your child receives. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

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

1. Our records show that your child is now in Healthy Blue. Is that right?

- ☐₁ Yes → *If Yes, Go to Question 3*
☐₂ No

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

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

- ☐₁ Yes
☐₂ No → *If No, Go to Question 5*

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

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

- ☐₁ Yes
☐₂ No → *If No, Go to Question 7*

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

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

☐₀ None → ***If None, Go to Question 11***
☐₁ 1 time
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 to 9
☐₆ 10 or more times

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

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Worst health care possible					Best health care possible					

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

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

☐₁ Yes
☐₂ No → ***If No, Go to Question 14***

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

☐₁ Yes
☐₂ No → ***If No, Go to Question 14***

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

☐₁ Yes
☐₂ No

SPECIALIZED SERVICES

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

☐₁ Yes
☐₂ No → ***If No, Go to Question 17***

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

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

☐₁ Yes
☐₂ No

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

☐₁ Yes
☐₂ No → ***If No, Go to Question 20***

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

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

- ☐₁ Yes
☐₂ No

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

- ☐₁ Yes
☐₂ No → **If No, Go to Question 23**

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

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

- ☐₁ Yes
☐₂ No

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

- ☐₁ Yes
☐₂ No → **If No, Go to Question 25**

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

- ☐₁ Yes
☐₂ No

YOUR CHILD'S PERSONAL DOCTOR

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

- ☐₁ Yes
☐₂ No → **If No, Go to Question 40**

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

- ☐₀ None → **If None, Go to Question 36**
☐₁ 1 time
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 to 9
☐₆ 10 or more times

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

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

- ☐₁ Yes
☐₂ No → **If No, Go to Question 32**

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

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

- ☐₁ Yes
☐₂ No

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

- ☐₁ Yes
☐₂ No → **If No, Go to Question 36**

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

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Worst personal doctor possible					Best personal doctor possible					

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

- ☐₁ Yes
☐₂ No → **If No, Go to Question 40**

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

- ☐₁ Yes
☐₂ No

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

- ☐₁ Yes
☐₂ No

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

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

- ☐₁ Yes
☐₂ No → **If No, Go to Question 44**

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

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

- ☐₀ None → **If None, Go to Question 44**
☐₁ 1 specialist
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 or more specialists

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

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Worst specialist possible					Best specialist possible					

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

44. In the last 6 months, did you get information or help from customer service at your child's health plan?
- ☐₁ Yes
☐₂ No → **If No, Go to Question 47**
45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
46. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
47. In the last 6 months, did your child's health plan give you any forms to fill out?
- ☐₁ Yes
☐₂ No → **If No, Go to Question 49**
48. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
49. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?
- 0 1 2 3 4 5 6 7 8 9 10
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
Worst health plan Best health plan
possible possible

PRESCRIPTION MEDICINES

50. In the last 6 months, did you get or refill any prescription medicines for your child?
- ☐₁ Yes
☐₂ No → **If No, Go to Question 53**
51. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?
- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
52. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?
- ☐₁ Yes
☐₂ No

ABOUT YOUR CHILD AND YOU

53. In general, how would you rate your child's overall health?
- ☐₁ Excellent
☐₂ Very good
☐₃ Good
☐₄ Fair
☐₅ Poor
54. In general, how would you rate your child's overall mental or emotional health?
- ☐₁ Excellent
☐₂ Very good
☐₃ Good
☐₄ Fair
☐₅ Poor
55. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
- ☐₁ Yes
☐₂ No → **If No, Go to Question 58**

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

☐₁ Yes

☐₂ No → ***If No, Go to Question 58***

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

☐₁ Yes

☐₂ No

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

☐₁ Yes

☐₂ No → ***If No, Go to Question 61***

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

☐₁ Yes

☐₂ No → ***If No, Go to Question 61***

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

☐₁ Yes

☐₂ No

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

☐₁ Yes

☐₂ No → ***If No, Go to Question 64***

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

☐₁ Yes

☐₂ No → ***If No, Go to Question 64***

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

☐₁ Yes

☐₂ No

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

☐₁ Yes

☐₂ No → ***If No, Go to Question 67***

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

☐₁ Yes

☐₂ No → ***If No, Go to Question 67***

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

☐₁ Yes

☐₂ No

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

☐₁ Yes

☐₂ No → ***If No, Go to Question 69***

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

☐₁ Yes

☐₂ No

69. What is your child's age?

☐₀₀ Less than 1 year old

_____ YEARS OLD (*write in*)

70. Is your child male or female?

☐₁ Male

☐₂ Female

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

☐₁ Yes, Hispanic or Latino

☐₂ No, not Hispanic or Latino

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

☐_a White

☐_b Black or African-American

☐_c Asian

☐_d Native Hawaiian or other Pacific Islander

☐_e American Indian or Alaska Native

☐_f Other

73. What is your age?

- ☐₀ Under 18
- ☐₁ 18 to 24
- ☐₂ 25 to 34
- ☐₃ 35 to 44
- ☐₄ 45 to 54
- ☐₅ 55 to 64
- ☐₆ 65 to 74
- ☐₇ 75 or older

74. Are you male or female?

- ☐₁ Male
- ☐₂ Female

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

- ☐₁ 8th grade or less
- ☐₂ Some high school, but did not graduate
- ☐₃ High school graduate or GED
- ☐₄ Some college or 2-year degree
- ☐₅ 4-year college graduate
- ☐₆ More than 4-year college degree

76. How are you related to the child?

- ☐₁ Mother or father
- ☐₂ Grandparent
- ☐₃ Aunt or uncle
- ☐₄ Older brother or sister
- ☐₅ Other relative
- ☐₆ Legal guardian
- ☐₇ Someone else

Now we would like to ask a few more questions about the services your child's health plan provides.

77. Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

- ☐₁ Yes
- ☐₂ No

78. Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?

- ☐₁ Yes
- ☐₂ No
- ☐₃ My child did not need an appointment for shots or drops

THANK YOU

Please return the completed survey in the postage-paid envelope to:

**Center for the Study of Services
PO Box 3416
Hopkins, MN 55343**

Please do not include any other correspondence.



BLA7_1-S

¿Cómo puede Healthy Blue servirle mejor a su familia? ¿Cómo pueden las personas escoger el plan de atención médica más conveniente para ellas?

Esta encuesta le brinda la oportunidad de decirnos lo que piensa sobre los servicios que le ofrecemos a su hijo en Healthy Blue. Le tomará menos de 20 minutos responderla. La persona que sepa más sobre la atención médica de su hijo debe responder la encuesta.

La encuesta forma parte de un proyecto nacional del Comité Nacional de Control de Calidad (NCQA, por sus siglas en inglés), una organización sin fines de lucro que ayuda a las personas a informarse mejor sobre los planes de atención médica.

Center for the Study of Services (CSS) es una firma independiente de investigaciones que nos está ayudando a llevar a cabo la encuesta. Solamente el personal de CSS y de NCQA podrá ver sus respuestas. Sus respuestas no llevarán su nombre y serán parte de un conjunto de información de otras personas como usted. Comuníquese con CSS al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org si tiene alguna pregunta.

Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que usted complete la encuesta y la devuelva de inmediato**. Utilice el sobre prepago para devolverla.

Gracias por contribuir a que la atención médica sea mejor para todos los niños.

Atentamente,

Dr. Laura Herrera Scott
VP, Medicaid Clinical Operations
Healthy Blue

www.myhealthybluela.com

Healthy Blue es el nombre comercial de Community Care Health Plan of Louisiana, Inc., un licenciario independiente de Blue Cross and Blue Shield Association.



BLA7_3-S

Hace unas tres semanas le enviamos una encuesta sobre los servicios que le proporcionamos a su hijo en Healthy Blue. Si devolvió su encuesta, se lo agradecemos de sobremanera. De ser el caso, puede ignorar esta carta.

Le enviamos otra encuesta, en caso de que haya perdido la primera. Le pedimos que se tome un poco de tiempo para completarla. Le tomará menos de 20 minutos responderla. La persona que sepa más sobre la atención médica de su hijo debe responder la encuesta.

La encuesta forma parte de un proyecto nacional del Comité Nacional de Control de Calidad (NCQA, por sus siglas en inglés), una organización sin fines de lucro que ayuda a las personas a informarse mejor sobre los planes de atención médica.

Center for the Study of Services (CSS) es una firma independiente de investigaciones que nos está ayudando a llevar a cabo la encuesta. Solamente el personal de CSS y de NCQA podrá ver sus respuestas. Sus respuestas no llevarán su nombre y serán parte de un conjunto de información de otras personas como usted. Comuníquese con CSS al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org si tiene alguna pregunta.

Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que usted complete la encuesta y la devuelva de inmediato**. Utilice el sobre prepagado para devolverla.

Gracias por contribuir a que la atención médica sea mejor para todos los niños.

Atentamente,

Dr. Laura Herrera Scott
VP, Medicaid Clinical Operations
Healthy Blue

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Healthy Blue es el nombre comercial de Community Care Health Plan of Louisiana, Inc., un licenciario independiente de Blue Cross and Blue Shield Association.



Report of Results

for

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue (Adult Population)

2020 CAHPS® 5.0H Medicaid Member Experience Survey

Prepared for:

Anthem

Prepared by:

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INTRODUCTION

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and provider communication skills.

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. The Health Plan CAHPS survey represents the patient (member) experience component of the HEDIS measurement set. The survey measures patient experience of care and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months. In addition, the survey is used to collect data on several measures from the HEDIS *Effectiveness of Care* domain, including influenza vaccinations and smoking cessation measures.

EXECUTIVE SUMMARY

In 2019, Anthem contracted with the Center for the Study of Services (CSS), a National Committee for Quality Assurance (NCQA)-certified survey vendor, to administer the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Adult Medicaid Survey. The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide performance feedback that is actionable and that will aid in improving member experience.

CSS administered the Adult Medicaid version of the 2020 CAHPS Health Plan Survey on behalf of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue between February 19 and May 11, 2020. The final survey sample for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue included 1,755 members. 173 completed the survey, resulting in the NCQA response rate of 9.88 percent.

This section highlights some of the key survey findings for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue, including trends in key performance metrics, comparisons to relevant national benchmarks, and estimated star ratings based on NCQA's *2020 Health Plan Rating* methodology. Results are based on the rates of members answering 9 or 10 for the overall rating questions and *Usually* or *Always* for all other CAHPS measures. Up to five organizational priorities for quality improvement are identified based on CSS's *Key Driver Analysis*.

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2019

Reportable Rate IMPROVED	Reportable Rate DECLINED
Rating of All Health Care (from 58.37% to 69.92% [+11.55 points]) Rating of Health Plan (from 65.40% to 76.83% [+11.43 points])	No statistically significant declines

Includes CAHPS ratings and composites that achieved a reportable result (100 or more valid responses).

The following measures are not reportable by NCQA due to insufficient denominator (less than 100 valid responses): Getting Needed Care, Getting Care Quickly, Rating of Specialist Seen Most Often, Coordination of Care, Customer Service.

STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARKS

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
2020 Anthem National Adult Medicaid Average	
Rating of All Health Care (69.92% vs. 55.60% [+14.32 points]) Rating of Health Plan (76.83% vs. 59.65% [+17.18 points])	None
2020 CSS Adult Medicaid Average	
Rating of Personal Doctor (76.03% vs. 67.06% [+8.97 points]) Rating of All Health Care (69.92% vs. 54.46% [+15.46 points]) Rating of Health Plan (76.83% vs. 58.78% [+18.05 points])	None
2019 NCQA Quality Compass National Average (All LOBs)	
Rating of Personal Doctor (76.03% vs. 67.48% [+8.55 points]) Rating of All Health Care (69.92% vs. 54.86% [+15.06 points]) Rating of Health Plan (76.83% vs. 60.29% [+16.54 points]) How Well Doctors Communicate (97.49% vs. 91.99% [+5.5 points])	None

Includes CAHPS ratings and composites that achieved a reportable result (100 or more valid responses).

The following measures are not reportable by NCQA due to insufficient denominator (less than 100 valid responses): Getting Needed Care, Getting Care Quickly, Rating of Specialist Seen Most Often, Coordination of Care, Customer Service.

ESTIMATED 2020 NCQA HEALTH PLAN RATINGS

Estimated 2020 NCQA Health Plan (Star) Rating	
★★★★★	Rating of Personal Doctor, Rating of All Health Care, Rating of Health Plan

Health Plan Ratings (HPR) for applicable measures were estimated using NCQA's Health Plan Ratings 2020-2021 methodology (<https://www.ncqa.org/hedis/reports-and-research/ratings-2020/>). **Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.**

Results are limited to HPR measures that achieved a reportable rate (based on 100 or more valid responses). The following measures had an insufficient denominator for reporting (less than 100 responses): Getting Needed Care, Getting Care Quickly, Rating of Specialist Seen Most Often, Coordination of Care.

TOP PRIORITIES FOR QUALITY IMPROVEMENT

CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of their health plan. To the extent that these experiences can be improved, the overall rating of the plan should reflect these gains. Below is a set of quality improvement opportunities with the highest return on investment for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue. Effective interventions in these areas would have the greatest potential impact on the *Rating of Health Plan* score.

Top Priorities for Quality Improvement
1. Improving member access to care (visits to doctor's office or clinic)
2. Improving member access to care (scheduling appointments for routine care)
3. Improving the ability of the health plan customer service to provide necessary information or help
4. Improving member access to care (getting an appointment for urgent care as soon as needed)
5. Improving the quality of physicians in health plan network (personal doctors)

The remainder of this report examines these and other findings in greater detail.

WHAT IS NEW IN 2020

CAHPS SURVEY UPDATES

NCQA shortened the 2020 HEDIS/CAHPS 5.0H surveys to reduce the burden for health plan members and sponsors. The following questions were removed from the survey:

- *Shared Decision Making* and *Plan Information on Costs* (adult Commercial only) questions and the associated composite measures
- *Health Promotion and Education* question
- *Written Materials or Internet Provided Needed Information* question (adult only)
- Chronic conditions (adult only) and proxy questions

2020 NCQA HEALTH PLAN ACCREDITATION AND HEALTH PLAN RATINGS (PLANNED PRIOR TO COVID-19)

NCQA also planned a substantial update to the Health Plan Accreditation and Health Plan Ratings¹ in 2020 and beyond.

Historically, NCQA has reported health plan quality to the public through two programs: Health Plan Accreditation (HPA) and Health Plan Ratings (HPR). Each program had its own scoring methodology and online reporting tool. HPA results have been reported on NCQA's *Health Plan Report Cards* website (<https://reportcards.ncqa.org/#/health-plans/list>). HPR results have been reported on the *Health Insurance Plan Ratings* website (<http://healthinsuranceratings.ncqa.org>).

With its planned rollout of the 2020 Health Plan Ratings, NCQA sought to consolidate public reporting under the umbrella of HPR. Under the new HPR program, accredited plans must report CAHPS results to NCQA, but the CAHPS scores do not directly affect the plan's Accreditation status². Instead, they are translated into Health Plan Ratings and are reported to the public on a 5-star scale.

¹ For more information, see:

<https://www.ncqa.org/programs/health-plans/health-plan-accreditation-hpa/current-customers/hpa2020/>
<https://www.ncqa.org/videos/state-briefing-on-hpa-and-hedis-changes/>
<https://www.ncqa.org/videos/health-plan-accreditation-2020-updates/>

² This means that CAHPS measure scores will no longer be translated into points toward Accreditation.

Below is the list of CAHPS survey measures³ included in NCQA's Health Plan Ratings. The *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are also scored and reported as star ratings.

Measure Name	Individual CAHPS Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (<i>Usually</i> or <i>Always</i>)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (9 or 10) Coordination of Care (<i>Usually</i> or <i>Always</i>)
Satisfaction with Plan Services	Claims Processing (Commercial only) (<i>Usually</i> or <i>Always</i>), Rating of Health Plan (9 or 10)

Note that for the overall ratings NCQA uses the 9 or 10 question summary rate for benchmarking performance and calculating star ratings. Also note that NCQA does not include *Customer Service* in HPR. This is consistent with how this measure has been treated in HPR prior to the 2020 refresh. However, *Customer Service* was previously scored for Accreditation.

Additional information on NCQA's historical reporting programs and the 2020 HPR update, planned prior to the COVID-19 pandemic, is provided in the Appendix.

IMPACT OF COVID-19 ON NCQA REPORTING

In response to the COVID-19 pandemic, NCQA permitted health plans and vendors to depart from the standard CAHPS data collection protocol as needed: reduce the number of mailings and/or telephone attempts, replace the telephone interviewing portion of the protocol with an additional survey mailing, or stop data collection entirely. NCQA acknowledged that a multitude of factors, such as wide regional variation in COVID-19 infection rates, consumer experience, stay-at-home orders, social distancing guidelines, differences in vendor practices and staffing models, "essential business" designations, and protocol decisions made by individual health plans might compromise the quality and validity of the data collected. In April NCQA announced that due to COVID-19:

- It would not be publishing 2020 Health Plan Ratings for any product line⁴.

³ For more information, see https://www.ncqa.org/wp-content/uploads/2020/02/20200206_List_of_Required_Performance_Measures.pdf

⁴ For more information, see <https://www.ncqa.org/covid/>

- Accredited commercial and Medicaid plans would still be required to submit HEDIS and CAHPS measures to NCQA in order to meet annual reporting requirements.
- Organizations would not be rated on measure results.

In addition, NCQA made the decision not to report plan-level CAHPS survey results in Quality Compass⁵. NCQA cited concerns about the validity of CAHPS results because the survey was fielded during the height of the pandemic as it continued to spread unevenly across the country, with wide regional variation.

UPDATES TO THE 2020 CSS HEALTH PLAN CAHPS SURVEY RESULTS REPORT

CSS has made several updates to the 2020 CAHPS Results Reports:

- CSS recognizes that NCQA will not release 2020 Health Plan Ratings. As a courtesy to our clients, CSS implemented NCQA's 2020 Health Plan Ratings methodology⁶ and calculated **unofficial** star ratings for all applicable CAHPS measures in accordance with NCQA's scoring guidelines. **The CSS-calculated ratings should be treated as unofficial estimates and used with caution for your organization's internal purposes only.**
- The order in which measures are displayed in tables and exhibits throughout this report is aligned with HPR. Where applicable, non-HPR measures (*Customer Service* and *How Well Doctors Communicate*) are reported under a separate sub-header.
- Consistent with NCQA's approach, the *numerator* of the rate (i.e., the proportion of members selecting a certain response option) for the 0-10 overall rating questions is 9 or 10. For convenience and ease of trending, the 8, 9, or 10 rate is also included in the following sections: *Survey Results at a Glance*, *Detailed Performance Charts*, and *Cross-Tabulations*.
- The NCQA national benchmark – 2019 NCQA Quality Compass Adult Medicaid National Average for All Lines of Business (LOBs) – and the 10th, 33.33rd, 66.67th, and 90th national performance percentiles that appear throughout the report are aligned with HPR. In addition to the 0-10 overall ratings and CAHPS composites, percentile comparisons are now provided on every measure in the *Detailed Performance Charts* section.
- The *Member Profile and Analysis of Plan Ratings by Member Segment* section has been updated to include more detail on the relevant national benchmark distribution(s).

⁵ For more information, see <https://www.ncqa.org/hedis/faq/?faq-kw=covid&faq-year=&faq-sort=desc&faq-program=>

⁶ For more information, see <https://www.ncqa.org/hedis/reports-and-research/ratings-2020/>

- The *CSS Key Driver Model* has been updated to reflect the shortened survey instrument. Areas that are no longer being assessed with the survey were removed from consideration as possible key drivers of plan performance.
- The 3-point-scale mean scores (which were previously used by NCQA exclusively for Accreditation scoring) are no longer reported.
- An updated *Health Plan Quality Improvement Resource Guide* is included.

ABOUT THIS REPORT

- The key features of this 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue CAHPS results report are highlighted below.
- Although NCQA will not be reporting health plan performance this year due to COVID-19, CSS calculated survey results following NCQA's guidelines in *HEDIS 2020, Volume 3: Specifications for Survey Measures* and *2020 Health Plan Ratings (HPR) Methodology*. To support Community Care Health Plan of Louisiana, Inc. dba Healthy Blue in its quality improvement efforts, results are reported regardless of whether the NCQA reporting threshold of 100 valid responses is met. Any result that NCQA would not consider reportable is marked as "NA".
- Throughout the report, the 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue survey results are compared to national benchmark scores, represented by the 2020 Anthem National Adult Medicaid Average, 2020 CSS Adult Medicaid Average, and the 2019 NCQA Quality Compass Adult Medicaid National Average for All Lines of Business (LOBs). The 2020 Anthem National Adult Medicaid Average was calculated by pooling survey responses across 26 Adult Medicaid plans identified by Anthem. The 2020 CSS Adult Medicaid Average was calculated by pooling survey responses across 23 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2019 NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of Adult Medicaid plans that submitted data to NCQA.
- *Executive Summary* provides a high-level overview of survey findings, including your organization's estimated 2020 HPR scores (star ratings). This section highlights the areas where Community Care Health Plan of Louisiana, Inc. dba Healthy Blue performs significantly above or below national benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Up to five organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.
- *Summary of Survey Results* presents the 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue survey scores on key measures, including question summary rates (QSRs), global proportions, and estimated star ratings; changes in QSR and global proportion scores from the previous year (if applicable); and comparisons to relevant national benchmarks. Statistically significant differences in scores are noted.
- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results are compared to the 2020 Anthem National Adult Medicaid Average and 2020 CSS Adult Medicaid Average on all measures. Where appropriate, the 2020 QSRs and global proportions are also compared to the 2019 NCQA Quality Compass Adult Medicaid National Average (All LOBs) and performance percentiles, calculated by NCQA. Where available, a three-year trend in scores is also shown.

- A one-page summary of the *Effectiveness of Care* measures includes comparisons to prior-year results (if available) as well as to the 2020 Anthem National Adult Medicaid Average and 2020 CSS Adult Medicaid Average rates. All rates are calculated according to the NCQA guidelines, but are presented regardless of their eligibility for NCQA reporting.
- *Member Profile and Analysis of Plan Ratings by Member Segment* compares the 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue respondent profile to the relevant national reference distribution(s) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member subgroup is examined.
- *Key Driver Analysis* identifies those aspects of member experience (key drivers) that are closely related to the overall *Rating of Health Plan*. The *CSS Key Driver Model* quantifies the contribution of each key driver to the overall assessment of the plan. The 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results on each key driver are compared to the highest score among the 26 plans contributing to the 2020 Anthem National Adult Medicaid Average, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the Community Care Health Plan of Louisiana, Inc. dba Healthy Blue *Rating of Health Plan* score due to improved performance on the key driver. A separate section of the report provides some helpful resources for health plan quality improvement.
- The *Appendix* includes:
 - A one-page *Survey Results at a Glance* summary
 - Score calculation guidelines
 - A glossary of terms
 - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures
 - A copy of the survey instrument and supporting materials

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Adult Medicaid version of the 2020 CAHPS Health Plan Survey on behalf of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue in accordance with the NCQA methodology detailed in *HEDIS 2020, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2020 Survey Measures*. The survey can be administered using a mail-only or a mixed methodology (mail with telephone follow-up). Both of these standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. Depending on the protocol chosen, non-respondents are either sent a third, final, survey package (mail-only methodology) or contacted by telephone (mixed methodology).

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue elected to use the standard mixed methodology.

Due to COVID-19, NCQA permitted health plans and vendors to depart from the original fielding protocol. Community Care Health Plan of Louisiana, Inc. dba Healthy Blue decided not to conduct any further outreach attempts after the second survey mailing.

The key milestones of the CAHPS data collection protocol are provided below:

- An initial survey package was mailed on February 19.
- An initial reminder/thank-you postcard was mailed on February 25.
- A replacement survey package was mailed on March 26.
- An additional reminder/thank-you postcard was mailed on April 3.
- The telephone outreach phase, originally scheduled to begin on April 3, was canceled due to COVID-19.
- Data collection closed on May 11.

Survey results were submitted to NCQA on May 29, 2020.

SURVEY MATERIALS

CSS designed all member-facing materials (see Appendix) for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue in accordance with the NCQA guidelines detailed in *HEDIS 2020, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2020 Survey Measures*. Standard NCQA text was used for all materials. Prior to being customized with the health plan name, logo, and other branding elements, all generic materials designed by CSS were approved by NCQA.

The survey instrument was the Adult Medicaid version of the Health Plan CAHPS 5.0H survey. Besides the core CAHPS questions, the survey included eight supplemental questions added by the plan. The cover letter was printed in English on one side and in Spanish on the other side.

The carrier envelope used for survey mailings was marked with the message “YOUR HEALTH PLAN WANTS TO HEAR FROM YOU” printed in block type on blue background across the face of the envelope. Each survey package included a postage-paid business reply envelope.

SAMPLE SELECTION

For the Adult Medicaid survey, sample-eligible members were defined as plan members who were 18 years old or older as of December 31, 2019; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid.

Prior to sampling, CSS carefully inspected the member file(s) and noted any errors or irregularities found (such as incomplete contact information or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up to date. The final sample was generated following the NCQA systematic sampling methodology, with no more than one member per household selected to receive the survey. CSS assigned each sampled member a unique identification number, which was used to track their progress throughout the data collection process.

The standard NCQA-prescribed sample size for Adult Medicaid plans is 1,350 members. NCQA’s sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrollees prior to December 31, 2019 were advised to oversample (i.e., increase their sample size by a factor sufficient to compensate for members expected to leave their plan by the time the survey was fielded). Oversampling could also be used to obtain more completed surveys. Community Care Health Plan of Louisiana, Inc. dba Healthy Blue chose to oversample by 30 percent. The final survey sample for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue included 1,755 members.

DATA CAPTURE

Returned questionnaires were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual responses on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a pre-defined degree of certainty.

Due to the multiple contact attempts, multiple survey responses could be received from the same sample member. In those cases, only one survey response (the most complete survey) was included in the final analysis dataset.

MEMBER DISPOSITIONS AND RESPONSE RATE

Among the Community Care Health Plan of Louisiana, Inc. dba Healthy Blue sample members who met final eligibility criteria, 173 completed the survey, resulting in the NCQA response rate of 9.88 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 1.

EXHIBIT 1. 2020 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE ADULT MEDICAID CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	2020 Your Organization		2020 Anthem National Adult Medicaid Average	2020 CSS Adult Medicaid Average
	Number	Percent of Initial Sample	Percent of Total Initial Sample	
Initial Sample	1,755	100.0%	100.0%	100.0%
Complete and Eligible - Mail	173	9.9%	12.5%	15.9%
Complete and Eligible - Phone	0	0.0%	0.0%	0.0%
Complete and Eligible - Internet*	0	0.0%	0.0%	0.0%
Complete and Eligible - Total	173	9.9%	12.5%	15.9%
Does not meet Eligible Population criteria	4	0.2%	0.2%	0.4%
Incomplete (but Eligible)	12	0.7%	0.4%	0.4%
Language barrier	0	0.0%	0.0%	0.0%
Mentally or physically incapacitated	0	0.0%	0.0%	0.0%
Deceased	0	0.0%	0.0%	0.0%
Refusal	0	0.0%	0.0%	0.0%
Nonresponse after maximum attempts	1,566	89.2%	86.4%	82.8%
Added to Do Not Call (DNC) list	0	0.0%	0.4%	0.4%
NCQA Response Rate**		9.88%	12.53%	15.99%

71230

* The Internet response option was not offered for this plan.

**NCQA response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

This section lists all CAHPS measures for which NCQA calculates results, regardless of whether the measure is included in NCQA's Health Plan Ratings (HPR). Measures that are reported in HPR (i.e., assigned a star rating) are marked with a star symbol below. **Note: any information related to HPR reporting is provided for reference only. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.**

GLOBAL RATINGS

CAHPS Health Plan Survey (version 5.0H) includes four global rating questions that utilize the scale of 0 to 10, representing the lowest and highest possible ratings. Results are based on the proportion of members selecting one of the top two ratings (9 or 10) to align with NCQA's 2020 Health Plan Ratings Methodology. For convenience and trending, the proportion of respondents rating 8, 9, or 10 is also provided.

- ★ **Rating of Personal Doctor** (0 = worst personal doctor possible; 10 = best personal doctor possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.
- ★ **Rating of Specialist Seen Most Often** (0 = worst specialist possible; 10 = best specialist possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.
- ★ **Rating of All Health Care** (0 = worst health care possible; 10 = best health care possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.
- ★ **Rating of Health Plan** (0 = worst health plan possible; 10 = best health plan possible) is included in HPR as part of the *Satisfaction with Plan Services* sub-domain.

CAHPS COMPOSITES

NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

★ **Getting Needed Care** combines two survey questions that address member access to care. Both questions use a *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable response. This measure is included in HPR under the sub-domain of *Getting Care*. Results are based on the proportion of members answering the following questions as *Usually* or *Always*:

- In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
- In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

★ **Getting Care Quickly** combines responses to two survey questions that address timely availability of both urgent and check-up/routine care. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. This measure is reported in HPR under the sub-domain of *Getting Care*. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:

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

★ **Coordination of Care** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). This measure is reported in HPR under the *Satisfaction with Plan Physicians* sub-domain. Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:

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

• **How Well Doctors Communicate** combines responses to four survey questions that address physician communication. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:

- In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
- In the last 6 months, how often did your personal doctor listen carefully to you?
- In the last 6 months, how often did your personal doctor show respect for what you had to say?
- In the last 6 months, how often did your personal doctor spend enough time with you?

- **Customer Service** combines responses to two survey questions that ask about member experience with the health plan's customer service. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:
 - *In the last 6 months, how often did your health plan's customer service staff give you the information or help you needed?*
 - *In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?*

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates (QSRs) express the proportion of respondents selecting the desired response option(s) on a survey question. Examples include percent selecting *Usually* or *Always* or percent rating 9 or 10.

Composite Global Proportions express the proportion of respondents selecting the desired response option(s) from a pre-defined set of two or more questions on the survey. They are calculated by first determining the relevant proportion on each survey question contributing to the composite and subsequently averaging these proportions across all questions in the composite.

Throughout the report, all QSRs and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations please refer to *HEDIS 2020, Volume 3: Specifications for Survey Measures* or consult the Appendix.

HEALTH PLAN RATINGS (HPR STAR RATINGS)

Health Plan Ratings, displayed as star ratings, were estimated by CSS based on NCQA's 2020 *Health Plan Rating* methodology. For details, please consult <https://www.ncqa.org/hedis/reports-and-research/ratings-2020/> as well as the Appendix to this report. Results are based on the rates of members answering 9 or 10 for the overall rating questions and *Usually* or *Always* for all other CAHPS measures. **The CSS-calculated HPR star ratings should be treated as unofficial estimates and used with caution for your organization's internal purposes only.**

NCQA MINIMUM DENOMINATOR SIZE

For a measure result to be reportable by NCQA, it needs to be based on at least 100 valid responses (measure denominator). The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in

the composite (note: composite denominators are rounded for display purposes). If the rate denominator is less than 100, NCQA assigns a measure result of “NA”. This report presents results for all measures, regardless of denominator size. Any result that does not meet the NCQA threshold of 100 valid responses is denoted with “NA”.

COMPARISONS TO NATIONAL BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results are compared to the 2020 Anthem National Adult Medicaid Average, 2020 CSS Adult Medicaid Average, as well as to the 2019 NCQA Quality Compass Adult Medicaid National Average (All LOBs). The 2020 Anthem National Adult Medicaid Average was calculated by pooling survey responses across 26 Adult Medicaid plans identified by Anthem. The 2020 CSS Adult Medicaid Average was calculated by pooling survey responses across 23 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The currently available 2019 NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of Adult Medicaid plans that submitted data to NCQA.

If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. (Note: the CAHPS survey was administered by another vendor prior to 2020. If available, CSS processed prior-year files provided by the previous vendor to enable trending of results over time.) All of the statistical tests are conducted at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

SUMMARY OF SURVEY RESULTS

Exhibit 2 provides a high-level Community Care Health Plan of Louisiana, Inc. dba Healthy Blue performance overview on key survey measures. These include overall ratings, composite global proportions, and QSRs for additional measures. Where applicable, changes in scores over time and comparisons to applicable national benchmarks are reported and tested for statistical significance.

EXHIBIT 2. 2020 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE ADULT MEDICAID CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

Patient Experience Measures	2020 Rate	Difference between 2020 Rate and...				Your Organization's Estimated 2020 NCQA Health Plan (Star) Rating	
		2019 Rate	2020 Anthem National Adult Medicaid Average	2020 CSS Adult Medicaid Average	2019 NCQA Quality Compass National Average (All LOBs)		
Patient Experience							★★★★★
Getting Care							★★★★★
Getting Needed Care (% Always or Usually)	NA	90.43%	8.78%	6.30%	7.03%	7.95%	★★★★★
Getting Care Quickly (% Always or Usually)	NA	81.36%	2.94%	-2.69%	-1.83%	-0.61%	★★★★☆
Satisfaction With Plan Physicians							★★★★★
Rating of Personal Doctor (% 9 or 10)		76.03%	4.41%	7.56%	8.97% ↑	8.55% ↑	★★★★★
Rating of Specialist Seen Most Often (% 9 or 10)	NA	85.00%	14.57%	17.92% ↑	18.05% ↑	18.10% ↑	★★★★★
Rating of All Health Care (% 9 or 10)		69.92%	11.55% ↑	14.32% ↑	15.46% ↑	15.06% ↑	★★★★★
Coordination of Care (% Always or Usually)	NA	88.24%	8.64%	3.15%	4.80%	4.60%	★★★★☆
Satisfaction With Plan Services							★★★★★
Rating of Health Plan (% 9 or 10)		76.83%	11.43% ↑	17.18% ↑	18.05% ↑	16.54% ↑	★★★★★
Additional Measures NOT Reported in NCQA's Health Plan Ratings							
How Well Doctors Communicate (% Always or Usually)		97.49%	3.38%	4.15%	4.40%	5.50% ↑	Not calculated
Customer Service (% Always or Usually)	NA	88.99%	-1.67%	-0.75%	-1.29%	0.24%	

7/2/30

Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. At least 100 valid responses (n, or measure denominator) must be collected for a measure rate to be reportable by NCQA.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100).

All differences between rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ↑ when your current-year rate is higher or ↓ when it is lower than the comparison rate.

Health Plan Ratings

Health Plan (star) Ratings for applicable measures were estimated using NCQA's Health Plan Ratings 2020-2021 methodology (<https://www.ncqa.org/hedis/reports-and-research/ratings-2020/>).

Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

NA appears next to the measure name and a lighter display is used for results to indicate that the result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results for your organization's internal use only.

DETAILED PERFORMANCE CHARTS

This section of the report includes detailed charts for composite global proportions and QSRs for single-question measures. The charts have the following features:

TREND IN RESULTS

- Community Care Health Plan of Louisiana, Inc. dba Healthy Blue survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, “No data” appears in place of the score.
- The number of valid responses (the NCQA-defined denominator, *n*) appears above each bar. If the number of responses is less than 100, “NA” appears next to the value of *n*, indicating that the result is not reportable by NCQA. CSS calculates the unofficial rate for reference only.
- Statistical comparisons are conducted between the current-year rate and each of the prior-year rates, if available. Where appropriate, differences in rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are indicated with a checkmark symbol next to the comparison score. For example, a checkmark appearing next to the 2019 rate denotes a statistically significant difference between the 2020 and 2019 rates.

COMPARISON TO NATIONAL BENCHMARKS

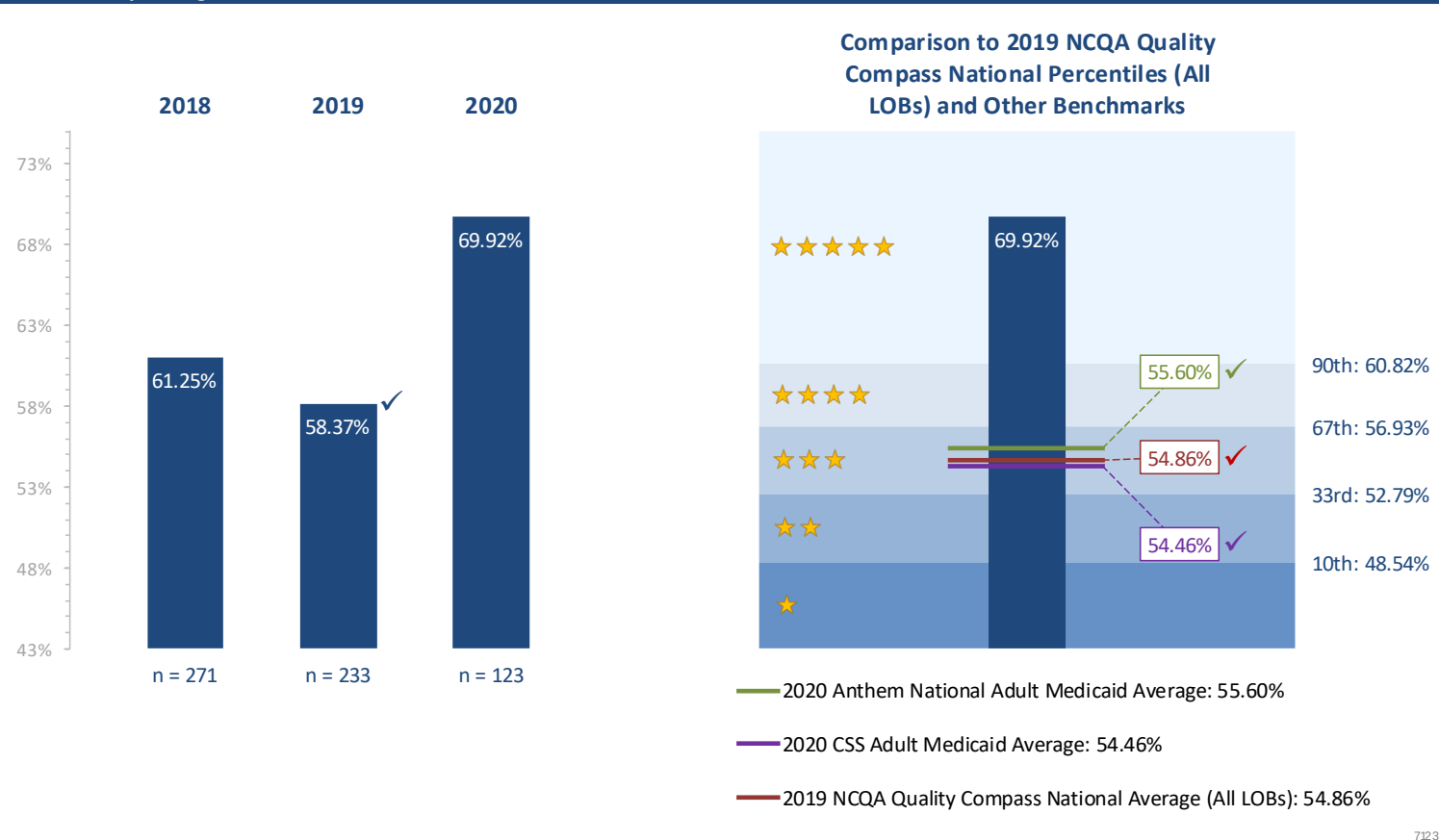
To help Community Care Health Plan of Louisiana, Inc. dba Healthy Blue evaluate its performance against industry benchmarks on key CAHPS measures, CSS licensed the *2019 NCQA Quality Compass CAHPS Benchmarks*. This dataset includes QSRs and global proportions corresponding to the national Quality Compass averages as well as the 10th, 33rd, 67th, and 90th performance percentiles for all lines of business. CSS’s agreement with NCQA authorizes CSS to provide this information to eligible client organizations for their internal use only. Public reporting of these results is not authorized under the terms of this agreement.

- For CAHPS ratings and composites, the bar representing the 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue score is juxtaposed against the 2019 NCQA percentile distribution, providing an indication of its competitive position on the measure and, if applicable, an estimated HPR (star) rating.

- The horizontal lines displayed on the charts correspond to the 2020 Anthem National Adult Medicaid Average, 2020 CSS Adult Medicaid Average, as well as the 2019 NCQA Quality Compass Adult Medicaid National Average (All LOBs). If the 2020 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue score is significantly different from any of these benchmark scores at the 95% confidence level, a checkmark appears next to the relevant score.

Rating of All Health Care

Percent Responding 9 or 10



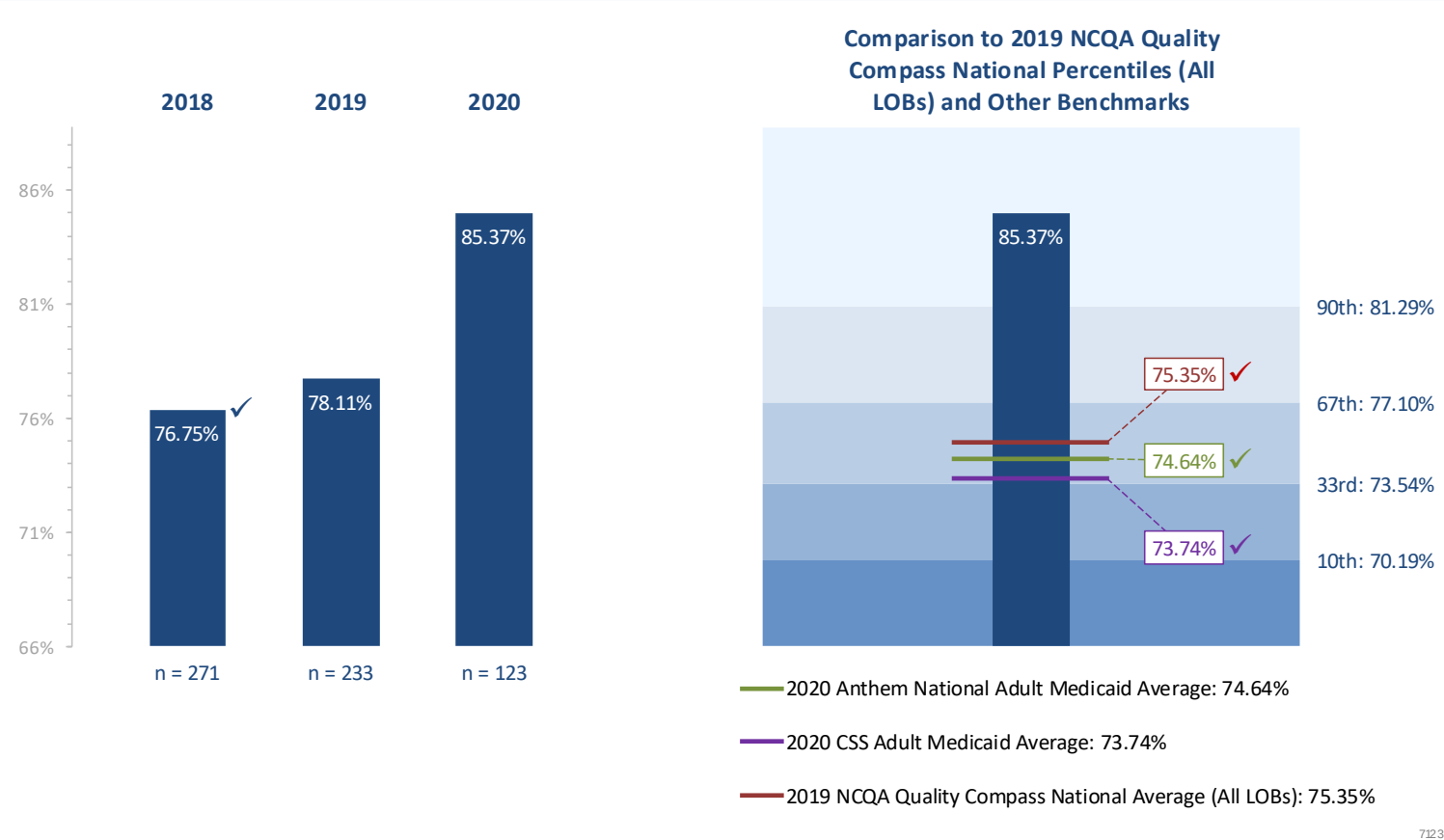
Rating of All Health Care (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of All Health Care

Percent Responding 8, 9 or 10



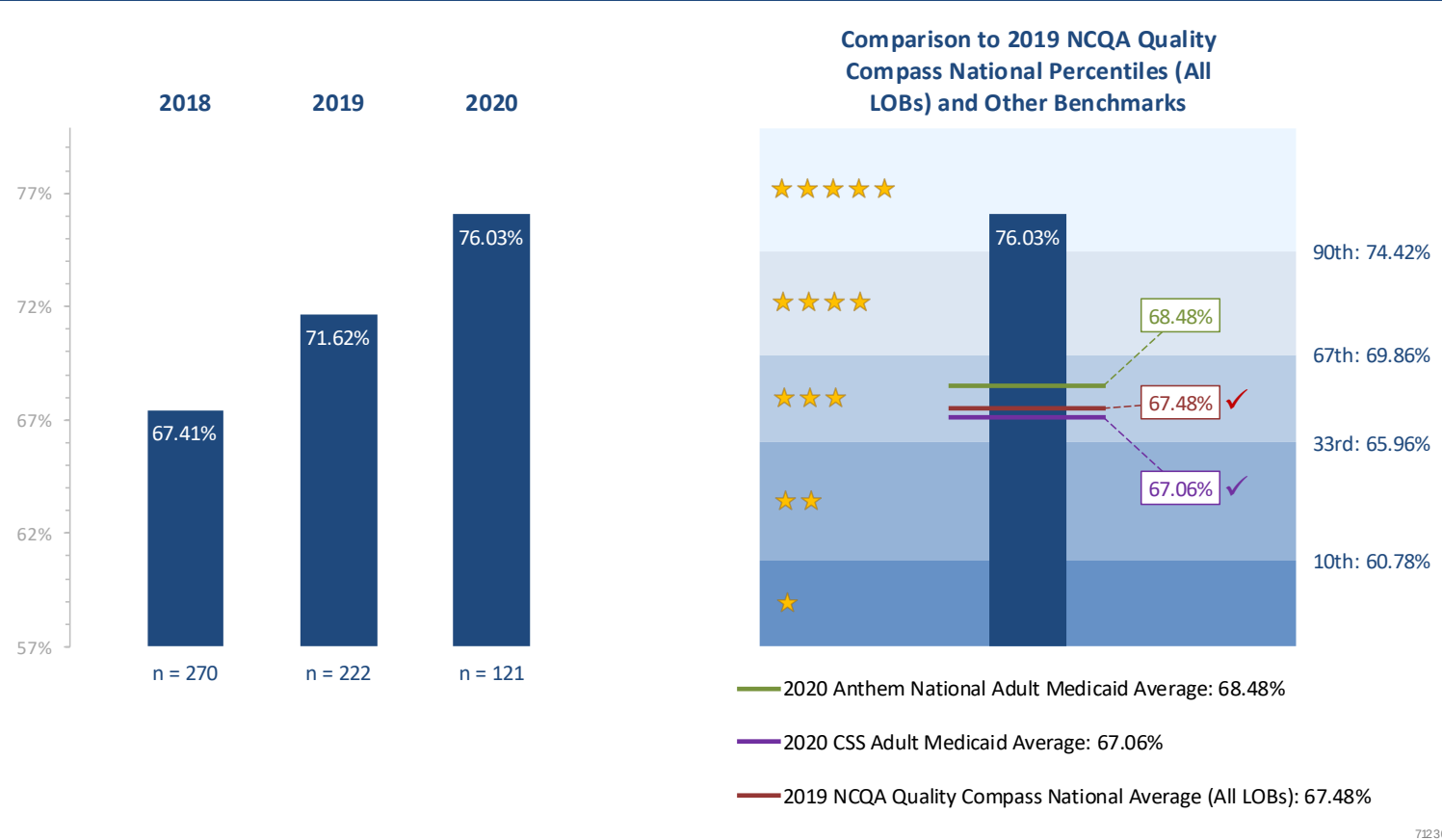
Rating of All Health Care (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Personal Doctor

Percent Responding 9 or 10



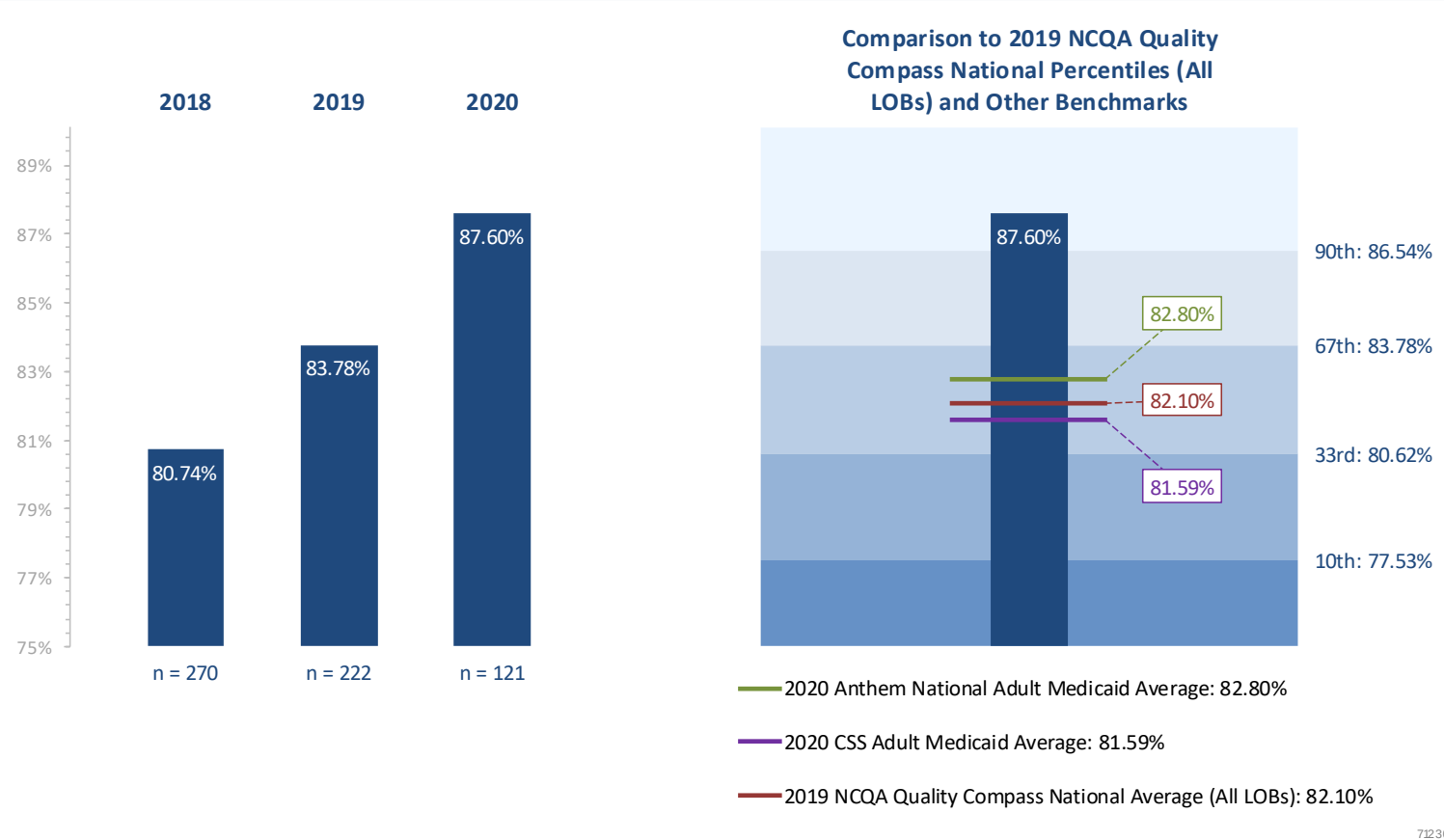
Rating of Personal Doctor (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Personal Doctor

Percent Responding 8, 9 or 10



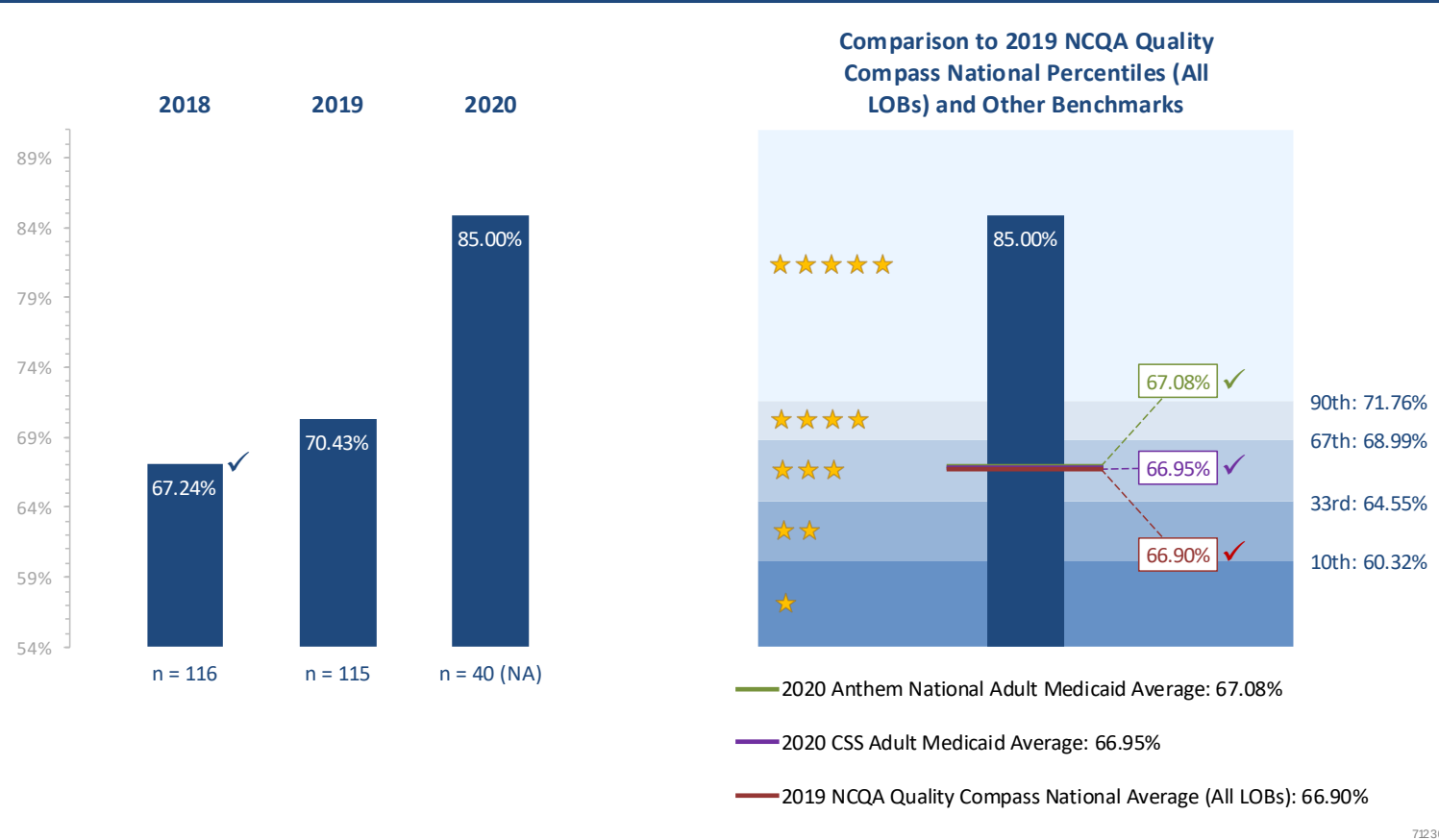
Rating of Personal Doctor (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Specialist Seen Most Often

Percent Responding 9 or 10



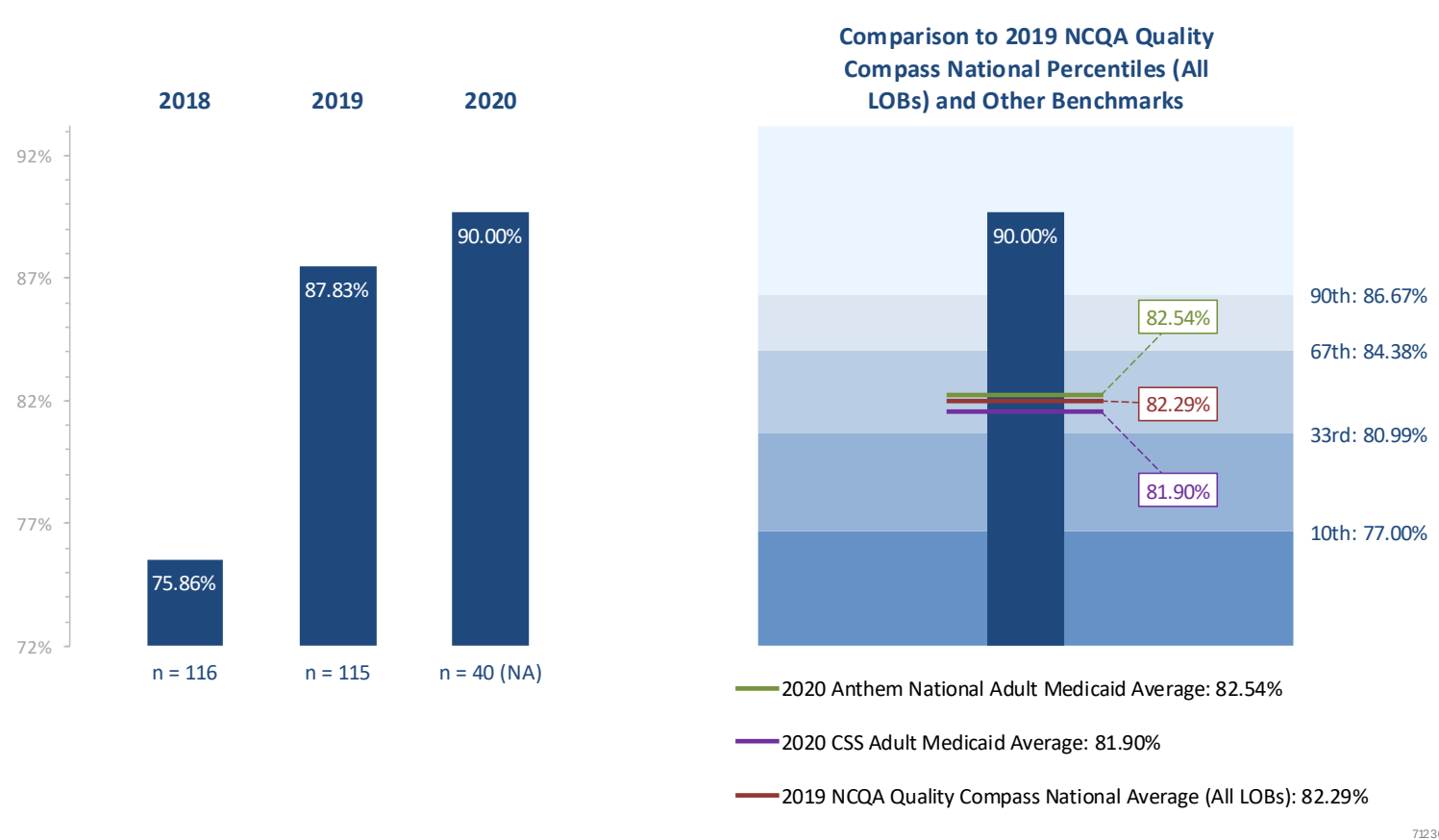
Rating of Specialist Seen Most Often (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Specialist Seen Most Often

Percent Responding 8, 9 or 10



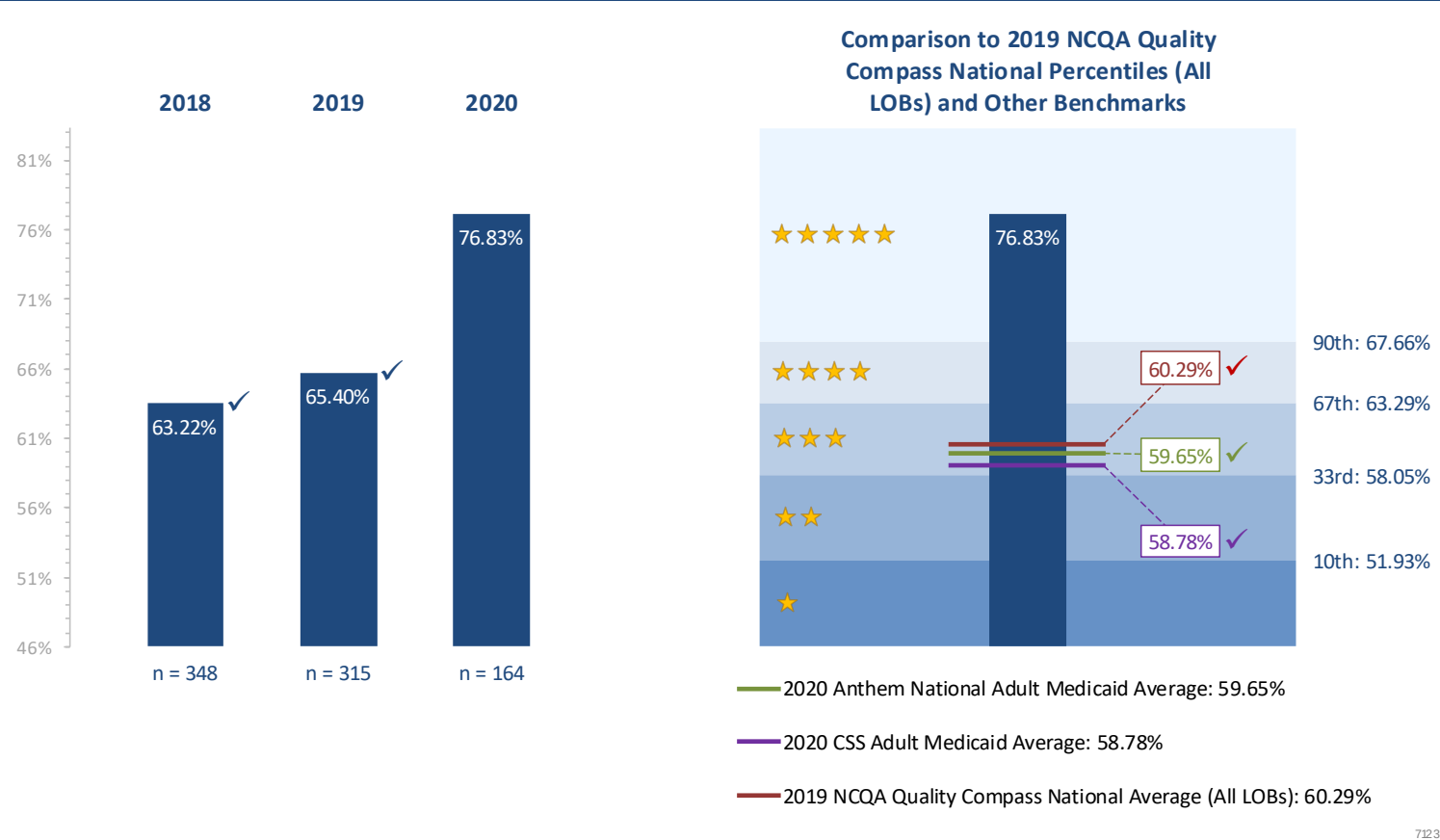
Rating of Specialist Seen Most Often (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

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Rating of Health Plan

Percent Responding 9 or 10



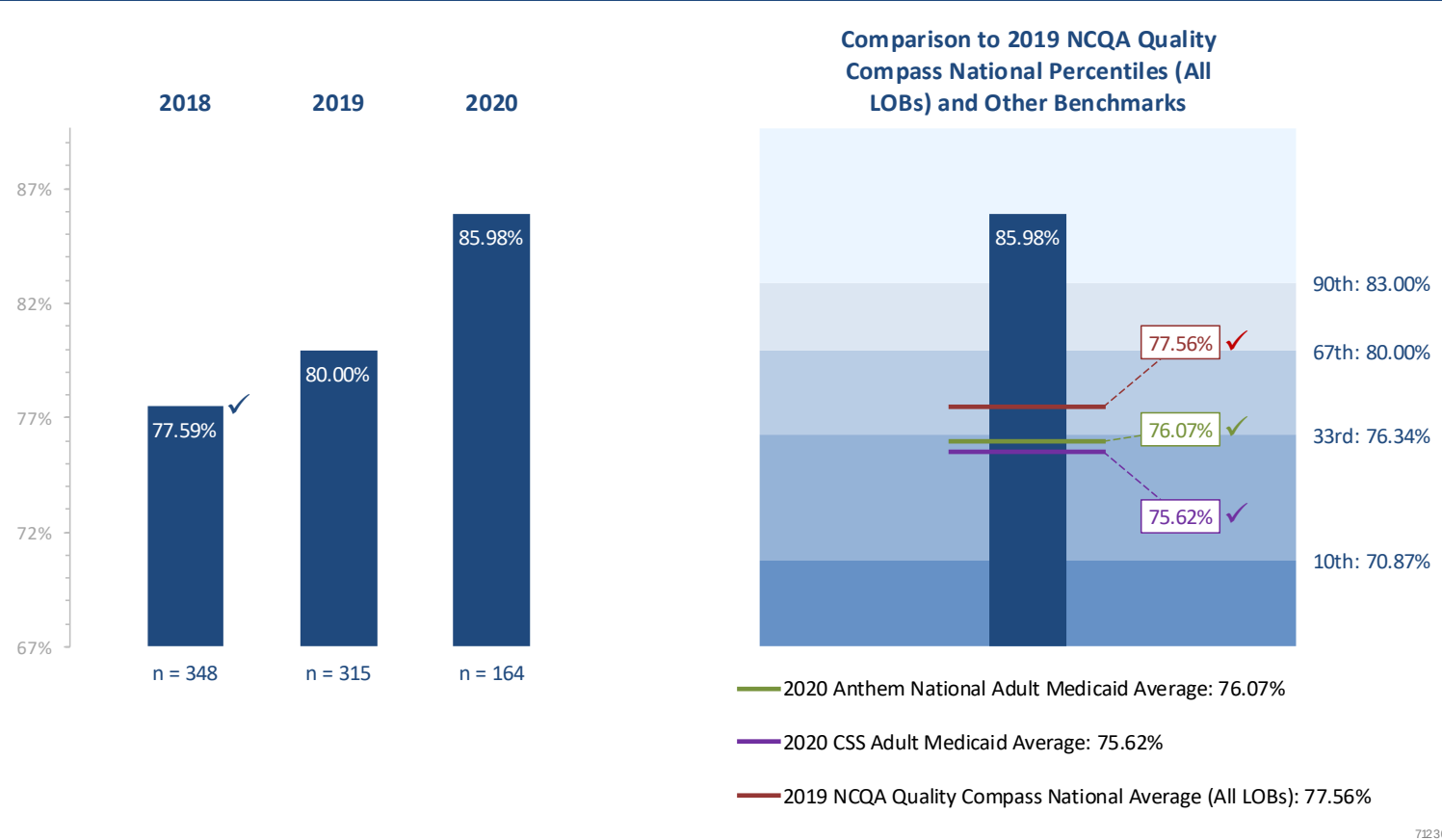
Rating of Health Plan (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Health Plan

Percent Responding 8, 9 or 10



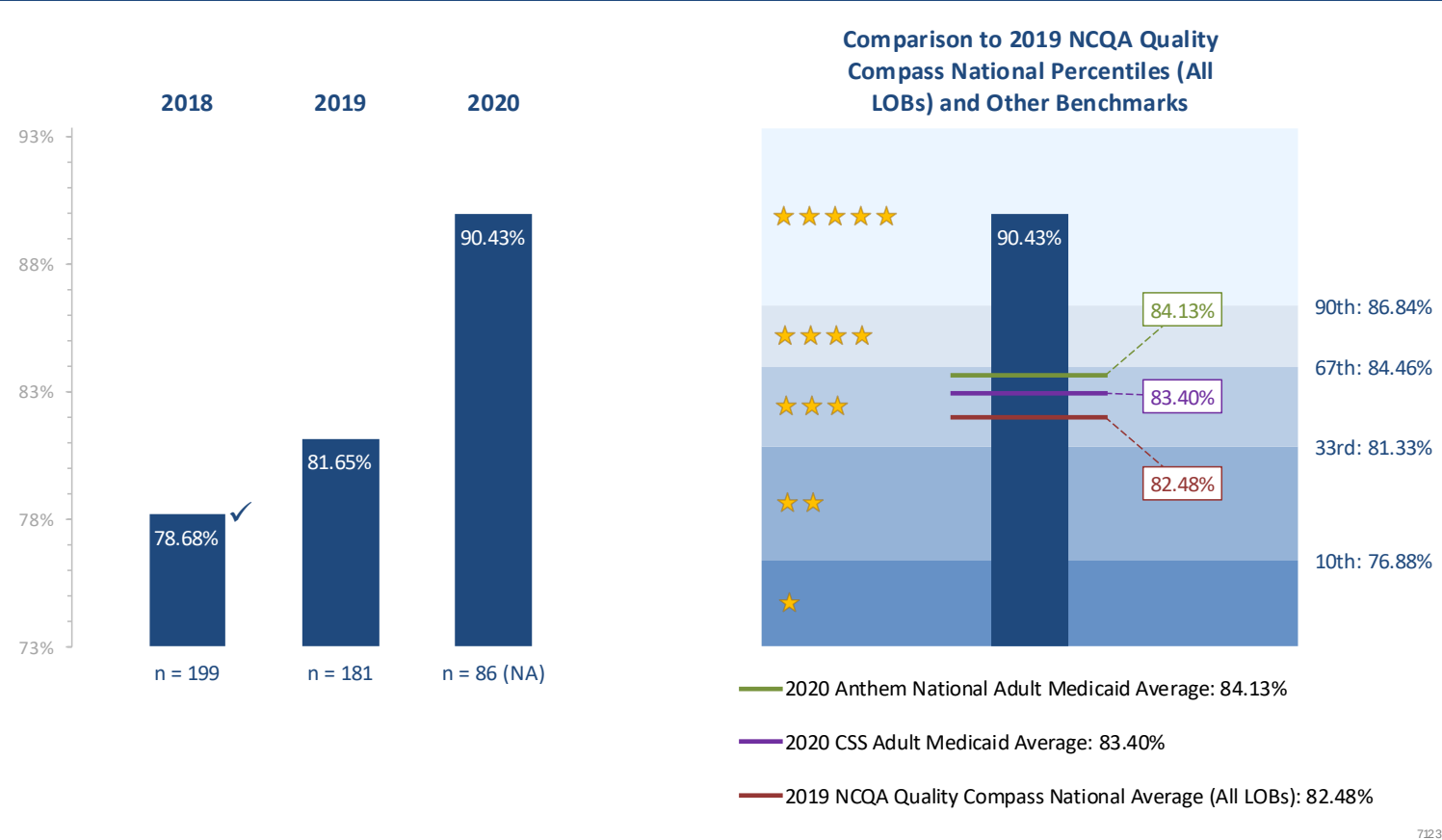
Rating of Health Plan (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

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Getting Needed Care

Percent Responding Always or Usually



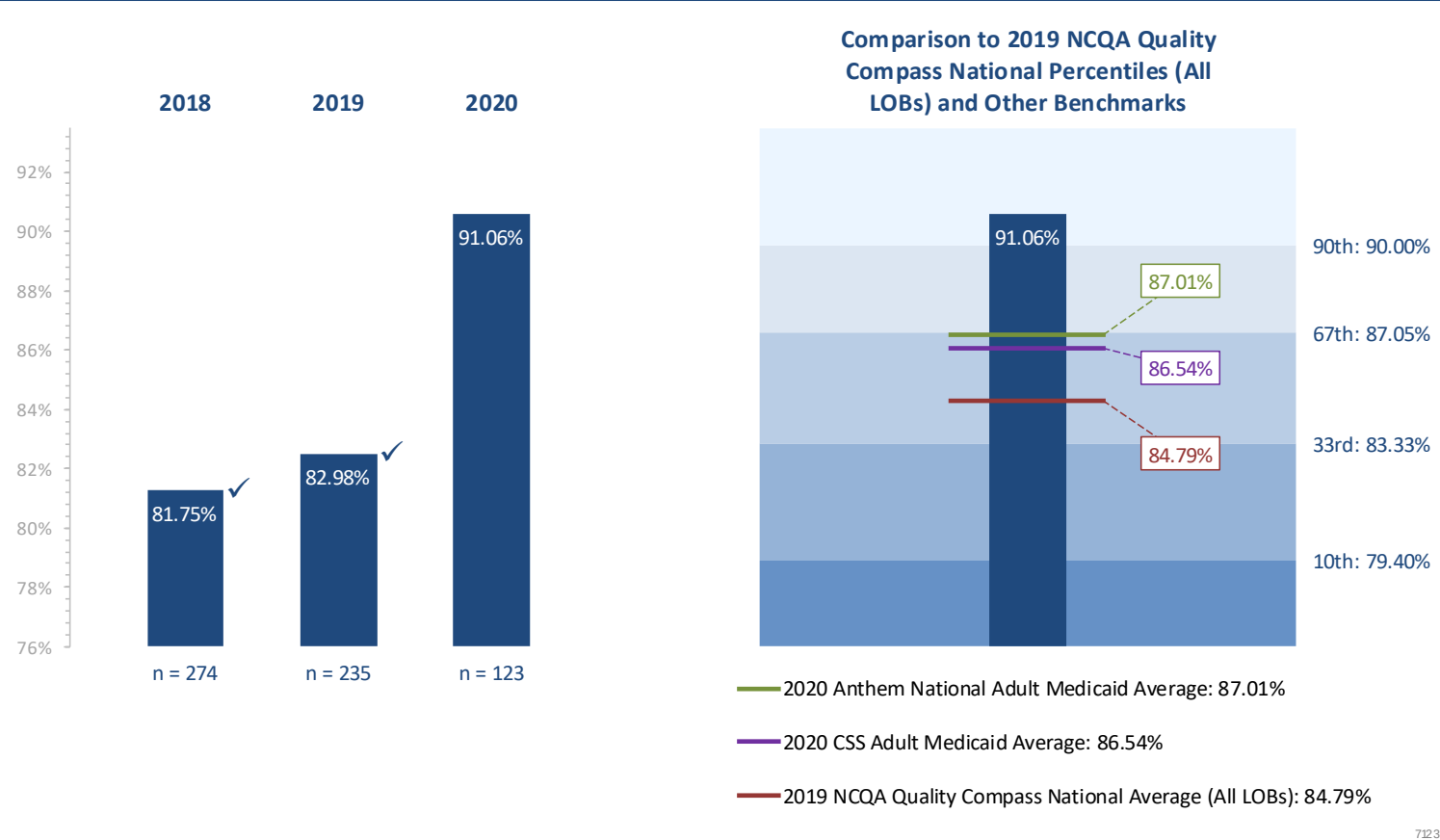
Getting Needed Care (Always or Usually) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care: Ease of Getting Needed Care (Q9)

Percent Responding Always or Usually



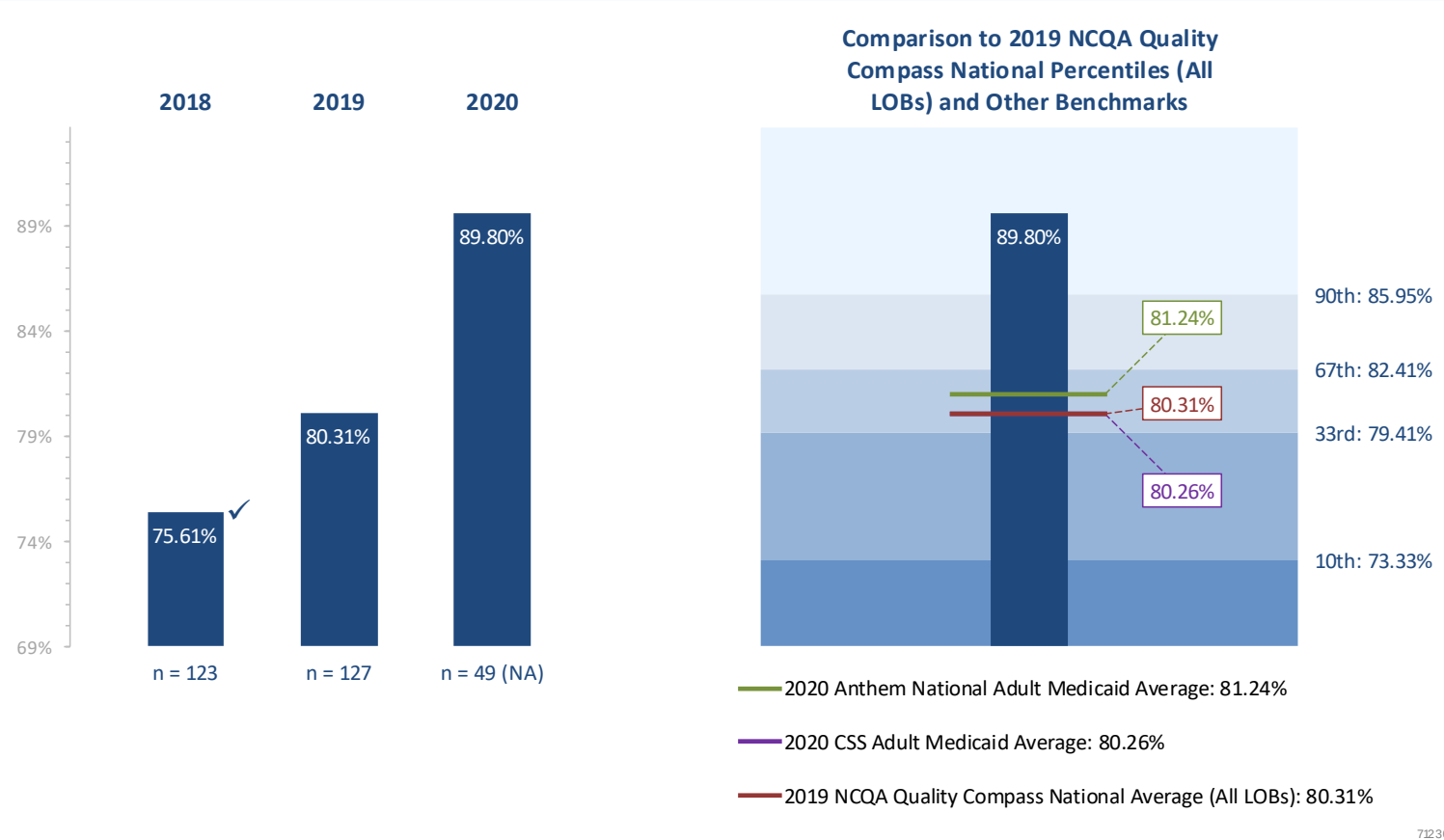
Getting Needed Care: Ease of Getting Needed Care (Q9) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care: Ease of Seeing a Specialist (Q20)

Percent Responding Always or Usually



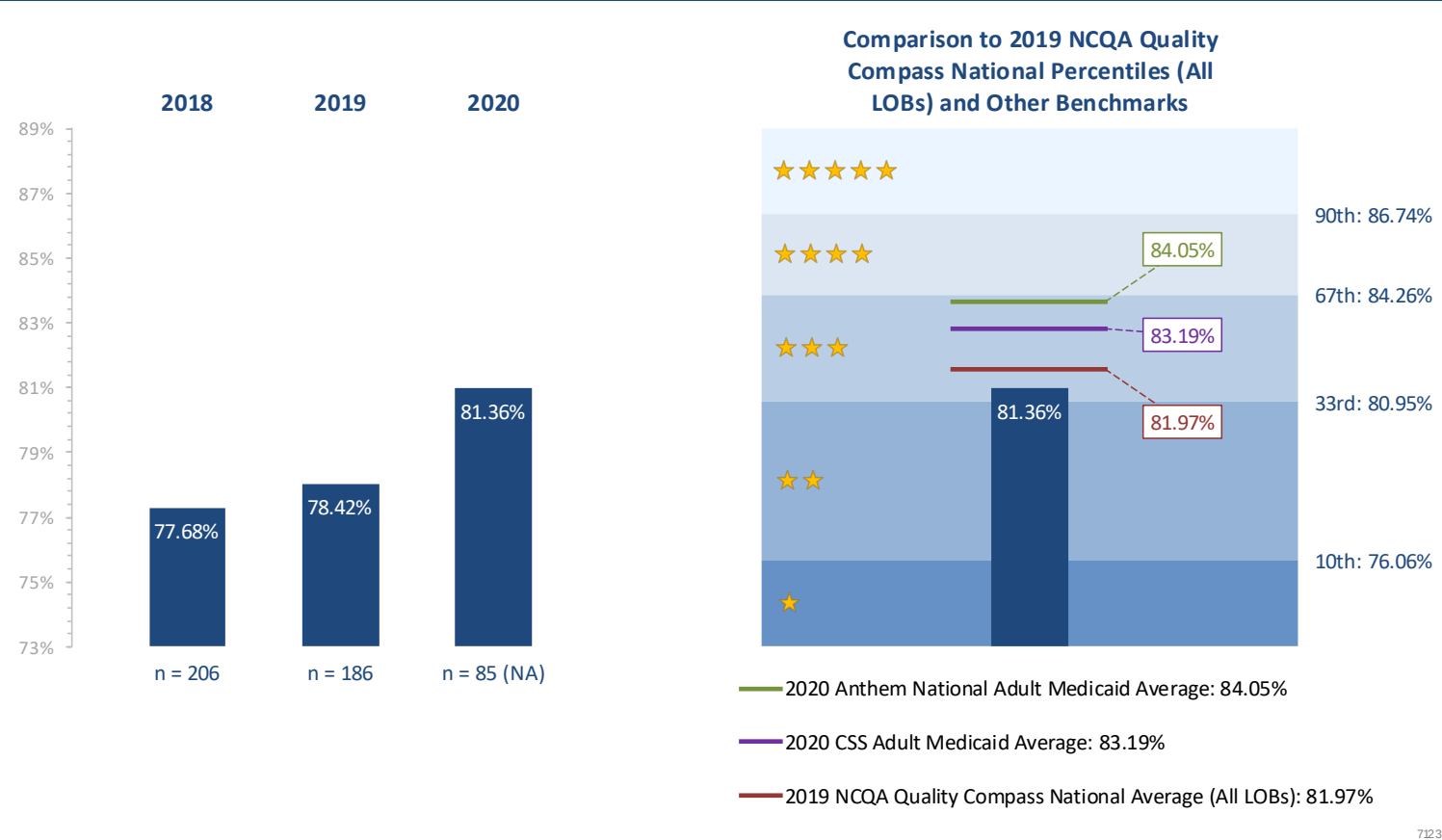
Getting Needed Care: Ease of Seeing a Specialist (Q20) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly

Percent Responding Always or Usually



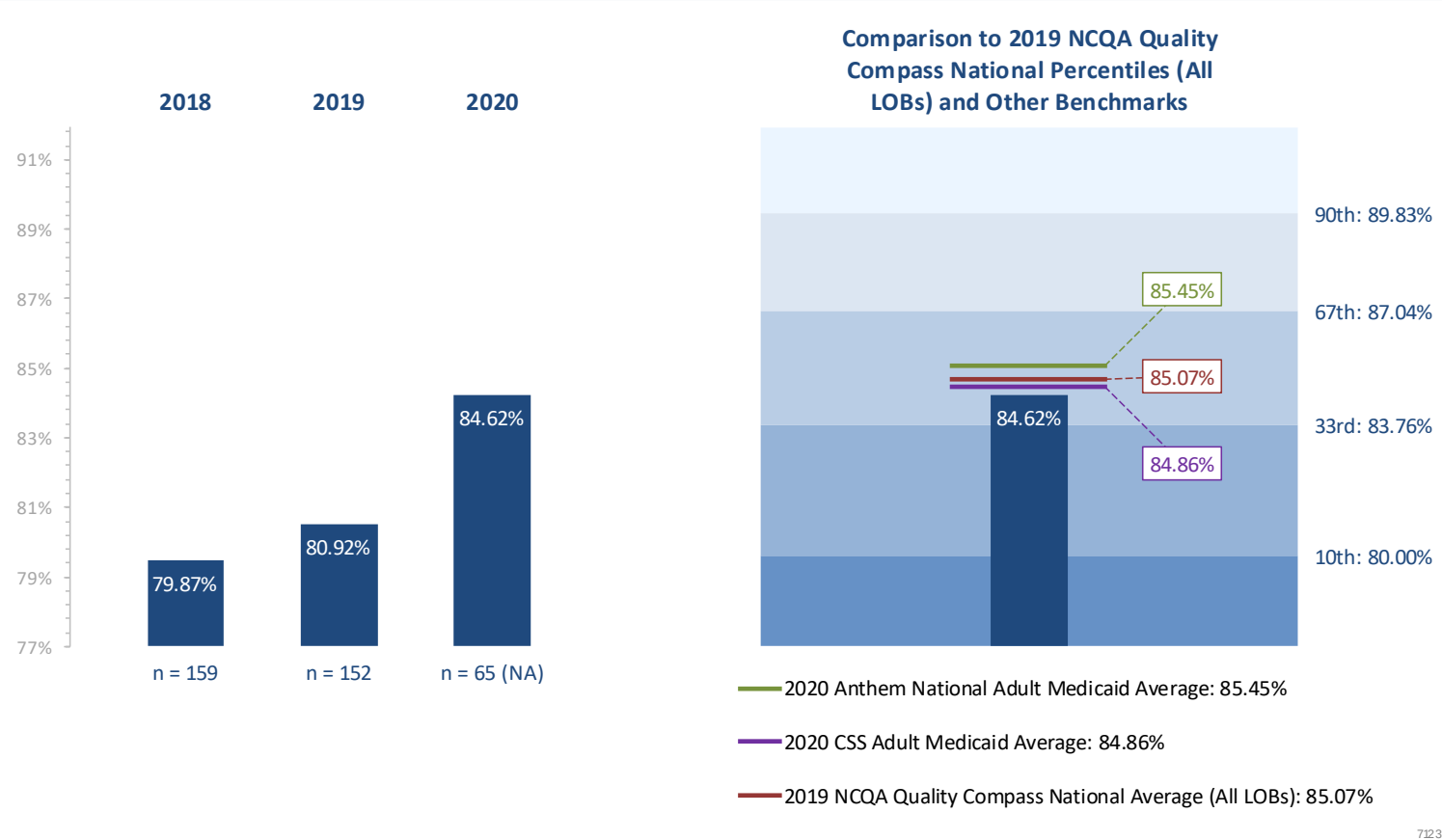
Getting Care Quickly (Always or Usually) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting Urgent Care (Q4)

Percent Responding Always or Usually



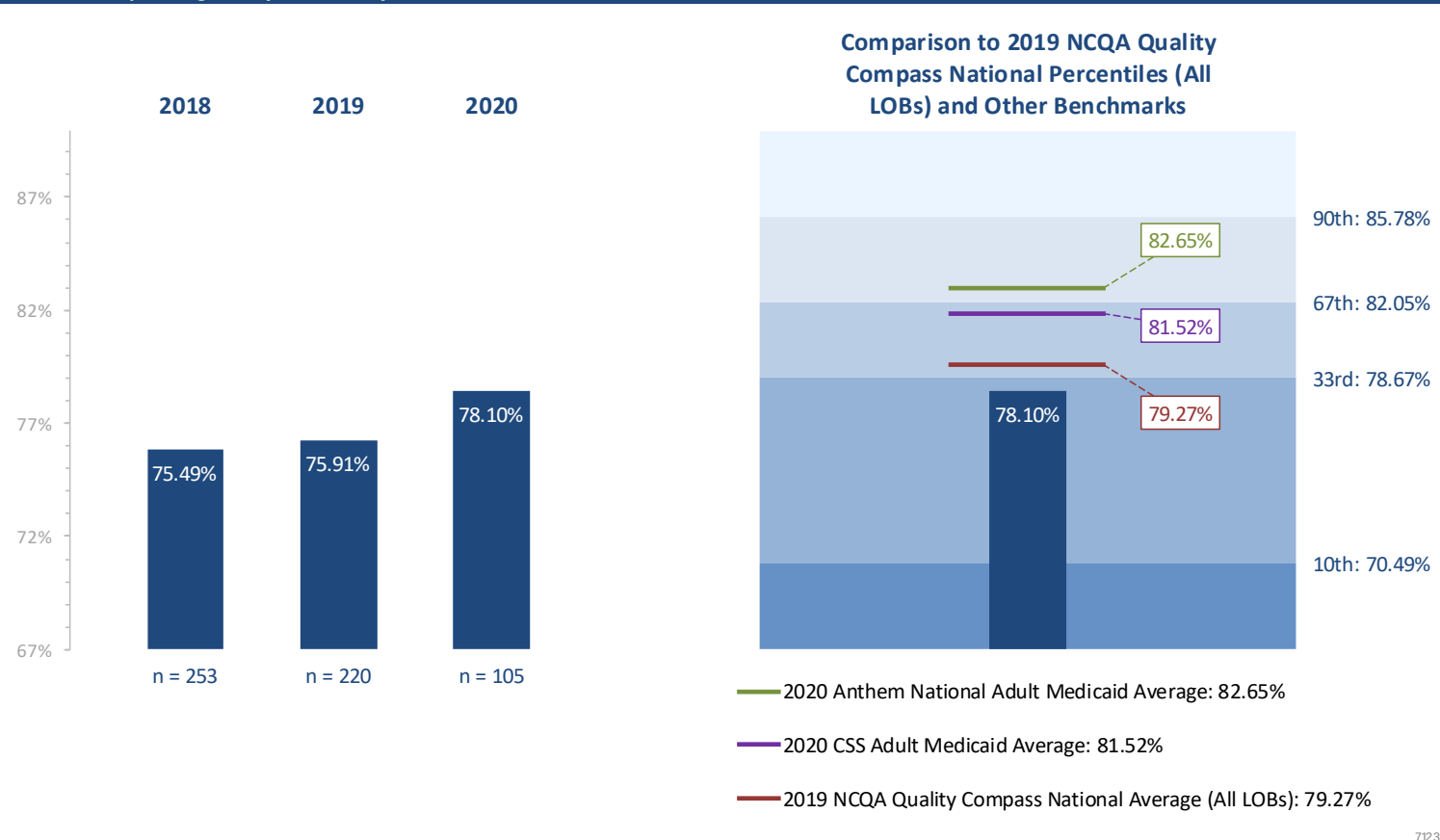
Getting Care Quickly: Ease of Getting Urgent Care (Q4) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6)

Percent Responding Always or Usually



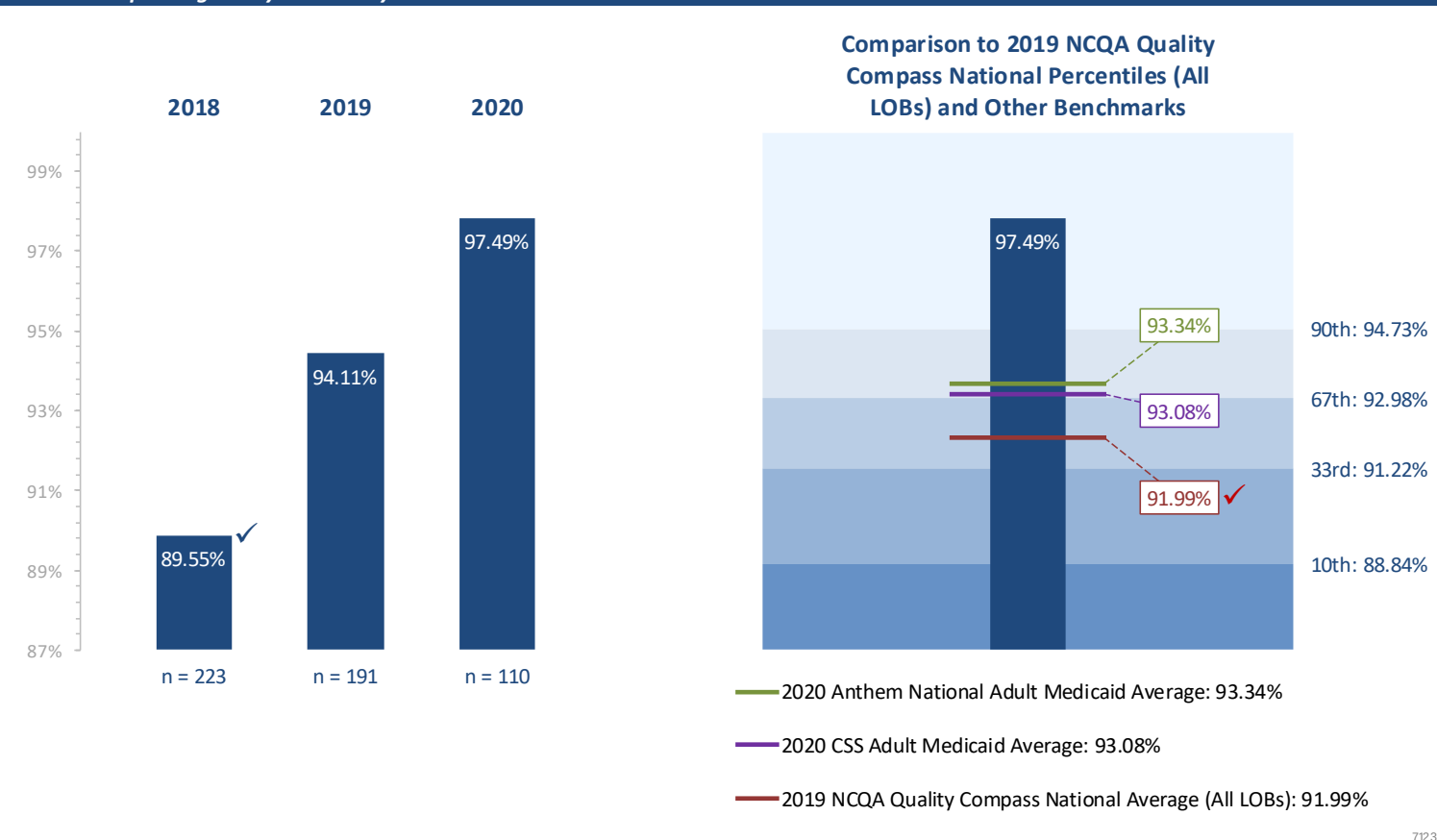
Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate

Percent Responding Always or Usually



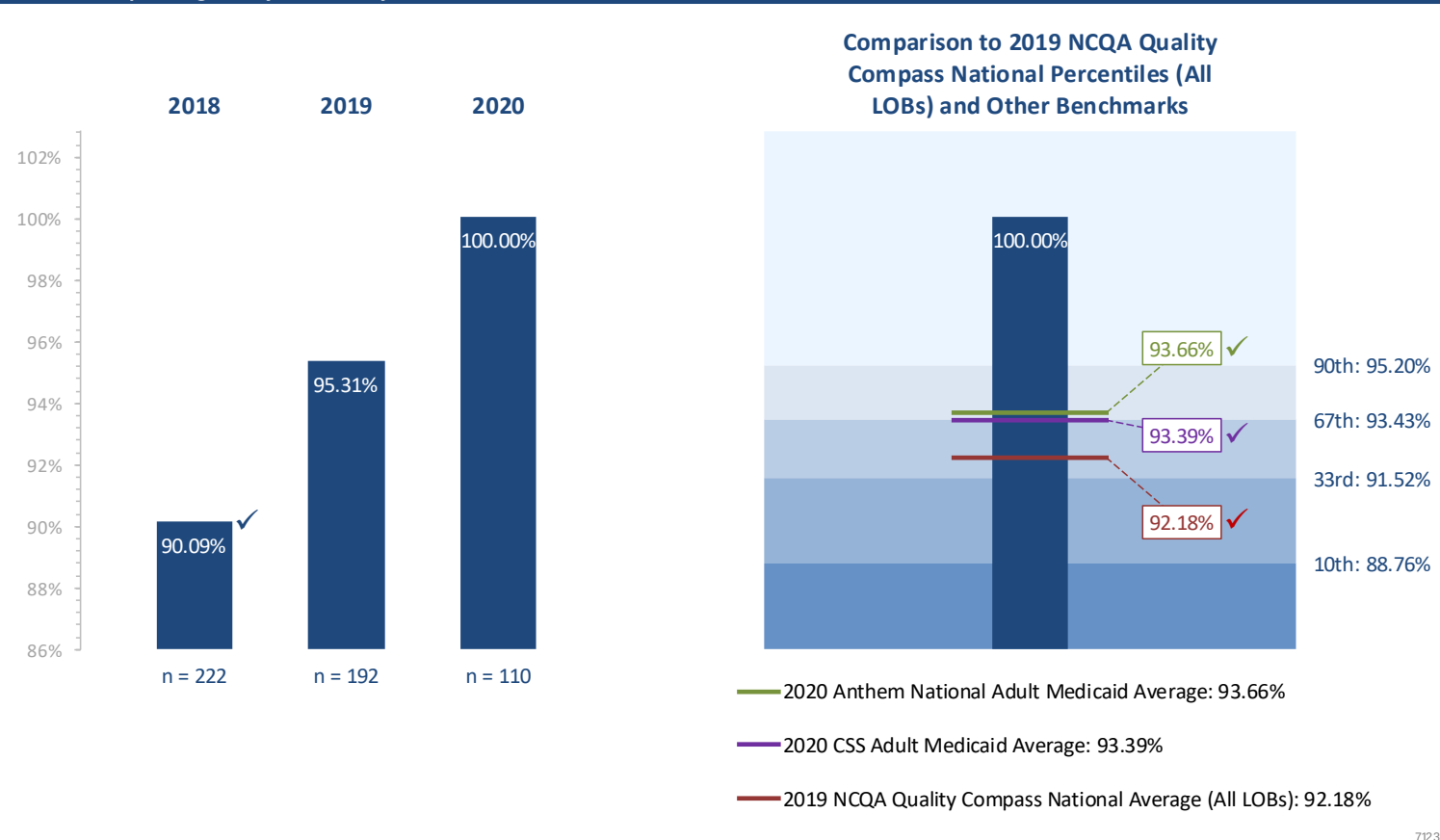
How Well Doctors Communicate (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Explained Things (Q12)

Percent Responding Always or Usually



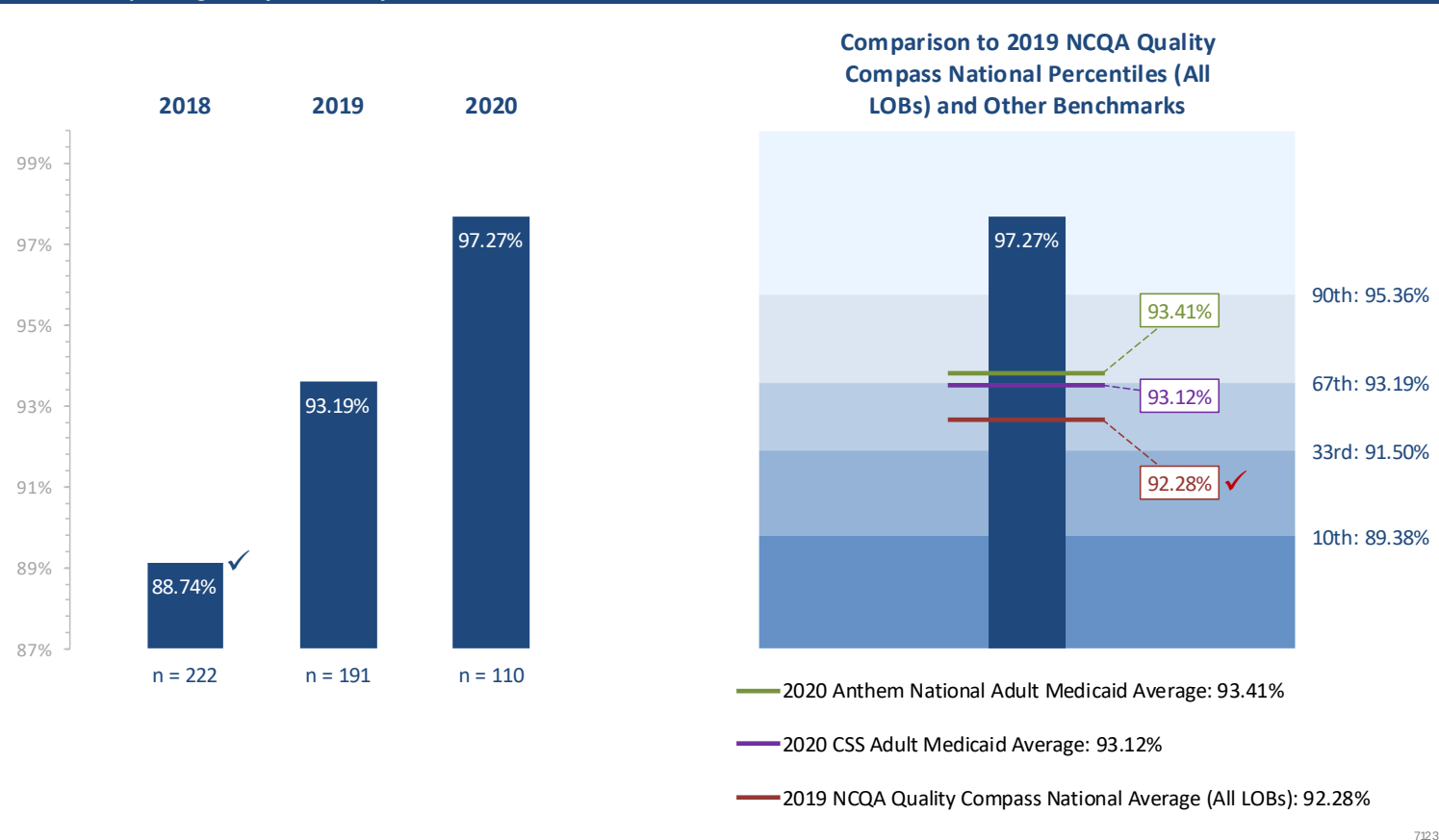
How Well Doctors Communicate: Doctor Explained Things (Q12) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Listened Carefully (Q13)

Percent Responding Always or Usually



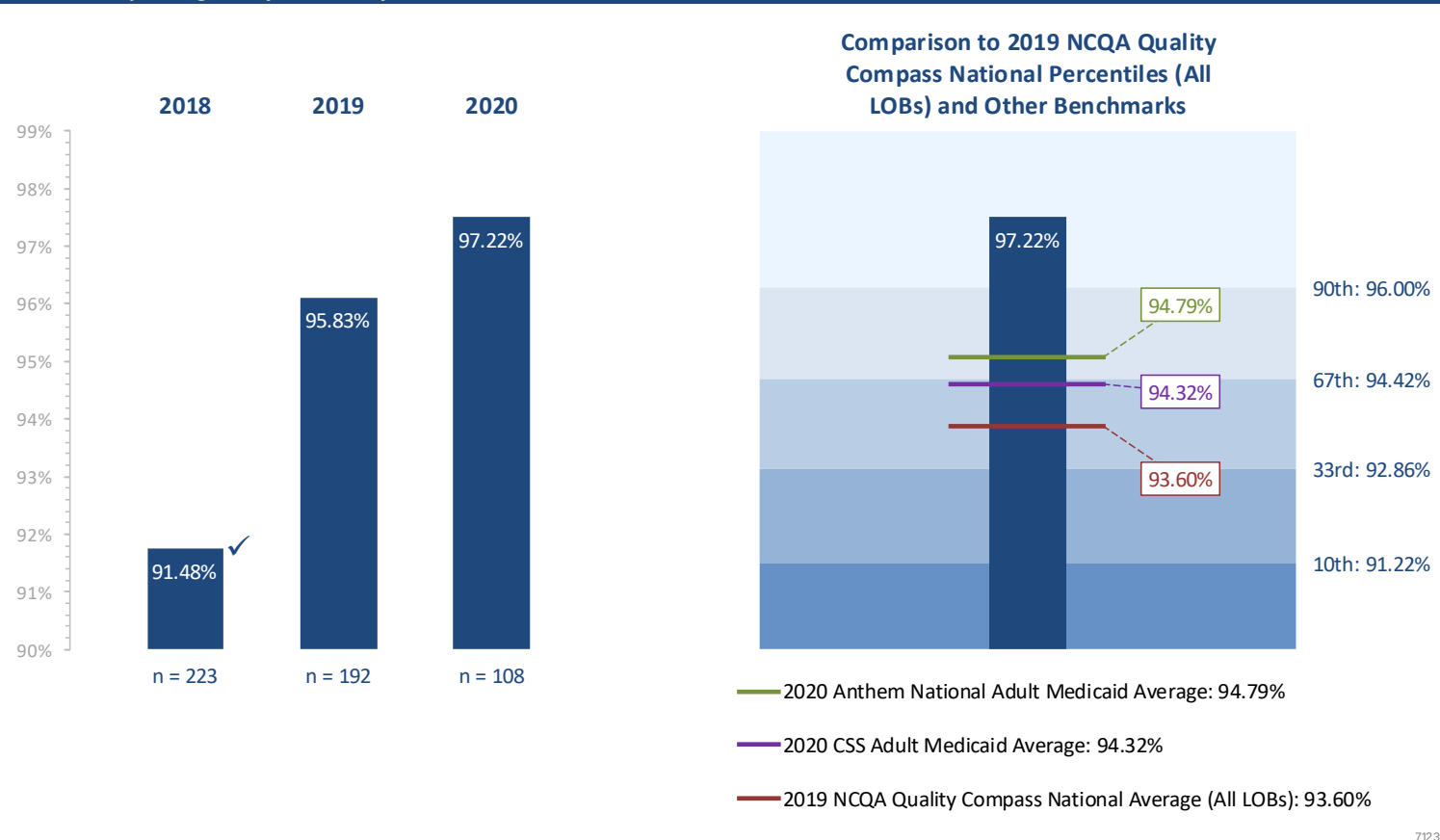
How Well Doctors Communicate: Doctor Listened Carefully (Q13) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Showed Respect (Q14)

Percent Responding Always or Usually



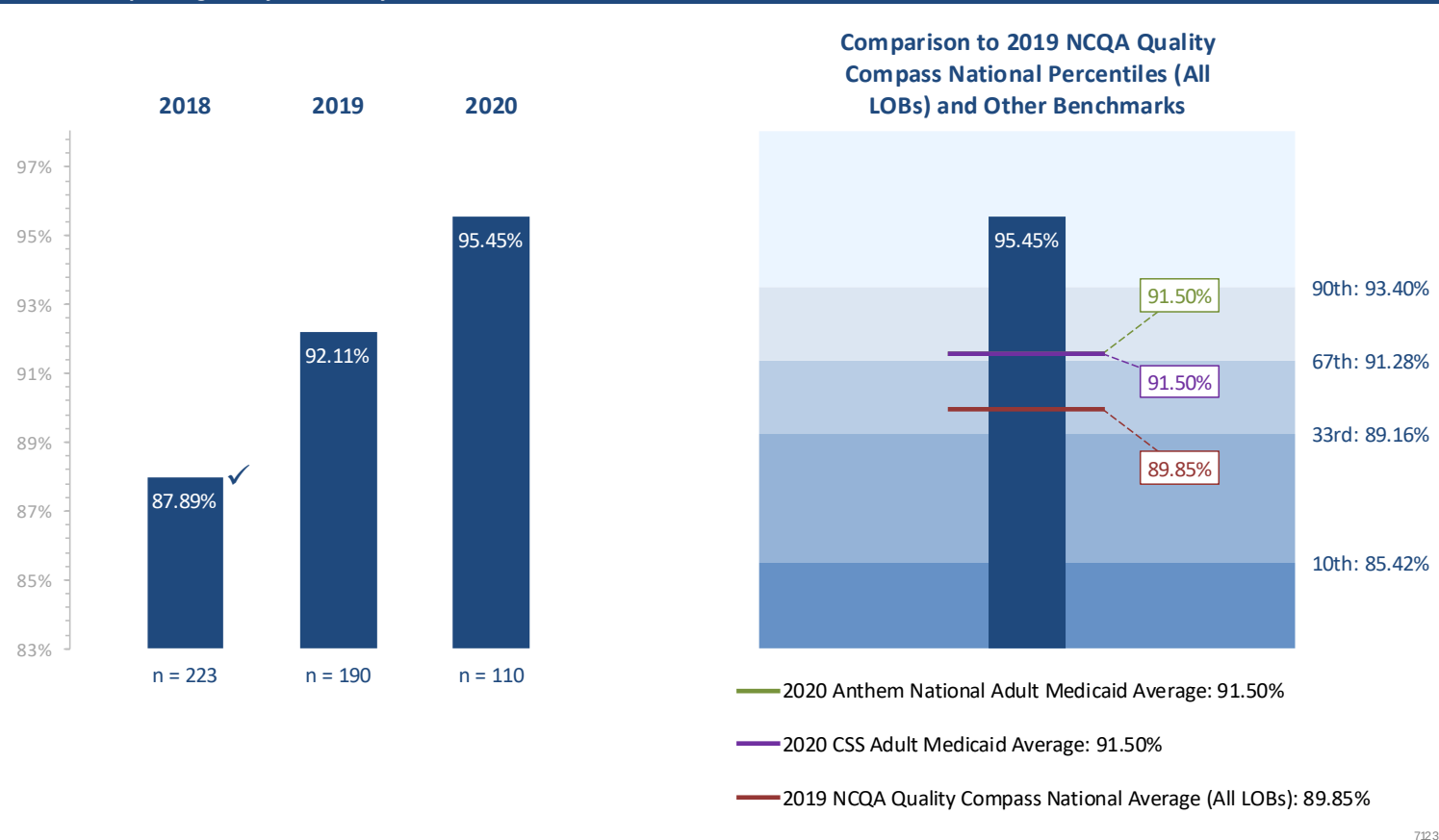
How Well Doctors Communicate: Doctor Showed Respect (Q14) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Spent Enough Time (Q15)

Percent Responding Always or Usually



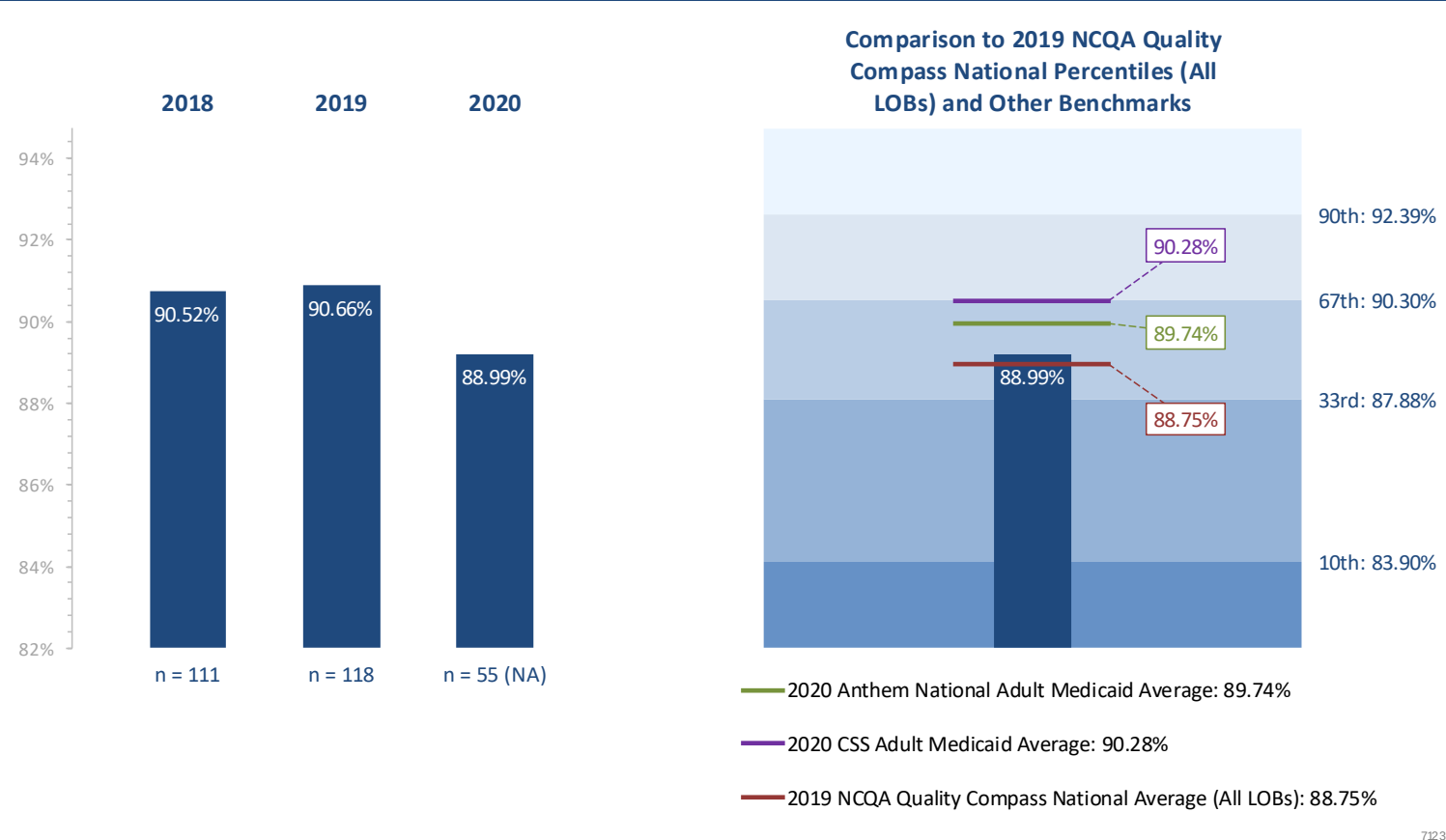
How Well Doctors Communicate: Doctor Spent Enough Time (Q15) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service

Percent Responding Always or Usually



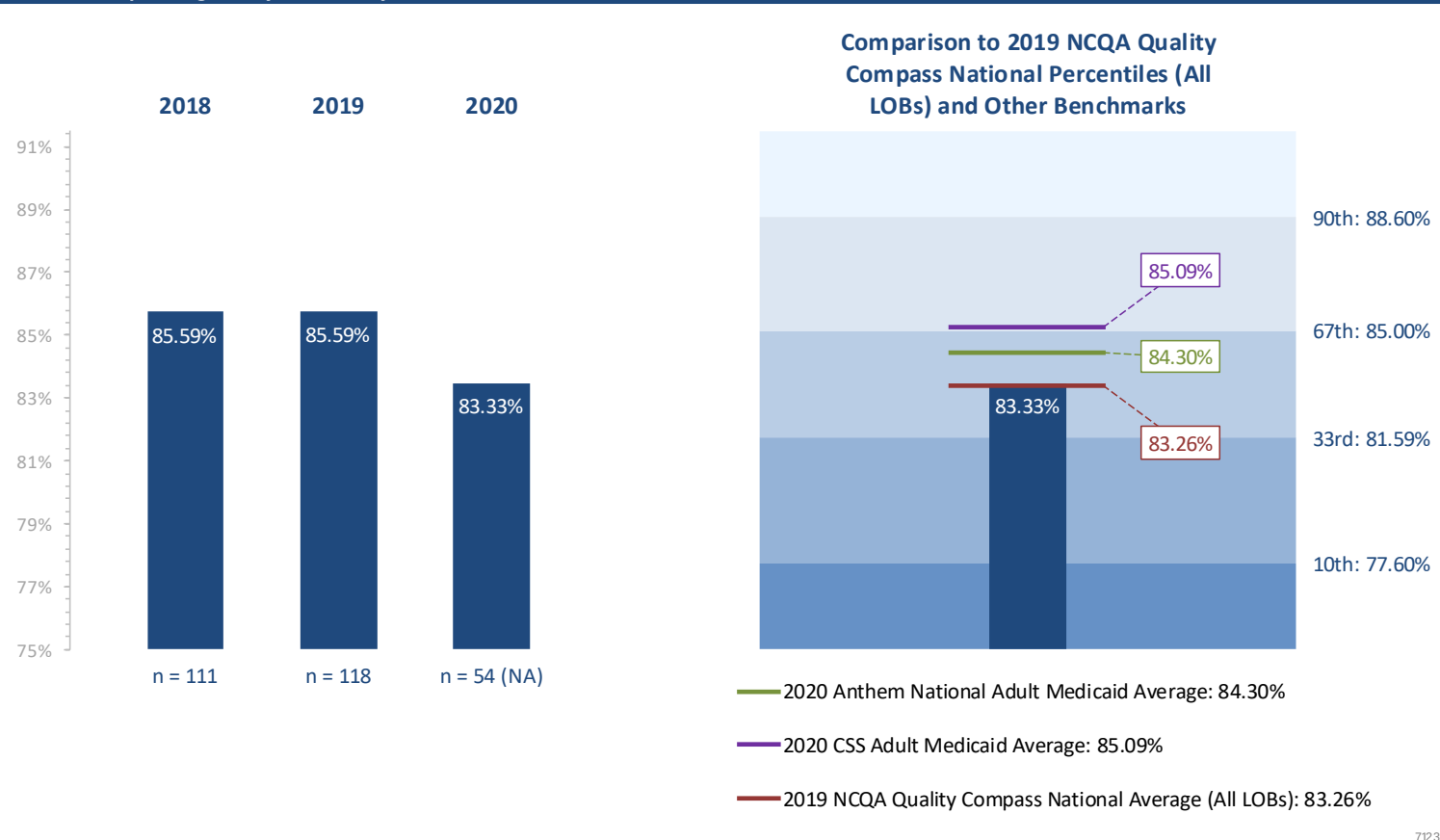
Customer Service (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service: Customer Service Provided Information/Help (Q24)

Percent Responding Always or Usually



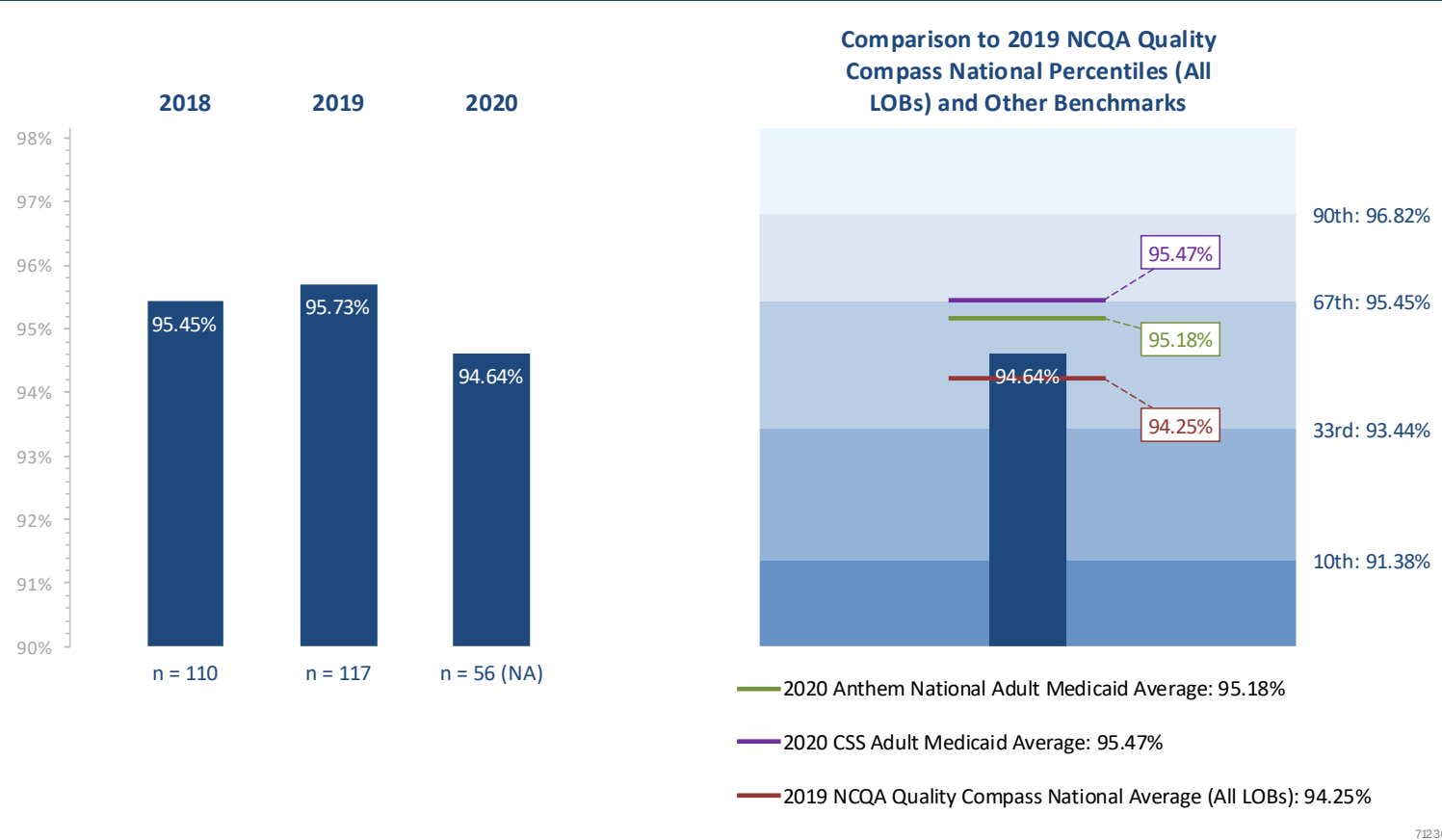
Customer Service: Customer Service Provided Information/Help (Q24) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service: Customer Service Was Courteous/Respectful (Q25)

Percent Responding Always or Usually



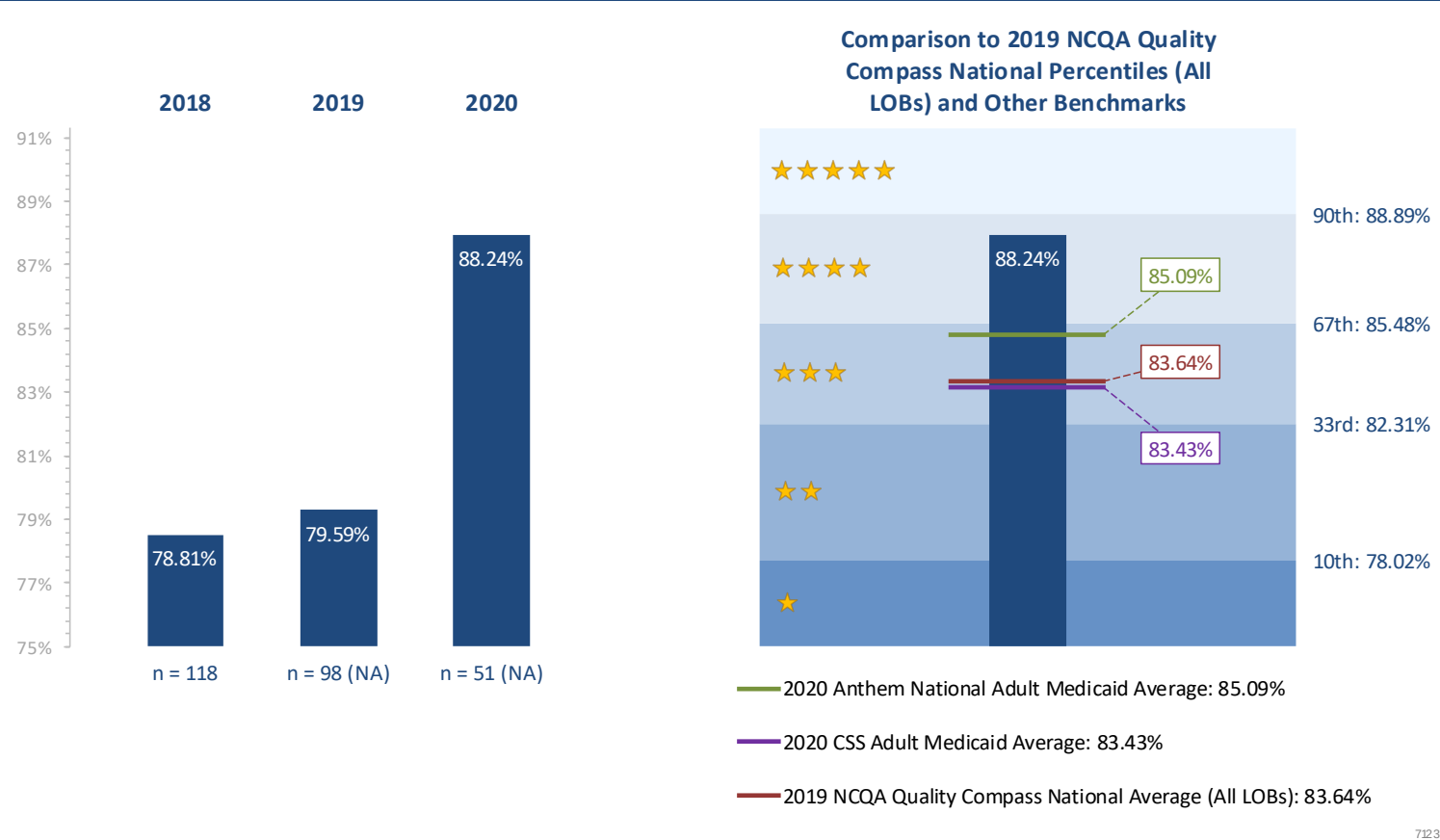
Customer Service: Customer Service Was Courteous/Respectful (Q25) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Coordination of Care

Percent Responding Always or Usually



Coordination of Care (Always or Usually) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

EFFECTIVENESS OF CARE

The *Effectiveness of Care* domain applies to adult health plan members only and includes the following measures: *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*. The *MSC* measure is based on two years of data collection and is calculated using the NCQA rolling average methodology. The *FVA* measure is a single-year rate. A brief description of each measure, as it appears in *HEDIS 2020, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care*, is reproduced below. Please refer to *Volume 3* for additional information on the measures, including rolling average calculation methodology and NCQA reporting rules.

MEASURES

FLU VACCINATIONS FOR ADULTS AGES 18–64 (FVA)

This measure represents the percentage of members 18–64 years of age who received a flu vaccination between July 1 of the measurement year and the date when the survey was completed.

MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (MSC)

The following components of this measure assess different facets of providing medical assistance with smoking and tobacco use cessation:

- *Advising Smokers and Tobacco Users to Quit* – a rolling average rate represents the percentage of current smokers or tobacco users who received advice to quit during the measurement year.
- *Discussing Cessation Medications* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were recommended cessation medications during the measurement year.
- *Discussing Cessation Strategies* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were provided cessation methods or strategies during the measurement year.

CALCULATION AND REPORTING OF RESULTS

The rolling average method, employed by NCQA for the *MSC* measure, relies on two consecutive years of data collection to obtain a denominator sufficient to calculate results for a measure. Rolling average results are calculated using data reported for the current year and, when available, data reported for the prior year. NCQA calculates and reports rolling average rates according to the following rules:

- For a health plan with two consecutive years of reported data, the rate is calculated if the rolling average denominator is 100 or more. If the rolling average denominator is less than 100, NCQA reports the measure result as “NA”.
- If the plan did not report results in the prior year but reports results for the current year, the rate is calculated if the current-year denominator is 100 or more. If the current year denominator is less than 100, NCQA reports the measure result as “NA”.

A plan that does not report an *Effectiveness of Care* result for the current year gets assigned a result of “NR” by NCQA. Note that as with all other measures, CSS reports the plan’s *Effectiveness of Care* rates regardless of whether the plan reports them to NCQA or achieves the minimum denominator of 100 valid responses required for NCQA reporting. Any result shown in this report that does not meet the NCQA reporting criteria is denoted with “NA”.

EFFECTIVENESS OF CARE RESULTS

Exhibit 3 provides a summary of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results on HEDIS *Effectiveness of Care* measures. Comparisons to prior-year rates (if available) as well as to the 2020 Anthem National Adult Medicaid Average and 2020 CSS Adult Medicaid Average rates with statistical significance tests are included.

EXHIBIT 3. 2020 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE ADULT MEDICAID CAHPS SURVEY:
EFFECTIVENESS OF CARE MEASURES

Effectiveness of Care Measures	2020 Rate	Difference between 2020 Rate and...			
		2019 Rate	2020 Anthem National Adult Medicaid Average	2020 CSS Adult Medicaid Average	2019 NCQA Quality Compass National Average (All LOBs)
Flu Vaccinations for Adults (FVA)					
Flu Vaccinations for Adults (% Yes)	39.87%	4.60%	-6.15%	-3.23%	-1.92%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)					
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	75.82%	3.05%	-1.71%	-1.18%	-0.89%
Discussing Cessation Medications (% Sometimes, Usually, or Always)	43.96%	6.35%	-8.13% ↓	-8.71% ↓	-8.91% ↓
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	45.86%	11.24% ↑	-1.35%	-0.70%	-0.52%

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Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. At least 100 valid responses (n, or measure denominator) must be collected for a measure rate to be reportable by NCQA. Rates for the MSC measure were calculated using NCQA's rolling average methodology. The FVA rate is based on current-year results only.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All differences between rates were calculated prior to rounding and rounded for display.

Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ↑ when your current-year rate is higher or ↓ when it is lower than the comparison rate.

MEMBER PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the Community Care Health Plan of Louisiana, Inc. dba Healthy Blue membership, including demographics, self-reported health status, and responses to survey items that assess utilization of healthcare services.

A health plan's membership mix is shaped by multiple factors, most of which are beyond the scope of the CAHPS survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in member demographic makeup and utilization patterns across plans. To the extent that various member segments have distinct healthcare needs, utilization patterns, expectations, experiences, as well as attitudes and perceptions, their assessments of the same plan will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in healthcare needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the healthcare system and as a result may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to influence survey responses. For example, all else being equal, older respondents and members of certain ethnic groups tend to rate their health care providers and plans more positively. By contrast, more educated members rate more critically, regardless of age or ethnicity.

While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers to gain insight into possible sources of this variation.

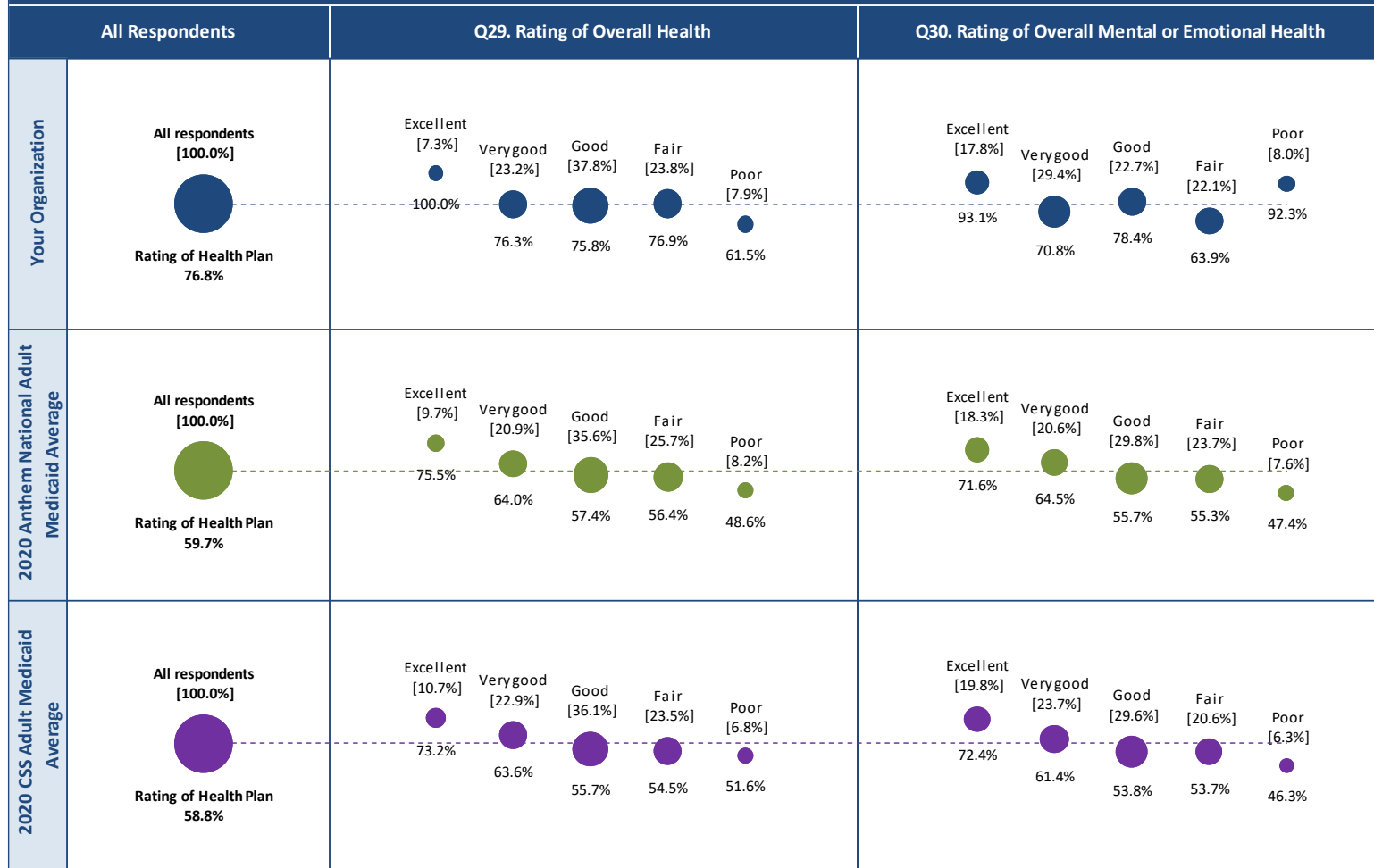
The charts on the following pages illustrate how *Rating of Health Plan* (% 9 or 10) varies by the member subgroup of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue compared to the relevant national benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. The label above the bubble and the percentage in square brackets below it identify the subgroup and its size. The area of the bubble represents the size of the subgroup visually. Unless a member belongs to more than one subgroup (e.g., race category), subgroup sizes should add up to 100%. Note that these charts only include members who answered the relevant demographic/utilization question on the survey and provided a valid response to the *Rating of Health Plan* question. For this reason, the reported subgroup sizes may differ slightly from the proportions reported in the cross-tabulations.

HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

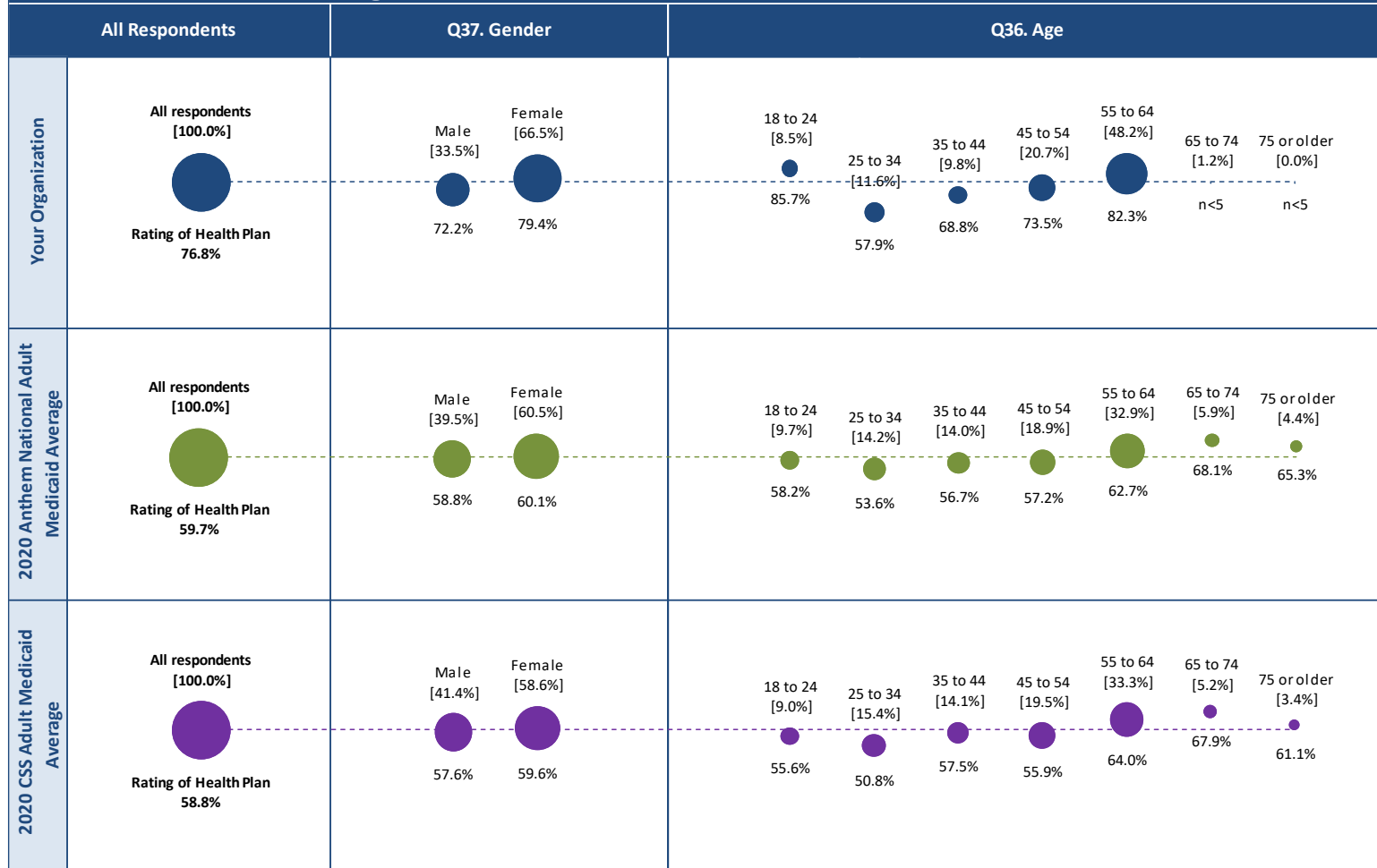
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status



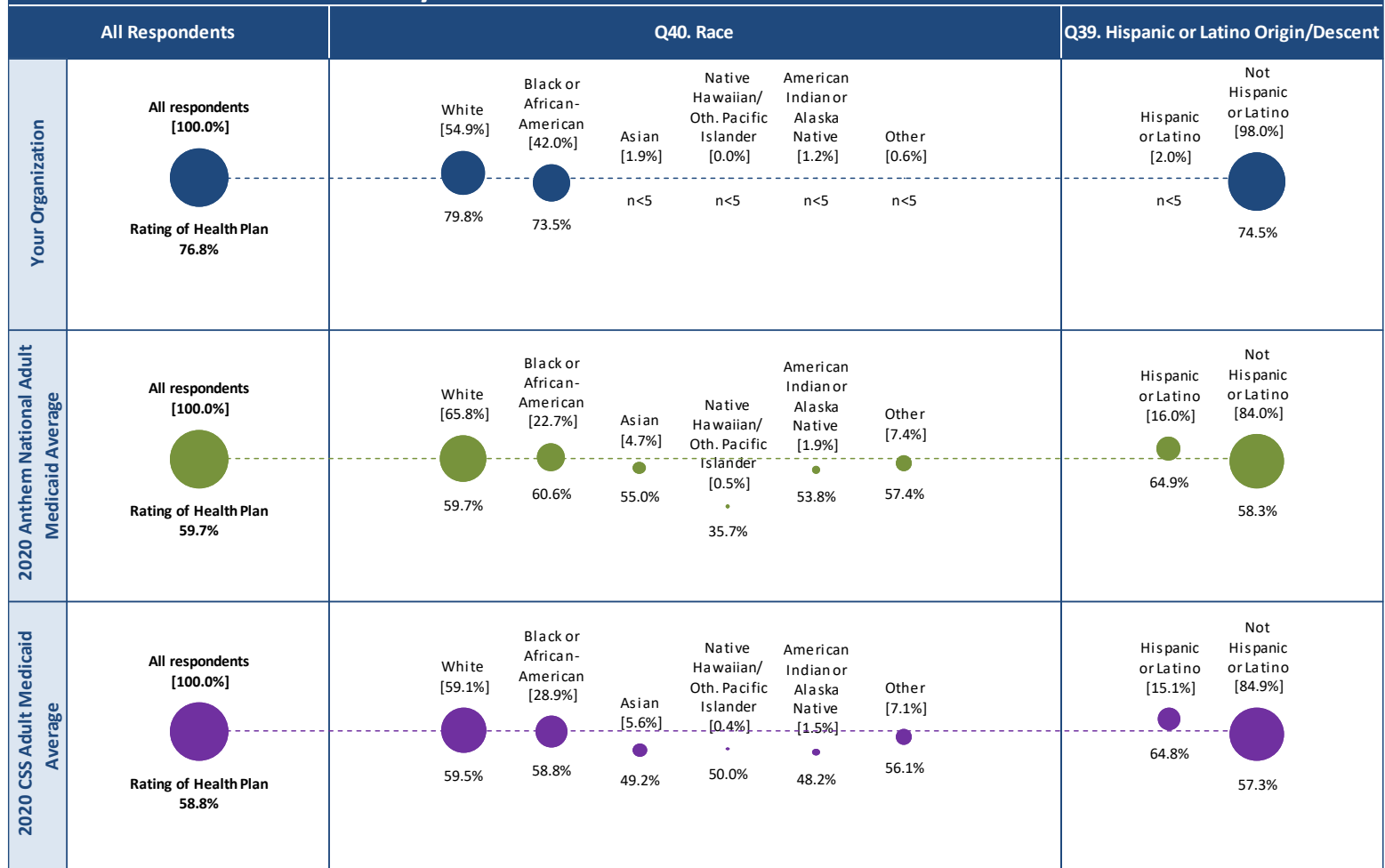
Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Gender and Age

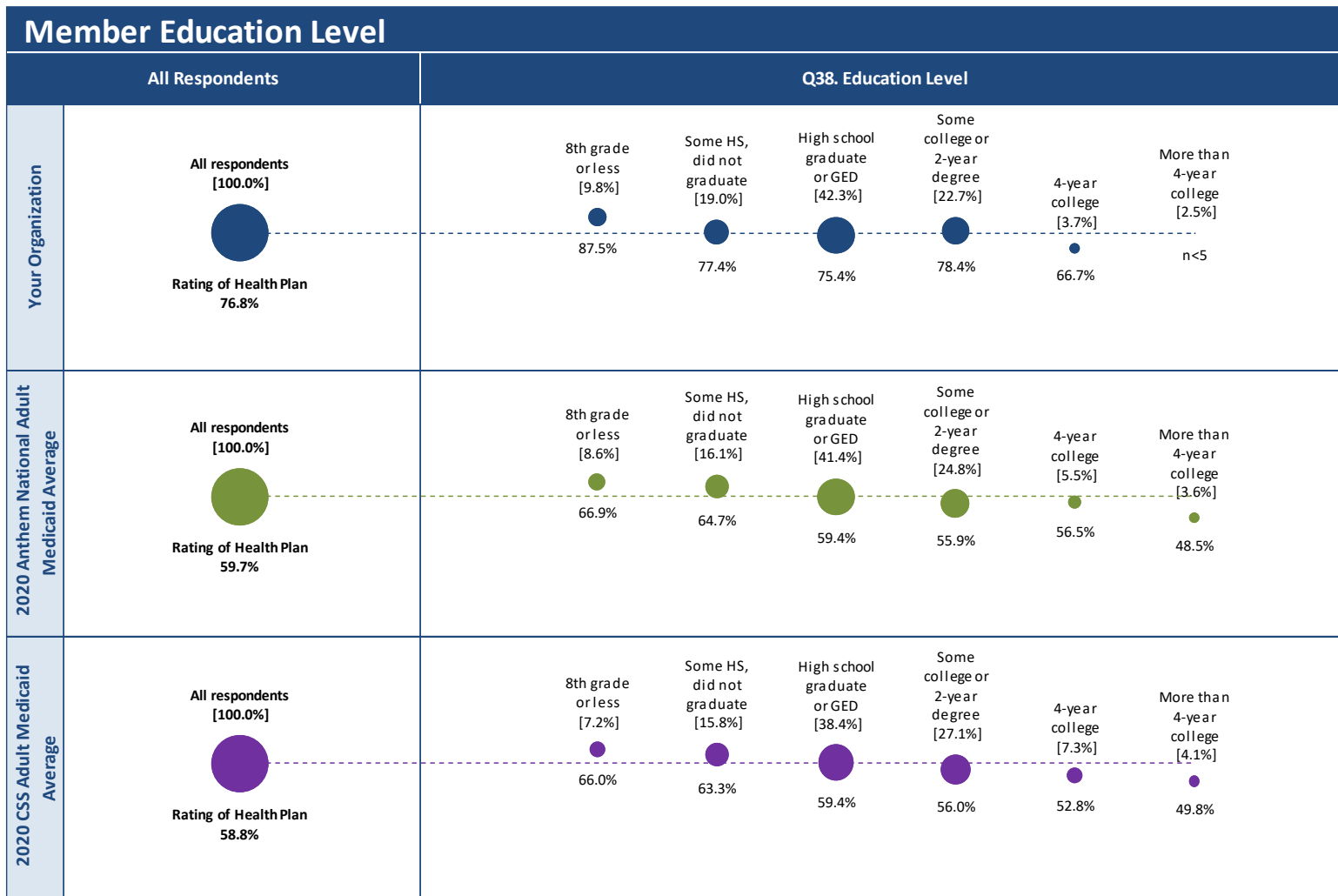


Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Race and Ethnicity



Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

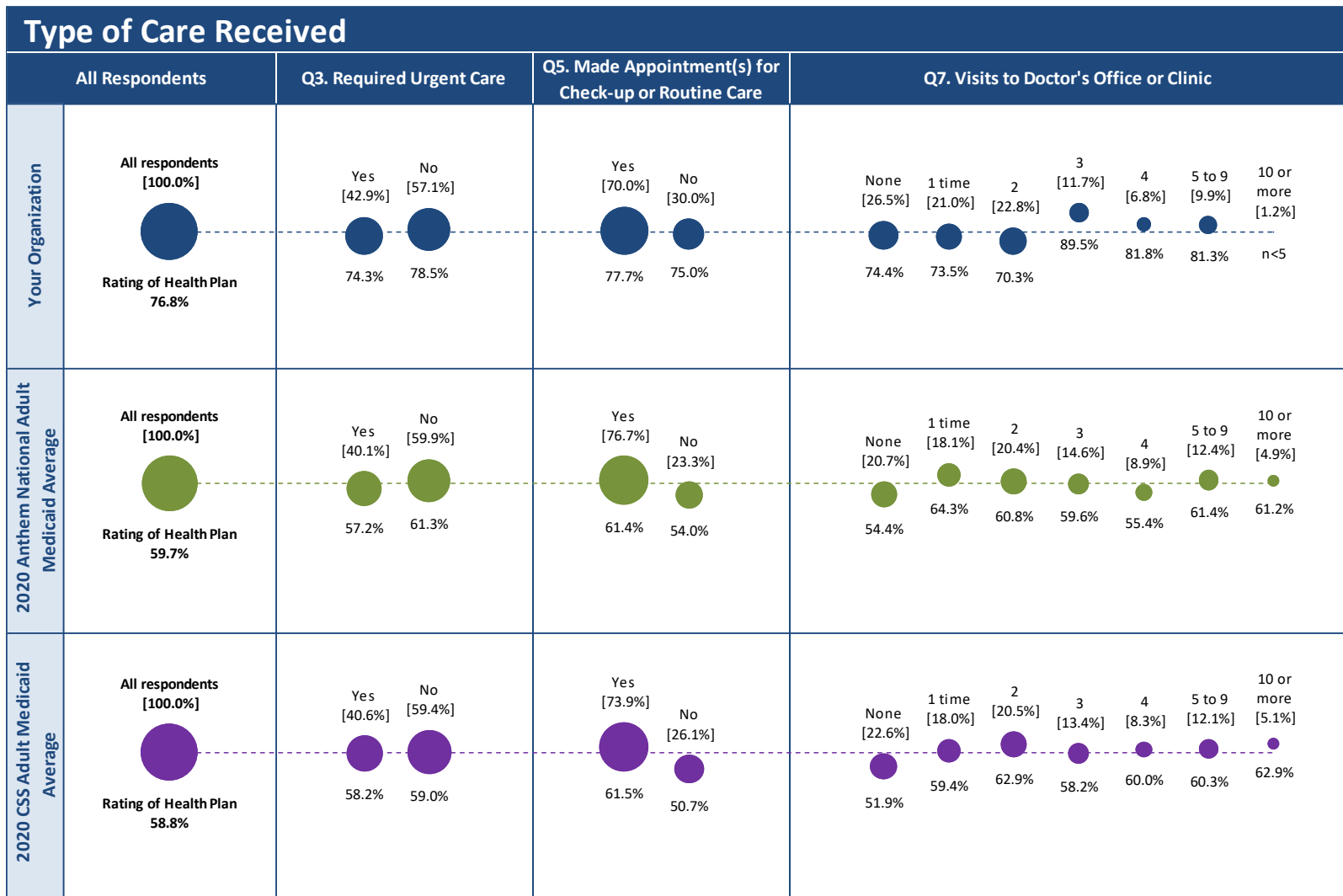


Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

USE OF SERVICES

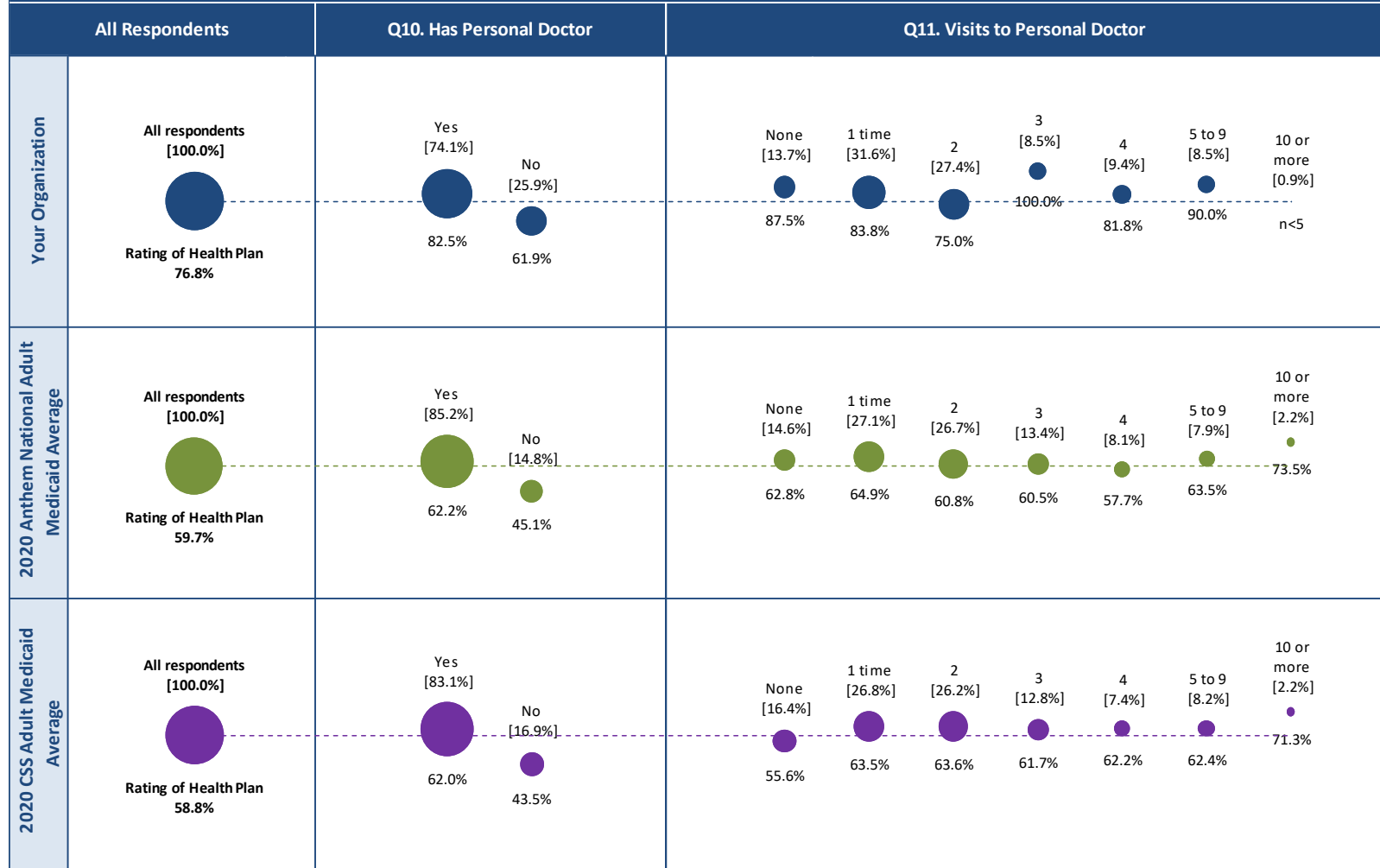
The following utilization measures are included in this section:

- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care



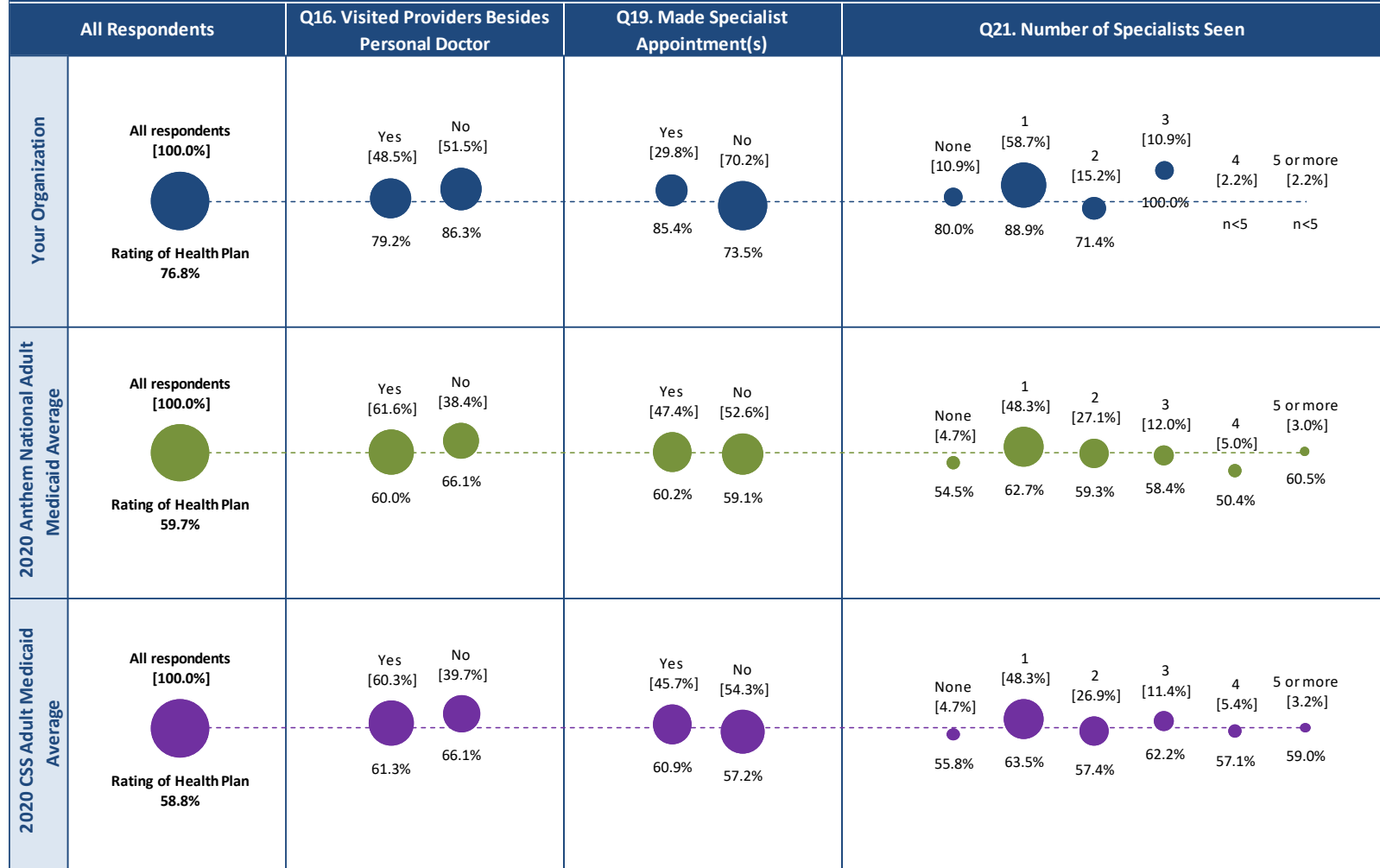
Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Personal Doctor Care



Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Non-Primary Care



Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

KEY DRIVER ANALYSIS

OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans
- To highlight industry best practices on the key driver measures
- To compare the current performance of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue to industry best practices in these areas
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

TECHNICAL APPROACH

INDUSTRY VIEW

Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences *within* a single plan. Certain plan attributes are strongly related to member satisfaction *at the industry level*. However, these relationships may be missed if we focus on only one plan at a time. For example, it has been shown that plans that are rated highly on measures of access and availability of care tend to have high overall ratings. Conversely, poor access scores are associated with low overall plan scores. This relationship is clear when ratings are compared *across* plans. However, *within* a specific plan, member experiences may not be sufficiently varied to reveal the underlying relationship. That is, if all members are equally dissatisfied with access to care, this measure will show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the key role of access to care as a driver of member satisfaction and miss a critical opportunity for improvement.

In addition, expressing every CAHPS survey variable as a plan-level rate yields a complete and rich information set on each plan. This effectively eliminates any “gaps” in respondent-level data from a single plan caused by survey skip patterns and allows every response to be used in the analysis.

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g.,

contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's overall satisfaction score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, addressed in more detail in the *Member Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of key drivers of member satisfaction, the analysis must consider all measurable influences on the overall rating of the plan.

KEY DRIVER MODEL DEVELOPMENT

The CSS *Key Driver Model* was developed using a national plan-level dataset of Adult Medicaid CAHPS survey results. The analysis was based on 299 plans included in the 2018 and 2019 NCQA Quality Compass dataset. CSS performed regression analysis of health plan ratings to identify the sources of variation in overall scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

All of the plan variables, including potential drivers of satisfaction (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection) were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors both because of its high correlation with *Rating of Health Plan* and the presence of other survey items that measure more specific aspects of member experience. If included, *Rating of all Health Care* would account for a large portion of the variance and confound coefficient estimates for the remaining variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists 7 key drivers of Adult Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* score. These variables have statistically significant coefficients in the regression model (p -value < 0.05). Performance on these variables, together with the control variables, explains 54 percent of the industry variation in Adult Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not consider how Community Care Health Plan of Louisiana, Inc. dba Healthy Blue is currently performing on these measures. Improvement targets identified specifically for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

Adult Medicaid member ratings of the plan are strongly related to members' ability to get the care they need when they need it (Q9). Being able to obtain needed information from customer service (Q24), access to highly rated providers (Q22 and Q18), and availability of various types of care (Q4, Q5, and Q7) are all significant drivers of member experience.

Key Driver	Interpretation
Q9. Ease of getting needed care, tests, or treatment (percent <i>Usually or Always</i>)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q24. Health plan customer service provided needed information or help (percent <i>Usually or Always</i>)	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score
Q22. Rating of Specialist Seen Most Often (percent 9 or 10)	The higher the proportion of members rating their specialist as 9 or 10, the higher the overall plan score
Q7. Visits to doctor's office or clinic (percent 5 or more)	The higher the proportion of members who visited a provider 5 or more times, the higher the overall plan score
Q18. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of members rating their personal doctor as 9 or 10, the higher the overall plan score
Q5. Made appointments for routine care at a doctor's office or clinic (percent Yes)	The higher the proportion of members who made appointments for check-up or routine care at a doctor's office or clinic during the past 6 months, the higher the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent <i>Usually or Always</i>)	The higher the proportion of members reporting favorably on their experience getting urgent care, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue are presented in Exhibit 4. The ordering of the key drivers reflects both the strength of each key driver in the broad industry context and how Community Care Health Plan of Louisiana, Inc. dba Healthy Blue is currently performing on each measure.

The middle panel of the chart compares how Community Care Health Plan of Louisiana, Inc. dba Healthy Blue is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among the 26 plans contributing to the 2020 Anthem National Adult Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score Community Care Health Plan of Louisiana, Inc. dba Healthy Blue could achieve if it performed on par with the best practice plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* score.

EXHIBIT 4. 2020 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE ADULT MEDICAID CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
2020 Rate		Percentage Point Difference Between Current Key Driver Score and the Best Practice Score*	Expected Percentage Point Improvement in Rating of Health Plan score (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q7. Visits to doctor's office or clinic (percent 5 or more)	10.53%	+17.38%  27.91%	 +4.18%
Q5. Made appointments for routine care at a doctor's office or clinic (percent Yes)	70.41%	+15.02%  85.44%	 +2.57%
Q24. Customer service provided needed information or help (percent Always or Usually)	83.33%	+7.84%  91.18%	 +2.33%
Q4. Got an appointment for urgent care as soon as needed (percent Always or Usually)	84.62%	+7.81%  92.42%	 +1.45%
Q18. Rating of Personal Doctor (percent 9 or 10)	76.03%	+5.18%  81.22%	 +0.98%
Q9. Ease of getting needed care, tests, or treatment (percent Always or Usually)	91.06%	+0.68%  91.74%	 +0.22%
Q22. Rating of Specialist Seen Most Often (percent 9 or 10)	85.00%	Current Key Driver performance is at or above the Best Practice level 85.00%	None

* Best score on the key driver measure among all plans included in the 2020 Anthem National Adult Medicaid Average

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue. The following is a list of possible interventions and resources related to each of the key drivers. This section is included as a guide to assist you in your quality improvement efforts. Some of these resources may be more applicable to Community Care Health Plan of Louisiana, Inc. dba Healthy Blue than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to the Agency for Health Care Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems (<https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf>).

IMPROVING MEMBER ACCESS TO CARE

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment.

- *Same-Day Appointment Scheduling* – The Agency for Healthcare Research and Quality (AHRQ) recommends a method of scheduling that leaves part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html>.
- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See <http://www.ahrq.gov/research/findings/final-reports/ptflow/index.html> for AHRQ's guide to plan and implement patient flow improvement strategies.
- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians, reducing barriers to receiving care (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/>). There are many valuable sources of information on the medical home model of care and health equity. To start, see this Institute of Medicine report: <https://nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf>. Family Medicine for America's Health is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care, particularly through the use of patient-centered medical homes. For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see <http://www.pcmh.ahrq.gov/>.

- *Alternative Access Centers* – This brief (http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor’s office or hospital, lowers barriers to care (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/>).

IMPROVING QUALITY OF PHYSICIANS IN HEALTH PLAN NETWORK

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in patients’ increased rating of doctors.

- *Improve Physician Communication* – Much of patient dissatisfaction stems from a failure of effective physician communication (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/>). Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For example, The California Quality Collaborative has identified nine effective strategies for improving patient experience with health care providers in their *Improving the Patient Experience Change Package* (see http://www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf). For general recommendations related to physician communication, see <https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html>.
- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and “coached care” programs. See <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html> and <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html>. For a sample communication document that providers can distribute to patients before or during visits, see <http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048>.
- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. A study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (<http://www.ncbi.nlm.nih.gov/pubmed/18416910/>), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/>).

- *Improve Referral Communication* – The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase patient satisfaction with their specialist. For examples of interventions that improve care coordination efficiency and quality, see <https://innovations.ahrq.gov/profiles/electronic-referrals-and-communications-reduce-wait-times-specialty-appointments-and> as well as <https://innovations.ahrq.gov/profiles/referring-physicians-send-electronic-handoff-note-pertinent-patient-information-emergency>.

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

It is important that health plan information be provided to members and that the information addresses member concerns. As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their concerns. The following resources contain recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, the Agency for Healthcare Research and Quality suggests first articulating which aspects of customer service are most important to your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html>.
- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See http://www.rand.org/pubs/working_papers/WR517.html.
- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html>.
- *Make Plan Information Accessible to All Members* – A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted use of an Internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond Internet-based tools is necessary to reach certain demographics. For further information, see <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/>.

- *Increase Access to Trusted Health Information* – Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. A recent meta-analysis confirmed that improved access to trusted health information leads to improved outcomes (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/>). The ONC Patient Engagement (PE) Playbook was created by the Office of the National Coordinator for Health Information Technology (ONC) to help healthcare professionals use health information technology (health IT) to provide better care to patients. The PE Playbook focuses specifically on electronic health record (EHR) patient portals, which allow both patients and healthcare teams, concurrent with patients' privacy preferences, to easily access patient health information — which may lead to increased benefits for healthcare, such as improved health outcomes and lower costs (<https://www.healthit.gov/playbook/pe/>).
- *Evaluate the Organization's Health Literacy Programs* – The CDC has developed guidance on evaluating an organization's health literacy program, including recommended sources of communication and health literacy measures. See <http://www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html>. The CDC's National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities (<https://npin.cdc.gov/pages/health-communication-language-and-literacy>).
- *Improve Patient Health Literacy* – This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the Internet. For detailed steps, see <https://health.gov/our-work/health-literacy/resources>. AHRQ has also developed its own health literacy toolkit to support physicians (<https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html>).

APPENDIX A. SURVEY RESULTS AT A GLANCE

2020 CAHPS Survey Results at a Glance

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue (Adult Medicaid)

Survey Measures	Your Organization						Benchmark Comparisons			Your Organization's Estimated 2020 NCQA Health Plan (Star) Rating						
	2018		2019		2020		2020 Anthem National Adult Medicaid Average	2020 CSS Adult Medicaid Average	2019 NCQA Quality Compass National Average (All LOBs)							
	Rate	(n)	Rate	(n)	Rate	(n)										
Patient Experience											★★★★★					
Getting Care											★★★★☆					
Getting Needed Care (% Always or Usually)	NA	78.68%	↑	(199)	81.65%	(181)	90.43%	(86)	84.13%	83.40%	82.48%	★★★★★				
Q9. Ease of Getting Needed Care		81.75%	↑	(274)	82.98%	↑	(235)	91.06%	(123)	87.01%	86.54%	84.79%	★★★★★			
Q20. Ease of Seeing a Specialist	NA	75.61%	↑	(123)	80.31%	(127)	89.80%	(49)	81.24%	80.26%	80.31%	Not calculated				
Getting Care Quickly (% Always or Usually)	NA	77.68%		(206)	78.42%	(186)	81.36%	(85)	84.05%	83.19%	81.97%	★★★★☆				
Q4. Ease of Getting Urgent Care	NA	79.87%		(159)	80.92%	(152)	84.62%	(65)	85.45%	84.86%	85.07%	Not calculated				
Q6. Ease of Getting a Check-up or Routine Care		75.49%		(253)	75.91%	(220)	78.10%	(105)	82.65%	81.52%	79.27%	Not calculated				
Satisfaction With Plan Physicians											★★★★★					
Rating of Personal Doctor (% 9 or 10)		67.41%		(270)	71.62%	(222)	76.03%	(121)	68.48%	67.06%	↑	67.48%	↑	★★★★★		
Rating of Personal Doctor (% 8, 9 or 10)		80.74%		(270)	83.78%	(222)	87.60%	(121)	82.80%	81.59%		82.10%		Not calculated		
Rating of Specialist Seen Most Often (% 9 or 10)	NA	67.24%	↑	(116)	70.43%	(115)	85.00%	(40)	67.08%	↑	66.95%	↑	66.90%	↑	★★★★★	
Rating of Specialist Seen Most Often (% 8, 9 or 10)	NA	75.86%		(116)	87.83%	(115)	90.00%	(40)	82.54%		81.90%		82.29%		Not calculated	
Rating of All Health Care (% 9 or 10)		61.25%		(271)	58.37%	↑	(233)	69.92%	(123)	55.60%	↑	54.46%	↑	54.86%	↑	★★★★★
Rating of All Health Care (% 8, 9 or 10)		76.75%	↑	(271)	78.11%	(233)	85.37%	(123)	74.64%	↑	73.74%	↑	75.35%	↑	Not calculated	
Coordination of Care (% Always or Usually)	NA	78.81%		(118)	79.59%	(98)	88.24%	(51)	85.09%	83.43%		83.64%		★★★★☆		
Satisfaction With Plan Services											★★★★★					
Rating of Health Plan (% 9 or 10)		63.22%	↑	(348)	65.40%	↑	(315)	76.83%	(164)	59.65%	↑	58.78%	↑	60.29%	↑	★★★★★
Rating of Health Plan (% 8, 9 or 10)		77.59%	↑	(348)	80.00%	(315)	85.98%	(164)	76.07%	↑	75.62%	↑	77.56%	↑	Not calculated	
Additional Measures NOT Reported in NCQA's Health Plan Ratings																
How Well Doctors Communicate (% Always or Usually)		89.55%	↑	(223)	94.11%	(191)	97.49%	(110)	93.34%		93.08%		91.99%	↑	Not calculated	
Q12. Doctor Explained Things		90.09%	↑	(222)	95.31%	(192)	100.00%	(110)	93.66%	↑	93.39%	↑	92.18%	↑		
Q13. Doctor Listened Carefully		88.74%	↑	(222)	93.19%	(191)	97.27%	(110)	93.41%		93.12%		92.28%	↑		
Q14. Doctor Showed Respect		91.48%	↑	(223)	95.83%	(192)	97.22%	(108)	94.79%		94.32%		93.60%			
Q15. Doctor Spent Enough Time		87.89%	↑	(223)	92.11%	(190)	95.45%	(110)	91.50%		91.50%		89.85%			
Customer Service (% Always or Usually)	NA	90.52%		(111)	90.66%	(118)	88.99%	(55)	89.74%		90.28%		88.75%			
Q24. Customer Service Provided Information/Help	NA	85.59%		(111)	85.59%	(118)	83.33%	(54)	84.30%		85.09%		83.26%			
Q25. Customer Service Was Courteous/Respectful	NA	95.45%		(110)	95.73%	(117)	94.64%	(56)	95.18%		95.47%		94.25%			
Effectiveness of Care Measures																
Flu Vaccinations for Adults (% Yes)		32.65%		(343)	35.28%	(309)	39.87%	(158)	46.03%		43.10%		41.79%		Not calculated	
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)		72.45%		(265)	72.77%	(235)	75.82%	(182)	77.53%		77.00%		76.71%			
Discussing Cessation Medications (% Sometimes, Usually, or Always)		40.38%		(265)	37.61%	(234)	43.96%	(182)	52.09%	↓	52.67%	↓	52.87%	↓		
Discussing Cessation Strategies (% Sometimes, Usually, or Always)		39.47%		(266)	34.62%	↑	(234)	45.86%	(181)	47.21%	46.56%		46.38%			

Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. At least 100 valid responses (n, or measure denominator, reported in parentheses) must be collected for a measure rate to be reportable by NCQA.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All differences between rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ↑ when your current-year rate is higher or ↓ when it is lower than the comparison rate.

Health Plan Ratings

Health Plan (star) Ratings for applicable measures were estimated using NCQA's Health Plan Ratings 2020-2021 methodology (<https://www.ncqa.org/hedis/reports-and-research/ratings-2020/>). Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

NA appears next to the measure name and a lighter display is used for results to indicate that the result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results for your organization's internal use only.

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APPENDIX B. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2020, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA".
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. The steps involved in calculating the composite global proportion are:

Step 1

For each question in a composite, determine the proportion of respondents selecting the reported response option(s).

Step 2

Calculate the average proportion across all the questions in the composite. These are the composite global proportions. Note: each question in a composite is weighted equally, regardless of how many members respond.

Example:

Response option	Q4	Q6	Global Proportion
<i>Never or Sometimes</i>	$1 / 5 = 0.20$	$1 / 4 = 0.25$	$(0.20 + 0.25) / 2 = 0.2250$
<i>Usually</i>	$2 / 5 = 0.40$	$1 / 4 = 0.25$	$(0.40 + 0.25) / 2 = 0.3250$
<i>Always</i>	$2 / 5 = 0.40$	$2 / 4 = 0.50$	$(0.40 + 0.50) / 2 = 0.4500$
<i>Usually or Always</i>	$4 / 5 = 0.80$	$3 / 4 = 0.75$	$(0.80 + 0.75) / 2 = 0.7750$

Therefore, 80.00 percent and 75.00 percent of members respectively provided favorable responses to the *Getting Care Quickly* questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.50 percent for the *Getting Care Quickly* composite.

INFORMATION ON PLANNED NCQA UPDATE TO 2020 ACCREDITATION AND HEALTH PLAN RATINGS

HEALTH PLAN ACCREDITATION (HPA)

Prior to 2020, plans could earn up to 100 points toward Accreditation from the following three sources: 50 points from Accreditation Standards (NCQA's review of the plan's quality processes, policies and procedures), 37 points from clinical quality measures (HEDIS), and 13 points from member experience measures (CAHPS). The Health Plan Accreditation (HPA) program mapped Standard elements, clinical measures (HEDIS), and member experience measures (CAHPS) to five Accreditation categories: *Access and Service*, *Qualified Providers*, *Staying Healthy*, *Getting Better*, and *Living with Illness*. Points earned in each category were divided by the total points allocated to that category, and the resulting percentage determined the number of Accreditation stars awarded by category (90% and above = four stars; 80%–89% = three stars, etc.). A plan could earn up to four stars in each of the five categories. Accreditation star ratings are currently reported on NCQA's *Health Plan Report Cards* website (see <https://reportcards.ncqa.org/#/health-plans/list>). Health plan Accreditation status, derived from the total number of Accreditation points earned, is also listed (90–100 points = *Excellent*, 80–89.99 points = *Commendable*, and 65–79.99 points = *Accredited*).

HEALTH PLAN RATINGS (HPR)

Prior to 2020, Health Plan Ratings (HPR), reported on NCQA's *Health Insurance Plan Ratings* website (<http://healthinsuranceratings.ncqa.org>), were based on the same three broad categories of quality measures used in HPA: clinical measures (HEDIS), member experience measures (CAHPS), and performance on NCQA Accreditation Standards. HPR scores were typically released in September. Prior to the planned 2020 refresh, HPR scores were reported on a 5-point scale in half points (not stars) and were calculated by comparing the plan's score to the same-year National All-Lines-of-Business 10th, 33.33rd, 66.67th, and 90th measure percentiles. Measures that scored at the 90th percentile level were given the rating of 5; those scoring at the 66.67th percentile level were given the rating of 4, etc. HPR included an overall plan rating as well as summary rating in three broad domains based on HEDIS and CAHPS measures: *Consumer Satisfaction* (CAHPS), *Prevention* (HEDIS), and *Treatment* (HEDIS). The *Consumer Satisfaction* domain was further subdivided into three sub-domains based on CAHPS measures: *Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*.

2020 ACCREDITATION AND HEALTH PLAN RATINGS UPDATE

In response to feedback from employers, states, and consumer advocates, NCQA made the decision to align HPA (*Health Plan Report Cards*) and HPR (*Health Insurance Plan Ratings*) beginning with the 2020 HEDIS reporting year. With its planned 2020 Health Plan Accreditation update, NCQA sought to improve consistency and transparency in reporting by moving toward a single source of health plan performance information. Plans would continue to be scored on Accreditation Standards and report quality (HEDIS) and member experience (CAHPS) measures. However, the way Accreditation is earned would change.

The following is a summary of the methodological updates NCQA planned to implement prior to the COVID-19 pandemic. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings. The summary of updates below is provided for reference only⁷.

- NCQA simplified the Accreditation Standards scoring methodology. Variable point values that were previously assigned to specific Standard elements have been replaced with values of 1 or 2 points. Each element is scored as *Met* (earning all applicable points), *Partially Met* (earning half of applicable points), or *Not Met* (earning no points).
- Points earned on the Standards are summed across all Standard elements within each Standards category (there are six such categories, including *Quality Management & Improvement*, *Population Health Management*, etc.).
- To earn “Accredited” status, a plan must earn at least 80% of applicable points in each Standards category. With this change, NCQA effectively eliminated its historical Accreditation status distinctions (*Excellent*, *Commendable*, and *Accredited*).
- Accredited plans must report CAHPS scores, but these scores do not directly affect the plan’s Accreditation status. This change has an important implication for CAHPS reporting: since no Accreditation points are earned from CAHPS, the 3-point-scale mean calculation (which was previously used by NCQA exclusively for Accreditation scoring) is no longer supported.
- Accredited plans earn an overall star rating based on HEDIS/CAHPS reporting, which will be reported to the public on NCQA’s *Health Plan Ratings* page along with measure-, domain-, and sub-domain-level star ratings. Star ratings will be used to distinguish quality. They will replace the 5-point numeric *Health Plan Rating* and will be calculated similarly. An important difference is that the plan’s scores will be benchmarked against prior-year National All-Lines-of-Business 10th, 33.33rd, 66.67th, and 90th measure percentiles to assign a star rating.
- The 4-point Accreditation star ratings (currently reported in *Health Plan Report Cards*), based on the percentage of total Accreditation points earned, will no longer be used.

⁷ For more information, see:
<https://www.ncqa.org/programs/health-plans/health-plan-accreditation-hpa/current-customers/hpa2020/>

CALCULATION OF HPR STARS

Below is the list of CAHPS survey measures⁸ included in Health Plan Ratings. The *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are also scored and reported as star ratings.

Measure Name	Individual CAHPS Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (<i>Usually</i> or <i>Always</i>)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (9 or 10) Coordination of Care (<i>Usually</i> or <i>Always</i>)
Satisfaction with Plan Services	Claims Processing (Commercial only) (<i>Usually</i> or <i>Always</i>), Rating of Health Plan (9 or 10)

Note that for the overall ratings NCQA uses the 9 or 10 question summary rate for benchmarking performance and assignment of star ratings. Also note that NCQA does not include *Customer Service* in HPR. This is consistent with how this measure has been treated in HPR prior to the 2020 refresh. However, *Customer Service* was previously scored for Accreditation.

Step 1: Compare reported rates to the prior-year National Percentiles for All Lines of Business

The reported rate is translated into measure rating score – the 1-5 score derived by comparing the plan’s reported rate to the prior-year National 10th, 33.33rd, 66.67th and 90th measure percentiles for All Lines of Business.

Step 2: Assign individual measure star ratings

Individual measure rating score (ultimately reported as a star rating) is calculated as follows:

- 5 stars: a plan that is in the top decile (10 percent) of plans
- 4 stars: a plan that is in the top 3rd of plans, but not in the top 10th

⁸ For more information, see https://www.ncqa.org/wp-content/uploads/2020/02/20200206_List_of_Required_Performance_Measures.pdf

- 3 stars: a plan in the middle 3rd of all plans
- 2 stars: a plan that is in the bottom 3rd of plans, but not in the bottom decile
- 1 star: a plan that is in the bottom 10 percent of plans

Step 3: Assign domain and sub-domain star ratings

Measure rating scores for the *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are calculated using the formula:

$$\text{Domain or Sub-Domain Measure Rating Score} = \sum (\text{Measure rating} * \text{Measure Weight}) / \sum \text{Weights}$$

All CAHPS measures have the weight of 1.5.

For example, if a plan earns 3 stars on *Getting Needed Care* and 4 stars on *Getting Care Quickly*, the plan's *Getting Care* sub-domain score is calculated as $(3*1.5 + 4*1.5) / (1.5 + 1.5) = 3.5$ stars.

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Benchmark	A reference score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate) against which performance on the measure is assessed.
CAHPS 5.0H Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.0H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous twelve months, whereas the Medicaid version refers to the previous six months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results in health plan performance reports, to inform accreditation decisions, and to create national benchmarks for care. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version.
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (<i>n</i> , or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of "NA".
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.)

Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include <i>Flu Vaccinations for Adults Ages 18–64 (FVA)</i> and <i>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</i> .
Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Usually or Always</i>) averaged across the questions that make up the composite.
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers and Priorities for Improvement	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly rated plans. Specific priorities for improvement for <i>your organization</i> are identified based on how it is currently performing on the key driver attributes compared to industry best practices.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.
Oversampling	Sampling more than the minimum NCQA-specified sample size for a given survey type. A health plan must oversample if it cannot eliminate disenrolled members from membership files; correct addresses and, when appropriate, telephone numbers; provide updated, accurate sample frames to the survey vendor by the required date; or if it anticipates a high rate of disenrollment after providing the sample frame to the survey vendor. In such cases, oversampling will help ensure that a sufficient number of survey-eligible members remain in the sample. Another reason to oversample is to obtain a greater number of completed surveys. For

	example, the health plan may oversample if it has a prior history of low survey response rates or if it anticipates that a considerable number of the telephone numbers in the membership files are inaccurate. Collecting more completed surveys will help the plan to achieve reportable results and/or detect statistically significant differences or changes in scores. The oversampling rate must be a whole number (e.g., 7 percent).
Question Summary Rate	Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually</i> or <i>Always</i> .
Response Rate	Survey response rate is calculated by NCQA using the following formula: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$
Rolling Average Rate Calculation Method	The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.
Sample size	The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time
Usable Responses (<i>n</i>)	See <i>Denominator</i>
Valid Response	Any acceptable response to a survey question (i.e., falling within a pre-defined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

APPENDIX C. CROSS-TABULATIONS AND SURVEY MATERIALS

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Patient Experience Measures

	Reportable Rates					Estimated HPR	
	2019 NCQA National Average, All LOBs	2020 Anthem National Adult Medicaid Average	Plan Rate			2019 NCQA Quality Compass National Percentiles -- All LOBs	Stars
			2020	2019	2018		
Consumer Satisfaction							4.5
Getting Care							4.0
Getting Needed Care	82.48%	84.13%	90.43%	81.65%	78.68%	90th	5.0
Getting Care Quickly	81.97%	84.05%	81.36%	78.42%	77.68%	33rd	3.0
Satisfaction with Plan Physicians							5.0
Rating of Personal Doctor	67.48%	68.48%	76.03%	71.62%	67.41%	90th	5.0
Rating of Specialist Seen Most Often	66.90%	67.08%	85.00%	70.43%	67.24%	90th	5.0
Rating of All Health Care	54.86%	55.60%	69.92%	58.37%	61.25%	90th	5.0
Coordination of Care	83.64%	85.09%	88.24%	79.59%	78.81%	67th	4.0
Satisfaction with Plan Services							5.0
Rating of Health Plan	60.29%	59.65%	76.83%	65.40%	63.22%	90th	5.0
Non-HPR Measures							
How Well Doctors Communicate	91.99%	93.34%	97.49%	94.11%	89.55%		
Customer Service	88.75%	89.74%	88.99%	90.66%	90.52%		

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Note: for 2020 CAHPS, NCQA announced a new 2020-2021 Health Plan Rating methodology to align Health Plan Accreditation (HPA) and Health Plan Ratings (HPR). CAHPS measures presented in this table align with these changes. The three-point mean calculation that was previously used for Accreditation scoring was retired. Note that due to COVID-19, NCQA will not release 2020-2021 Health Plan Ratings. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Effectiveness of Care Measures

		2020 Reported Rate	2020 Rate (Single Year)	2019 Rate (Single Year)
Flu Vaccinations for Adults Ages 18-64 (FVA)				
<i>Base: All eligible respondents flagged by the plan as being age 18 to 64 as of July 1 of the measurement year</i>				
Flu Vaccinations for Adults	Received a flu vaccination	63	63	109
	Usable responses	158	158	309
	FVA Rate	39.9%	39.9%	35.3%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)				
<i>Base: All eligible respondents who smoke or use tobacco</i>				
Advising Smokers and Tobacco Users to Quit	Advised to quit	138	51	87
	Usable responses	182	68	114
	MSC Rate	75.8%	75.0%	76.3%
Discussing Cessation Medications	Discussed medications	80	36	44
	Usable responses	182	69	113
	MSC Rate	44.0%	52.2%	38.9%
Discussing Cessation Strategies	Discussed strategies	83	41	42
	Usable responses	181	68	113
	MSC Rate	45.9%	60.3%	37.2%

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Note: results are presented regardless of whether the plan is reporting the measure(s) to NCQA or meets the minimum reporting threshold of 100 valid responses. A lighter display is used to indicate that the measure does not meet the NCQA minimum denominator threshold. The 2020 Reported Rate for the MSC measures were calculated using NCQA's rolling average methodology. For more detail on the calculation of these rates, please refer to HEDIS® 2020, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care. CSS provides unofficial Effectiveness of Care results only for internal plan reporting.

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CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 3

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	118	1	5	5	1	0	0	1	0	1	0	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,803	172	321	359	54	115	34	53	85	123	38	10	53	64	55	80	40	51
	98.0%	99.4%	98.5%	98.6%	98.2%	100.0%	100.0%	98.1%	100.0%	99.2%	100.0%	100.0%	100.0%	98.5%	100.0%	98.8%	100.0%	100.0%
Yes	2,328	73	163	167	21	52	11	21	41	45	21	7	16	27	30	34	10	29
	40.1%	42.4%	50.8%	46.5%	38.9%	45.2%	32.4%	39.6%	48.2%	36.6%	55.3%	70.0%	30.2%	42.2%	54.5%	42.5%	25.0%	56.9%
No	3,475	99	158	192	33	63	23	32	44	78	17	3	37	37	25	46	30	22
	59.9%	57.6%	49.2%	53.5%	61.1%	54.8%	67.6%	60.4%	51.8%	63.4%	44.7%	30.0%	69.8%	57.8%	45.5%	57.5%	75.0%	43.1%
Significantly different from column:*										K	J		O		M		R	Q

NA - Not Applicable

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Question 3

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	118	1	5	5	1	0	0	0	1	0	0	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,803	172	321	359	44	108	18	93	71	6	3	156	38	125	37	86	172	0	0
	98.0%	99.4%	98.5%	98.6%	97.8%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	99.4%	---	---
Yes	2,328	73	163	167	6	53	14	44	27	1	3	65	18	52	23	42	73	0	0
	40.1%	42.4%	50.8%	46.5%	13.6%	49.1%	77.8%	47.3%	38.0%	16.7%	100.0%	41.7%	47.4%	41.6%	62.2%	48.8%	42.4%	---	---
No	3,475	99	158	192	38	55	4	49	44	5	0	91	20	73	14	44	99	0	0
	59.9%	57.6%	49.2%	53.5%	86.4%	50.9%	22.2%	52.7%	62.0%	83.3%	0.0%	58.3%	52.6%	58.4%	37.8%	51.2%	57.6%	---	---
Significantly different from column:*					FG	EG	EF												

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 4

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

Base: All respondents who needed care right away (Q3)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,328	73	163	167	21	52	11	21	41	45	21	7	16	27	30	34	10	29
Number missing or multiple answer	129	8	11	8	2	6	2	2	4	2	5	1	2	4	2	3	1	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,199	65	152	159	19	46	9	19	37	43	16	6	14	23	28	31	9	25
	94.5%	89.0%	93.3%	95.2%	90.5%	88.5%	81.8%	90.5%	90.2%	95.6%	76.2%	85.7%	87.5%	85.2%	93.3%	91.2%	90.0%	86.2%
Never	41	0	4	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.9%	0.0%	2.6%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	279	10	25	26	5	5	1	2	7	8	2	0	2	2	6	5	0	5
	12.7%	15.4%	16.4%	16.4%	26.3%	10.9%	11.1%	10.5%	18.9%	18.6%	12.5%	0.0%	14.3%	8.7%	21.4%	16.1%	0.0%	20.0%
Usually	494	10	24	23	4	6	3	0	7	6	4	0	0	5	5	2	2	6
	22.5%	15.4%	15.8%	14.5%	21.1%	13.0%	33.3%	0.0%	18.9%	14.0%	25.0%	0.0%	0.0%	21.7%	17.9%	6.5%	22.2%	24.0%
Always	1,385	45	99	104	10	35	5	17	23	29	10	6	12	16	17	24	7	14
	63.0%	69.2%	65.1%	65.4%	52.6%	76.1%	55.6%	89.5%	62.2%	67.4%	62.5%	100.0%	85.7%	69.6%	60.7%	77.4%	77.8%	56.0%
Significantly different from column:*								I	H									
Usually or Always	1,879	55	123	127	14	41	8	17	30	35	14	6	12	21	22	26	9	20
	85.4%	84.6%	80.9%	79.9%	73.7%	89.1%	88.9%	89.5%	81.1%	81.4%	87.5%	100.0%	85.7%	91.3%	78.6%	83.9%	100.0%	80.0%
Significantly different from column:*																		

NA - Not Applicable

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Question 4

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

Base: All respondents who needed care right away (Q3)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,328	73	163	167	6	53	14	44	27	1	3	65	18	52	23	42	73	0	0
Number missing or multiple answer	129	8	11	8	1	7	0	3	5	0	0	8	2	6	2	4	8	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,199	65	152	159	5	46	14	41	22	1	3	57	16	46	21	38	65	0	0
	94.5%	89.0%	93.3%	95.2%	83.3%	86.8%	100.0%	93.2%	81.5%	100.0%	100.0%	87.7%	88.9%	88.5%	91.3%	90.5%	89.0%	---	---
Never	41	0	4	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.9%	0.0%	2.6%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Sometimes	279	10	25	26	1	8	1	8	2	0	1	8	4	5	3	6	10	0	0
	12.7%	15.4%	16.4%	16.4%	20.0%	17.4%	7.1%	19.5%	9.1%	0.0%	33.3%	14.0%	25.0%	10.9%	14.3%	15.8%	15.4%	---	---
Usually	494	10	24	23	1	4	5	6	4	0	0	10	2	7	4	5	10	0	0
	22.5%	15.4%	15.8%	14.5%	20.0%	8.7%	35.7%	14.6%	18.2%	0.0%	0.0%	17.5%	12.5%	15.2%	19.0%	13.2%	15.4%	---	---
Always	1,385	45	99	104	3	34	8	27	16	1	2	39	10	34	14	27	45	0	0
	63.0%	69.2%	65.1%	65.4%	60.0%	73.9%	57.1%	65.9%	72.7%	100.0%	66.7%	68.4%	62.5%	73.9%	66.7%	71.1%	69.2%	---	---
Significantly different from column:*																			
Usually or Always	1,879	55	123	127	4	38	13	33	20	1	2	49	12	41	18	32	55	0	0
	85.4%	84.6%	80.9%	79.9%	80.0%	82.6%	92.9%	80.5%	90.9%	100.0%	66.7%	86.0%	75.0%	89.1%	85.7%	84.2%	84.6%	---	---
Significantly different from column:*																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 5

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	83	4	6	5	2	2	1	0	3	4	0	0	0	4	0	0	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,838	169	320	359	53	113	33	54	82	120	38	10	53	61	55	81	38	50
	98.6%	97.7%	98.2%	98.6%	96.4%	98.3%	97.1%	100.0%	96.5%	96.8%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	95.0%	98.0%
Yes	4,456	119	226	266	31	87	21	38	60	86	26	6	31	46	42	48	31	40
	76.3%	70.4%	70.6%	74.1%	58.5%	77.0%	63.6%	70.4%	73.2%	71.7%	68.4%	60.0%	58.5%	75.4%	76.4%	59.3%	81.6%	80.0%
No	1,382	50	94	93	22	26	12	16	22	34	12	4	22	15	13	33	7	10
	23.7%	29.6%	29.4%	25.9%	41.5%	23.0%	36.4%	29.6%	26.8%	28.3%	31.6%	40.0%	41.5%	24.6%	23.6%	40.7%	18.4%	20.0%
Significantly different from column:*					F	E							O		M	QR	P	P

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 5

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	83	4	6	5	2	0	1	2	2	0	0	4	1	3	0	1	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,838	169	320	359	43	108	17	91	70	6	3	152	37	123	37	85	169	0	0
	98.6%	97.7%	98.2%	98.6%	95.6%	100.0%	94.4%	97.8%	97.2%	100.0%	100.0%	97.4%	97.4%	97.6%	100.0%	98.8%	97.7%	---	---
Yes	4,456	119	226	266	10	93	16	67	45	5	3	106	25	87	32	74	119	0	0
	76.3%	70.4%	70.6%	74.1%	23.3%	86.1%	94.1%	73.6%	64.3%	83.3%	100.0%	69.7%	67.6%	70.7%	86.5%	87.1%	70.4%	---	---
No	1,382	50	94	93	33	15	1	24	25	1	0	46	12	36	5	11	50	0	0
	23.7%	29.6%	29.4%	25.9%	76.7%	13.9%	5.9%	26.4%	35.7%	16.7%	0.0%	30.3%	32.4%	29.3%	13.5%	12.9%	29.6%	---	---
Significantly different from column:*					FG	E	E												

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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Question 6

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

Base: All respondents who made an appointment for a check-up or routine care (Q5)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,456	119	226	266	31	87	21	38	60	86	26	6	31	46	42	48	31	40
Number missing or multiple answer	208	14	6	13	2	12	1	4	9	10	4	0	3	6	5	4	4	6
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,248	105	220	253	29	75	20	34	51	76	22	6	28	40	37	44	27	34
	95.3%	88.2%	97.3%	95.1%	93.5%	86.2%	95.2%	89.5%	85.0%	88.4%	84.6%	100.0%	90.3%	87.0%	88.1%	91.7%	87.1%	85.0%
Never	68	2	11	7	1	1	1	0	1	1	1	0	0	2	0	1	1	0
	1.6%	1.9%	5.0%	2.8%	3.4%	1.3%	5.0%	0.0%	2.0%	1.3%	4.5%	0.0%	0.0%	5.0%	0.0%	2.3%	3.7%	0.0%
Sometimes	669	21	42	55	6	15	5	8	8	15	4	2	6	11	4	10	6	5
	15.7%	20.0%	19.1%	21.7%	20.7%	20.0%	25.0%	23.5%	15.7%	19.7%	18.2%	33.3%	21.4%	27.5%	10.8%	22.7%	22.2%	14.7%
Usually	1,043	23	44	49	6	17	4	9	10	19	3	1	5	8	10	8	8	7
	24.6%	21.9%	20.0%	19.4%	20.7%	22.7%	20.0%	26.5%	19.6%	25.0%	13.6%	16.7%	17.9%	20.0%	27.0%	18.2%	29.6%	20.6%
Always	2,468	59	123	142	16	42	10	17	32	41	14	3	17	19	23	25	12	22
	58.1%	56.2%	55.9%	56.1%	55.2%	56.0%	50.0%	50.0%	62.7%	53.9%	63.6%	50.0%	60.7%	47.5%	62.2%	56.8%	44.4%	64.7%
Significantly different from column:*																		
Usually or Always	3,511	82	167	191	22	59	14	26	42	60	17	4	22	27	33	33	20	29
	82.7%	78.1%	75.9%	75.5%	75.9%	78.7%	70.0%	76.5%	82.4%	78.9%	77.3%	66.7%	78.6%	67.5%	89.2%	75.0%	74.1%	85.3%
Significantly different from column:*														O	N			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 6

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

Base: All respondents who made an appointment for a check-up or routine care (Q5)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,456	119	226	266	10	93	16	67	45	5	3	106	25	87	32	74	119	0	0
Number missing or multiple answer	208	14	6	13	1	13	0	10	4	0	0	13	2	11	1	11	14	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,248	105	220	253	9	80	16	57	41	5	3	93	23	76	31	63	105	0	0
	95.3%	88.2%	97.3%	95.1%	90.0%	86.0%	100.0%	85.1%	91.1%	100.0%	100.0%	87.7%	92.0%	87.4%	96.9%	85.1%	88.2%	---	---
Never	68	2	11	7	2	0	0	1	0	0	0	2	1	1	0	0	2	0	0
	1.6%	1.9%	5.0%	2.8%	22.2%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	2.2%	4.3%	1.3%	0.0%	0.0%	1.9%	---	---
Sometimes	669	21	42	55	1	19	1	11	10	0	1	17	7	12	9	11	21	0	0
	15.7%	20.0%	19.1%	21.7%	11.1%	23.8%	6.3%	19.3%	24.4%	0.0%	33.3%	18.3%	30.4%	15.8%	29.0%	17.5%	20.0%	---	---
Usually	1,043	23	44	49	4	16	3	9	12	2	0	21	3	19	6	13	23	0	0
	24.6%	21.9%	20.0%	19.4%	44.4%	20.0%	18.8%	15.8%	29.3%	40.0%	0.0%	22.6%	13.0%	25.0%	19.4%	20.6%	21.9%	---	---
Always	2,468	59	123	142	2	45	12	36	19	3	2	53	12	44	16	39	59	0	0
	58.1%	56.2%	55.9%	56.1%	22.2%	56.3%	75.0%	63.2%	46.3%	60.0%	66.7%	57.0%	52.2%	57.9%	51.6%	61.9%	56.2%	---	---
Significantly different from column:*																			
Usually or Always	3,511	82	167	191	6	61	15	45	31	5	2	74	15	63	22	52	82	0	0
	82.7%	78.1%	75.9%	75.5%	66.7%	76.3%	93.8%	78.9%	75.6%	100.0%	66.7%	79.6%	65.2%	82.9%	71.0%	82.5%	78.1%	---	---
Significantly different from column:*																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 7

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	141	2	16	11	0	2	0	0	2	2	0	0	0	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,780	171	310	353	55	113	34	54	83	122	38	10	53	63	55	80	39	51
	97.6%	98.8%	95.1%	97.0%	100.0%	98.3%	100.0%	100.0%	97.6%	98.4%	100.0%	100.0%	100.0%	96.9%	100.0%	98.8%	97.5%	100.0%
None	1,222	45	73	78	19	24	14	13	18	33	11	1	19	17	9	25	12	7
	21.1%	26.3%	23.5%	22.1%	34.5%	21.2%	41.2%	24.1%	21.7%	27.0%	28.9%	10.0%	35.8%	27.0%	16.4%	31.3%	30.8%	13.7%
1 time	1,042	36	37	53	14	22	9	10	17	22	11	3	11	11	14	16	10	10
	18.0%	21.1%	11.9%	15.0%	25.5%	19.5%	26.5%	18.5%	20.5%	18.0%	28.9%	30.0%	20.8%	17.5%	25.5%	20.0%	25.6%	19.6%
2	1,165	40	51	70	10	29	3	14	23	29	6	4	15	16	9	19	10	11
	20.2%	23.4%	16.5%	19.8%	18.2%	25.7%	8.8%	25.9%	27.7%	23.8%	15.8%	40.0%	28.3%	25.4%	16.4%	23.8%	25.6%	21.6%
3	837	19	44	53	3	16	5	5	9	15	3	1	5	9	5	10	4	5
	14.5%	11.1%	14.2%	15.0%	5.5%	14.2%	14.7%	9.3%	10.8%	12.3%	7.9%	10.0%	9.4%	14.3%	9.1%	12.5%	10.3%	9.8%
4	512	13	33	35	1	12	0	7	6	9	4	0	2	5	6	6	2	5
	8.9%	7.6%	10.6%	9.9%	1.8%	10.6%	0.0%	13.0%	7.2%	7.4%	10.5%	0.0%	3.8%	7.9%	10.9%	7.5%	5.1%	9.8%
5 to 9	716	16	58	48	7	9	3	4	9	13	3	0	0	5	11	3	1	12
	12.4%	9.4%	18.7%	13.6%	12.7%	8.0%	8.8%	7.4%	10.8%	10.7%	7.9%	0.0%	0.0%	7.9%	20.0%	3.8%	2.6%	23.5%
10 or more times	286	2	14	16	1	1	0	1	1	1	0	1	1	0	1	1	0	1
	4.9%	1.2%	4.5%	4.5%	1.8%	0.9%	0.0%	1.9%	1.2%	0.8%	0.0%	10.0%	1.9%	0.0%	1.8%	1.3%	0.0%	2.0%
5 or more times	1,002	18	72	64	8	10	3	5	10	14	3	1	1	5	12	4	1	13
	17.3%	10.5%	23.2%	18.1%	14.5%	8.8%	8.8%	9.3%	12.0%	11.5%	7.9%	10.0%	1.9%	7.9%	21.8%	5.0%	2.6%	25.5%
Significantly different from column:*		ACD											O	O	MN	R	R	PQ

NA - Not Applicable

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Question 7

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	141	2	16	11	0	0	0	1	1	0	0	2	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,780	171	310	353	45	108	18	92	71	6	3	154	38	124	37	86	171	0	0
	97.6%	98.8%	95.1%	97.0%	100.0%	100.0%	100.0%	98.9%	98.6%	100.0%	100.0%	98.7%	100.0%	98.4%	100.0%	100.0%	98.8%	---	---
None	1,222	45	73	78	45	0	0	17	25	2	0	41	11	32	0	0	45	0	0
	21.1%	26.3%	23.5%	22.1%	100.0%	0.0%	0.0%	18.5%	35.2%	33.3%	0.0%	26.6%	28.9%	25.8%	0.0%	0.0%	26.3%	---	---
1 time	1,042	36	37	53	0	36	0	24	11	1	1	31	9	25	14	22	36	0	0
	18.0%	21.1%	11.9%	15.0%	0.0%	33.3%	0.0%	26.1%	15.5%	16.7%	33.3%	20.1%	23.7%	20.2%	37.8%	25.6%	21.1%	---	---
2	1,165	40	51	70	0	40	0	24	13	2	1	36	11	26	11	28	40	0	0
	20.2%	23.4%	16.5%	19.8%	0.0%	37.0%	0.0%	26.1%	18.3%	33.3%	33.3%	23.4%	28.9%	21.0%	29.7%	32.6%	23.4%	---	---
3	837	19	44	53	0	19	0	9	9	1	0	17	2	17	4	14	19	0	0
	14.5%	11.1%	14.2%	15.0%	0.0%	17.6%	0.0%	9.8%	12.7%	16.7%	0.0%	11.0%	5.3%	13.7%	10.8%	16.3%	11.1%	---	---
4	512	13	33	35	0	13	0	8	5	0	1	11	2	9	3	9	13	0	0
	8.9%	7.6%	10.6%	9.9%	0.0%	12.0%	0.0%	8.7%	7.0%	0.0%	33.3%	7.1%	5.3%	7.3%	8.1%	10.5%	7.6%	---	---
5 to 9	716	16	58	48	0	0	16	9	7	0	0	16	3	13	4	12	16	0	0
	12.4%	9.4%	18.7%	13.6%	0.0%	0.0%	88.9%	9.8%	9.9%	0.0%	0.0%	10.4%	7.9%	10.5%	10.8%	14.0%	9.4%	---	---
10 or more times	286	2	14	16	0	0	2	1	1	0	0	2	0	2	1	1	2	0	0
	4.9%	1.2%	4.5%	4.5%	0.0%	0.0%	11.1%	1.1%	1.4%	0.0%	0.0%	1.3%	0.0%	1.6%	2.7%	1.2%	1.2%	---	---
5 or more times	1,002	18	72	64	0	0	18	10	8	0	0	18	3	15	5	13	18	0	0
	17.3%	10.5%	23.2%	18.1%	0.0%	0.0%	100.0%	10.9%	11.3%	0.0%	0.0%	11.7%	7.9%	12.1%	13.5%	15.1%	10.5%	---	---
Significantly different from column:*		ACD			G		E												

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 8

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,558	126	237	275	36	89	20	41	65	89	27	9	34	46	46	55	27	44
Number missing or multiple answer	63	3	4	4	0	3	0	2	1	3	0	0	0	1	2	0	0	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,495	123	233	271	36	86	20	39	64	86	27	9	34	45	44	55	27	41
	98.6%	97.6%	98.3%	98.5%	100.0%	96.6%	100.0%	95.1%	98.5%	96.6%	100.0%	100.0%	100.0%	97.8%	95.7%	100.0%	100.0%	93.2%
0 Worst health care possible	22	0	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	1.7%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	21	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.4%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	34	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	44	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	0.0%	1.3%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	96	4	0	5	1	3	2	1	1	3	0	1	2	1	1	2	0	2
	2.1%	3.3%	0.0%	1.8%	2.8%	3.5%	10.0%	2.6%	1.6%	3.5%	0.0%	11.1%	5.9%	2.2%	2.3%	3.6%	0.0%	4.9%
5	249	4	10	16	0	4	0	3	1	2	2	0	0	3	1	1	2	1
	5.5%	3.3%	4.3%	5.9%	0.0%	4.7%	0.0%	7.7%	1.6%	2.3%	7.4%	0.0%	0.0%	6.7%	2.3%	1.8%	7.4%	2.4%
6	233	2	12	10	1	1	0	2	0	2	0	0	0	1	1	0	1	1
	5.2%	1.6%	5.2%	3.7%	2.8%	1.2%	0.0%	5.1%	0.0%	2.3%	0.0%	0.0%	0.0%	2.2%	2.3%	0.0%	3.7%	2.4%
7	441	8	18	25	4	4	2	2	4	7	1	0	3	2	3	3	1	4
	9.8%	6.5%	7.7%	9.2%	11.1%	4.7%	10.0%	5.1%	6.3%	8.1%	3.7%	0.0%	8.8%	4.4%	6.8%	5.5%	3.7%	9.8%
8	856	19	46	42	8	11	2	6	11	12	5	2	5	5	9	10	6	3
	19.0%	15.4%	19.7%	15.5%	22.2%	12.8%	10.0%	15.4%	17.2%	14.0%	18.5%	22.2%	14.7%	11.1%	20.5%	18.2%	22.2%	7.3%
9	653	19	27	28	5	14	3	5	11	15	3	1	5	6	8	9	2	8
	14.5%	15.4%	11.6%	10.3%	13.9%	16.3%	15.0%	12.8%	17.2%	17.4%	11.1%	11.1%	14.7%	13.3%	18.2%	16.4%	7.4%	19.5%
10 Best health care possible	1,846	67	109	138	17	49	11	20	36	45	16	5	19	27	21	30	15	22
	41.1%	54.5%	46.8%	50.9%	47.2%	57.0%	55.0%	51.3%	56.3%	52.3%	59.3%	55.6%	55.9%	60.0%	47.7%	54.5%	55.6%	53.7%

NA - Not Applicable

Question 8

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,558	126	237	275	0	108	18	75	46	4	3	113	27	92	37	86	126	0	0
Number missing or multiple answer	63	3	4	4	0	3	0	0	3	0	0	2	1	1	0	0	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,495 98.6%	123 97.6%	233 98.3%	271 98.5%	0 ---	105 97.2%	18 100.0%	75 100.0%	43 93.5%	4 100.0%	3 100.0%	111 98.2%	26 96.3%	91 98.9%	37 100.0%	86 100.0%	123 97.6%	0 ---	0 ---
0 Worst health care possible	22 0.5%	0 0.0%	4 1.7%	3 1.1%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---
1	21 0.5%	0 0.0%	1 0.4%	3 1.1%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---
2	34 0.8%	0 0.0%	3 1.3%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---
3	44 1.0%	0 0.0%	3 1.3%	1 0.4%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---
4	96 2.1%	4 3.3%	0 0.0%	5 1.8%	0 ---	4 3.8%	0 0.0%	2 2.7%	2 4.7%	0 0.0%	0 0.0%	4 3.6%	4 15.4%	0 0.0%	4 10.8%	0 0.0%	4 3.3%	0 ---	0 ---
5	249 5.5%	4 3.3%	10 4.3%	16 5.9%	0 ---	4 3.8%	0 0.0%	1 1.3%	3 7.0%	0 0.0%	0 0.0%	4 3.6%	4 15.4%	0 0.0%	4 10.8%	0 0.0%	4 3.3%	0 ---	0 ---
6	233 5.2%	2 1.6%	12 5.2%	10 3.7%	0 ---	2 1.9%	0 0.0%	1 1.3%	1 2.3%	0 0.0%	0 0.0%	2 1.8%	2 7.7%	0 0.0%	2 5.4%	0 0.0%	2 1.6%	0 ---	0 ---
7	441 9.8%	8 6.5%	18 7.7%	25 9.2%	0 ---	7 6.7%	1 5.6%	5 6.7%	2 4.7%	1 25.0%	1 33.3%	7 6.3%	2 7.7%	5 5.5%	8 21.6%	0 0.0%	8 6.5%	0 ---	0 ---
8	856 19.0%	19 15.4%	46 19.7%	42 15.5%	0 ---	15 14.3%	4 22.2%	10 13.3%	8 18.6%	1 25.0%	1 33.3%	16 14.4%	9 34.6%	9 9.9%	19 51.4%	0 0.0%	19 15.4%	0 ---	0 ---
9	653 14.5%	19 15.4%	27 11.6%	28 10.3%	0 ---	18 17.1%	1 5.6%	11 14.7%	6 14.0%	1 25.0%	1 33.3%	16 14.4%	2 7.7%	16 17.6%	0 0.0%	19 22.1%	19 15.4%	0 ---	0 ---
10 Best health care possible	1,846 41.1%	67 54.5%	109 46.8%	138 50.9%	0 ---	55 52.4%	12 66.7%	45 60.0%	21 48.8%	1 25.0%	0 0.0%	62 55.9%	3 11.5%	61 67.0%	0 0.0%	67 77.9%	67 54.5%	0 ---	0 ---

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 8

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,558	126	237	275	36	89	20	41	65	89	27	9	34	46	46	55	27	44
Number missing or multiple answer	63	3	4	4	0	3	0	2	1	3	0	0	0	1	2	0	0	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,495	123	233	271	36	86	20	39	64	86	27	9	34	45	44	55	27	41
	98.6%	97.6%	98.3%	98.5%	100.0%	96.6%	100.0%	95.1%	98.5%	96.6%	100.0%	100.0%	100.0%	97.8%	95.7%	100.0%	100.0%	93.2%
0 to 4	217	4	11	12	1	3	2	1	1	3	0	1	2	1	1	2	0	2
	4.8%	3.3%	4.7%	4.4%	2.8%	3.5%	10.0%	2.6%	1.6%	3.5%	0.0%	11.1%	5.9%	2.2%	2.3%	3.6%	0.0%	4.9%
5	249	4	10	16	0	4	0	3	1	2	2	0	0	3	1	1	2	1
	5.5%	3.3%	4.3%	5.9%	0.0%	4.7%	0.0%	7.7%	1.6%	2.3%	7.4%	0.0%	0.0%	6.7%	2.3%	1.8%	7.4%	2.4%
6 or 7	674	10	30	35	5	5	2	4	4	9	1	0	3	3	4	3	2	5
	15.0%	8.1%	12.9%	12.9%	13.9%	5.8%	10.0%	10.3%	6.3%	10.5%	3.7%	0.0%	8.8%	6.7%	9.1%	5.5%	7.4%	12.2%
8 to 10	3,355	105	182	208	30	74	16	31	58	72	24	8	29	38	38	49	23	33
	74.6%	85.4%	78.1%	76.8%	83.3%	86.0%	80.0%	79.5%	90.6%	83.7%	88.9%	88.9%	85.3%	84.4%	86.4%	89.1%	85.2%	80.5%
Significantly different from column:*		AD																
0 to 6	699	10	33	38	2	8	2	6	2	7	2	1	2	5	3	3	3	4
	15.6%	8.1%	14.2%	14.0%	5.6%	9.3%	10.0%	15.4%	3.1%	8.1%	7.4%	11.1%	5.9%	11.1%	6.8%	5.5%	11.1%	9.8%
7 to 8	1,297	27	64	67	12	15	4	8	15	19	6	2	8	7	12	13	7	7
	28.9%	22.0%	27.5%	24.7%	33.3%	17.4%	20.0%	20.5%	23.4%	22.1%	22.2%	22.2%	23.5%	15.6%	27.3%	23.6%	25.9%	17.1%
9 to 10	2,499	86	136	166	22	63	14	25	47	60	19	6	24	33	29	39	17	30
	55.6%	69.9%	58.4%	61.3%	61.1%	73.3%	70.0%	64.1%	73.4%	69.8%	70.4%	66.7%	70.6%	73.3%	65.9%	70.9%	63.0%	73.2%
Significantly different from column:*		AC																

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 8

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year			Race			Ethnicity		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q40)			(Q39)		(Q28)		(Q8)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,558	126	237	275	0	108	18	75	46	4	3	113	27	92	37	86	126	0	0
Number missing or multiple answer	63	3	4	4	0	3	0	0	3	0	0	2	1	1	0	0	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,495	123	233	271	0	105	18	75	43	4	3	111	26	91	37	86	123	0	0
	98.6%	97.6%	98.3%	98.5%	---	97.2%	100.0%	100.0%	93.5%	100.0%	100.0%	98.2%	96.3%	98.9%	100.0%	100.0%	97.6%	---	---
0 to 4	217	4	11	12	0	4	0	2	2	0	0	4	4	0	4	0	4	0	0
	4.8%	3.3%	4.7%	4.4%	---	3.8%	0.0%	2.7%	4.7%	0.0%	0.0%	3.6%	15.4%	0.0%	10.8%	0.0%	3.3%	---	---
5	249	4	10	16	0	4	0	1	3	0	0	4	4	0	4	0	4	0	0
	5.5%	3.3%	4.3%	5.9%	---	3.8%	0.0%	1.3%	7.0%	0.0%	0.0%	3.6%	15.4%	0.0%	10.8%	0.0%	3.3%	---	---
6 or 7	674	10	30	35	0	9	1	6	3	1	1	9	4	5	10	0	10	0	0
	15.0%	8.1%	12.9%	12.9%	---	8.6%	5.6%	8.0%	7.0%	25.0%	33.3%	8.1%	15.4%	5.5%	27.0%	0.0%	8.1%	---	---
8 to 10	3,355	105	182	208	0	88	17	66	35	3	2	94	14	86	19	86	105	0	0
	74.6%	85.4%	78.1%	76.8%	---	83.8%	94.4%	88.0%	81.4%	75.0%	66.7%	84.7%	53.8%	94.5%	51.4%	100.0%	85.4%	---	---
Significantly different from column:*		AD													P	O			
0 to 6	699	10	33	38	0	10	0	4	6	0	0	10	10	0	10	0	10	0	0
	15.6%	8.1%	14.2%	14.0%	---	9.5%	0.0%	5.3%	14.0%	0.0%	0.0%	9.0%	38.5%	0.0%	27.0%	0.0%	8.1%	---	---
7 to 8	1,297	27	64	67	0	22	5	15	10	2	2	23	11	14	27	0	27	0	0
	28.9%	22.0%	27.5%	24.7%	---	21.0%	27.8%	20.0%	23.3%	50.0%	66.7%	20.7%	42.3%	15.4%	73.0%	0.0%	22.0%	---	---
9 to 10	2,499	86	136	166	0	73	13	56	27	2	1	78	5	77	0	86	86	0	0
	55.6%	69.9%	58.4%	61.3%	---	69.5%	72.2%	74.7%	62.8%	50.0%	33.3%	70.3%	19.2%	84.6%	0.0%	100.0%	69.9%	---	---
Significantly different from column:*		AC											N	M	P	O			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 9

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,558	126	237	275	36	89	20	41	65	89	27	9	34	46	46	55	27	44
Number missing or multiple answer	76	3	2	1	1	2	0	1	2	3	0	0	1	2	0	1	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,482	123	235	274	35	87	20	40	63	86	27	9	33	44	46	54	27	42
	98.3%	97.6%	99.2%	99.6%	97.2%	97.8%	100.0%	97.6%	96.9%	96.6%	100.0%	100.0%	97.1%	95.7%	100.0%	98.2%	100.0%	95.5%
Never	80	2	6	12	0	2	1	0	1	0	1	1	1	1	0	2	0	0
	1.8%	1.6%	2.6%	4.4%	0.0%	2.3%	5.0%	0.0%	1.6%	0.0%	3.7%	11.1%	3.0%	2.3%	0.0%	3.7%	0.0%	0.0%
Sometimes	502	9	34	38	5	4	1	5	3	8	1	0	1	4	4	3	1	5
	11.2%	7.3%	14.5%	13.9%	14.3%	4.6%	5.0%	12.5%	4.8%	9.3%	3.7%	0.0%	3.0%	9.1%	8.7%	5.6%	3.7%	11.9%
Usually	1,226	23	46	48	6	16	4	7	12	19	3	1	6	9	8	12	5	6
	27.4%	18.7%	19.6%	17.5%	17.1%	18.4%	20.0%	17.5%	19.0%	22.1%	11.1%	11.1%	18.2%	20.5%	17.4%	22.2%	18.5%	14.3%
Always	2,674	89	149	176	24	65	14	28	47	59	22	7	25	30	34	37	21	31
	59.7%	72.4%	63.4%	64.2%	68.6%	74.7%	70.0%	70.0%	74.6%	68.6%	81.5%	77.8%	75.8%	68.2%	73.9%	68.5%	77.8%	73.8%
Significantly different from column:*		A																
Usually or Always	3,900	112	195	224	30	81	18	35	59	78	25	8	31	39	42	49	26	37
	87.0%	91.1%	83.0%	81.8%	85.7%	93.1%	90.0%	87.5%	93.7%	90.7%	92.6%	88.9%	93.9%	88.6%	91.3%	90.7%	96.3%	88.1%
Significantly different from column:*		CD																

NA - Not Applicable

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Question 9

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,558	126	237	275	0	108	18	75	46	4	3	113	27	92	37	86	126	0	0
Number missing or multiple answer	76	3	2	1	0	3	0	2	1	0	0	3	1	2	0	2	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,482	123	235	274	0	105	18	73	45	4	3	110	26	90	37	84	123	0	0
	98.3%	97.6%	99.2%	99.6%	---	97.2%	100.0%	97.3%	97.8%	100.0%	100.0%	97.3%	96.3%	97.8%	100.0%	97.7%	97.6%	---	---
Never	80	2	6	12	0	2	0	0	2	0	0	2	1	1	1	1	2	0	0
	1.8%	1.6%	2.6%	4.4%	---	1.9%	0.0%	0.0%	4.4%	0.0%	0.0%	1.8%	3.8%	1.1%	2.7%	1.2%	1.6%	---	---
Sometimes	502	9	34	38	0	9	0	5	3	1	0	9	4	5	5	4	9	0	0
	11.2%	7.3%	14.5%	13.9%	---	8.6%	0.0%	6.8%	6.7%	25.0%	0.0%	8.2%	15.4%	5.6%	13.5%	4.8%	7.3%	---	---
Usually	1,226	23	46	48	0	17	6	16	6	1	1	21	8	12	12	11	23	0	0
	27.4%	18.7%	19.6%	17.5%	---	16.2%	33.3%	21.9%	13.3%	25.0%	33.3%	19.1%	30.8%	13.3%	32.4%	13.1%	18.7%	---	---
Always	2,674	89	149	176	0	77	12	52	34	2	2	78	13	72	19	68	89	0	0
	59.7%	72.4%	63.4%	64.2%	---	73.3%	66.7%	71.2%	75.6%	50.0%	66.7%	70.9%	50.0%	80.0%	51.4%	81.0%	72.4%	---	---
Significantly different from column:*		A											N	M	P	O			
Usually or Always	3,900	112	195	224	0	94	18	68	40	3	3	99	21	84	31	79	112	0	0
	87.0%	91.1%	83.0%	81.8%	---	89.5%	100.0%	93.2%	88.9%	75.0%	100.0%	90.0%	80.8%	93.3%	83.8%	94.0%	91.1%	---	---
Significantly different from column:*		CD																	

NA - Not Applicable

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CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 10

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	66	2	10	5	1	1	0	1	1	2	0	0	1	0	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,855	171	316	359	54	114	34	53	84	122	38	10	52	65	54	81	39	50
	98.9%	98.8%	96.9%	98.6%	98.2%	99.1%	100.0%	98.1%	98.8%	98.4%	100.0%	100.0%	98.1%	100.0%	98.2%	100.0%	97.5%	98.0%
Yes	4,973	129	234	273	36	92	22	39	68	91	30	7	33	52	44	53	34	41
	84.9%	75.4%	74.1%	76.0%	66.7%	80.7%	64.7%	73.6%	81.0%	74.6%	78.9%	70.0%	63.5%	80.0%	81.5%	65.4%	87.2%	82.0%
No	882	42	82	86	18	22	12	14	16	31	8	3	19	13	10	28	5	9
	15.1%	24.6%	25.9%	24.0%	33.3%	19.3%	35.3%	26.4%	19.0%	25.4%	21.1%	30.0%	36.5%	20.0%	18.5%	34.6%	12.8%	18.0%
Significantly different from column:*		A			F	E							NO	M	M	QR	P	P

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 10

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year			Race			Ethnicity		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q40)			(Q39)		(Q28)		(Q8)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	66	2	10	5	0	2	0	1	1	0	0	2	1	1	1	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,855	171	316	359	45	106	18	92	71	6	3	154	37	125	36	85	171	0	0
	98.9%	98.8%	96.9%	98.6%	100.0%	98.1%	100.0%	98.9%	98.6%	100.0%	100.0%	98.7%	97.4%	99.2%	97.3%	98.8%	98.8%	---	---
Yes	4,973	129	234	273	22	90	15	77	47	4	2	115	21	99	28	74	129	0	0
	84.9%	75.4%	74.1%	76.0%	48.9%	84.9%	83.3%	83.7%	66.2%	66.7%	66.7%	74.7%	56.8%	79.2%	77.8%	87.1%	75.4%	---	---
No	882	42	82	86	23	16	3	15	24	2	1	39	16	26	8	11	42	0	0
	15.1%	24.6%	25.9%	24.0%	51.1%	15.1%	16.7%	16.3%	33.8%	33.3%	33.3%	25.3%	43.2%	20.8%	22.2%	12.9%	24.6%	---	---
Significantly different from column:*		A			FG	E	E	I	H				N	M					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

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Question 11

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

Base: All respondents who have a personal doctor (Q10)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,973	129	234	273	36	92	22	39	68	91	30	7	33	52	44	53	34	41
Number missing or multiple answer	199	3	13	7	0	3	0	1	2	1	1	1	0	3	0	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,774	126	221	266	36	89	22	38	66	90	29	6	33	49	44	51	34	40
	96.0%	97.7%	94.4%	97.4%	100.0%	96.7%	100.0%	97.4%	97.1%	98.9%	96.7%	85.7%	100.0%	94.2%	100.0%	96.2%	100.0%	97.6%
None	700	16	28	42	6	10	8	2	6	7	6	3	8	5	3	7	4	4
	14.7%	12.7%	12.7%	15.8%	16.7%	11.2%	36.4%	5.3%	9.1%	7.8%	20.7%	50.0%	24.2%	10.2%	6.8%	13.7%	11.8%	10.0%
1 time	1,285	40	42	66	17	22	7	10	23	31	8	1	13	13	14	21	11	8
	26.9%	31.7%	19.0%	24.8%	47.2%	24.7%	31.8%	26.3%	34.8%	34.4%	27.6%	16.7%	39.4%	26.5%	31.8%	41.2%	32.4%	20.0%
2	1,276	35	55	52	6	29	3	13	19	25	8	1	10	16	9	15	10	10
	26.7%	27.8%	24.9%	19.5%	16.7%	32.6%	13.6%	34.2%	28.8%	27.8%	27.6%	16.7%	30.3%	32.7%	20.5%	29.4%	29.4%	25.0%
3	635	11	33	42	2	9	2	3	6	9	1	1	0	9	2	4	3	4
	13.3%	8.7%	14.9%	15.8%	5.6%	10.1%	9.1%	7.9%	9.1%	10.0%	3.4%	16.7%	0.0%	18.4%	4.5%	7.8%	8.8%	10.0%
4	388	13	17	27	0	13	0	9	4	9	4	0	1	3	9	2	3	8
	8.1%	10.3%	7.7%	10.2%	0.0%	14.6%	0.0%	23.7%	6.1%	10.0%	13.8%	0.0%	3.0%	6.1%	20.5%	3.9%	8.8%	20.0%
5 to 9	385	10	39	27	5	5	2	1	7	8	2	0	1	2	7	2	2	6
	8.1%	7.9%	17.6%	10.2%	13.9%	5.6%	9.1%	2.6%	10.6%	8.9%	6.9%	0.0%	3.0%	4.1%	15.9%	3.9%	5.9%	15.0%
10 or more times	105	1	7	10	0	1	0	0	1	1	0	0	0	1	0	0	1	0
	2.2%	0.8%	3.2%	3.8%	0.0%	1.1%	0.0%	0.0%	1.5%	1.1%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	2.9%	0.0%
5 or more times	490	11	46	37	5	6	2	1	8	9	2	0	1	3	7	2	3	6
	10.3%	8.7%	20.8%	13.9%	13.9%	6.7%	9.1%	2.6%	12.1%	10.0%	6.9%	0.0%	3.0%	6.1%	15.9%	3.9%	8.8%	15.0%
Significantly different from column:*		C																

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 11

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

Base: All respondents who have a personal doctor (Q10)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,973	129	234	273	22	90	15	77	47	4	2	115	21	99	28	74	129	0	0
Number missing or multiple answer	199	3	13	7	0	3	0	0	2	1	0	3	2	1	1	1	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,774	126	221	266	22	87	15	77	45	3	2	112	19	98	27	73	126	0	0
	96.0%	97.7%	94.4%	97.4%	100.0%	96.7%	100.0%	100.0%	95.7%	75.0%	100.0%	97.4%	90.5%	99.0%	96.4%	98.6%	97.7%	---	---
None	700	16	28	42	11	5	0	10	6	0	0	14	2	14	1	4	16	0	0
	14.7%	12.7%	12.7%	15.8%	50.0%	5.7%	0.0%	13.0%	13.3%	0.0%	0.0%	12.5%	10.5%	14.3%	3.7%	5.5%	12.7%	---	---
1 time	1,285	40	42	66	7	31	1	25	14	1	0	36	6	31	9	23	40	0	0
	26.9%	31.7%	19.0%	24.8%	31.8%	35.6%	6.7%	32.5%	31.1%	33.3%	0.0%	32.1%	31.6%	31.6%	33.3%	31.5%	31.7%	---	---
2	1,276	35	55	52	0	32	3	23	10	1	1	30	8	24	9	26	35	0	0
	26.7%	27.8%	24.9%	19.5%	0.0%	36.8%	20.0%	29.9%	22.2%	33.3%	50.0%	26.8%	42.1%	24.5%	33.3%	35.6%	27.8%	---	---
3	635	11	33	42	2	8	1	5	5	1	0	11	0	10	2	6	11	0	0
	13.3%	8.7%	14.9%	15.8%	9.1%	9.2%	6.7%	6.5%	11.1%	33.3%	0.0%	9.8%	0.0%	10.2%	7.4%	8.2%	8.7%	---	---
4	388	13	17	27	1	9	3	9	4	0	0	11	2	9	2	9	13	0	0
	8.1%	10.3%	7.7%	10.2%	4.5%	10.3%	20.0%	11.7%	8.9%	0.0%	0.0%	9.8%	10.5%	9.2%	7.4%	12.3%	10.3%	---	---
5 to 9	385	10	39	27	1	2	7	5	5	0	1	9	1	9	4	5	10	0	0
	8.1%	7.9%	17.6%	10.2%	4.5%	2.3%	46.7%	6.5%	11.1%	0.0%	50.0%	8.0%	5.3%	9.2%	14.8%	6.8%	7.9%	---	---
10 or more times	105	1	7	10	0	0	0	0	1	0	0	1	0	1	0	0	1	0	0
	2.2%	0.8%	3.2%	3.8%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.9%	0.0%	1.0%	0.0%	0.0%	0.8%	---	---
5 or more times	490	11	46	37	1	2	7	5	6	0	1	10	1	10	4	5	11	0	0
	10.3%	8.7%	20.8%	13.9%	4.5%	2.3%	46.7%	6.5%	13.3%	0.0%	50.0%	8.9%	5.3%	10.2%	14.8%	6.8%	8.7%	---	---
Significantly different from column:*		C																	

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 12

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,074	110	193	224	30	79	14	36	60	83	23	3	25	44	41	44	30	36
Number missing or multiple answer	22	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,052	110	192	222	30	79	14	36	60	83	23	3	25	44	41	44	30	36
	99.5%	100.0%	99.5%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	35	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	0.5%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	222	0	8	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	5.5%	0.0%	4.2%	8.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Usually	710	11	24	27	5	6	2	1	8	9	2	0	1	2	8	1	3	7
	17.5%	10.0%	12.5%	12.2%	16.7%	7.6%	14.3%	2.8%	13.3%	10.8%	8.7%	0.0%	4.0%	4.5%	19.5%	2.3%	10.0%	19.4%
Always	3,085	99	159	173	25	73	12	35	52	74	21	3	24	42	33	43	27	29
	76.1%	90.0%	82.8%	77.9%	83.3%	92.4%	85.7%	97.2%	86.7%	89.2%	91.3%	100.0%	96.0%	95.5%	80.5%	97.7%	90.0%	80.6%
Significantly different from column:*		AD																
Usually or Always	3,795	110	183	200	30	79	14	36	60	83	23	3	25	44	41	44	30	36
	93.7%	100.0%	95.3%	90.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Significantly different from column:*		AD																

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 12

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,074	110	193	224	11	82	15	67	39	3	2	98	17	84	26	69	110	0	0
Number missing or multiple answer	22	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,052	110	192	222	11	82	15	67	39	3	2	98	17	84	26	69	110	0	0
	99.5%	100.0%	99.5%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	35	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	0.5%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Sometimes	222	0	8	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	5.5%	0.0%	4.2%	8.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Usually	710	11	24	27	1	8	2	7	3	1	0	11	4	6	7	3	11	0	0
	17.5%	10.0%	12.5%	12.2%	9.1%	9.8%	13.3%	10.4%	7.7%	33.3%	0.0%	11.2%	23.5%	7.1%	26.9%	4.3%	10.0%	---	---
Always	3,085	99	159	173	10	74	13	60	36	2	2	87	13	78	19	66	99	0	0
	76.1%	90.0%	82.8%	77.9%	90.9%	90.2%	86.7%	89.6%	92.3%	66.7%	100.0%	88.8%	76.5%	92.9%	73.1%	95.7%	90.0%	---	---
Significantly different from column:*		AD																	
Usually or Always	3,795	110	183	200	11	82	15	67	39	3	2	98	17	84	26	69	110	0	0
	93.7%	100.0%	95.3%	90.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Significantly different from column:*		AD																	

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 13

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,074	110	193	224	30	79	14	36	60	83	23	3	25	44	41	44	30	36
Number missing or multiple answer	25	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,049	110	191	222	30	79	14	36	60	83	23	3	25	44	41	44	30	36
	99.4%	100.0%	99.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	37	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	0.5%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	230	3	12	21	2	1	1	1	1	2	1	0	1	1	1	1	2	0
	5.7%	2.7%	6.3%	9.5%	6.7%	1.3%	7.1%	2.8%	1.7%	2.4%	4.3%	0.0%	4.0%	2.3%	2.4%	2.3%	6.7%	0.0%
Usually	637	11	26	19	5	6	0	4	7	10	1	0	0	3	8	4	1	6
	15.7%	10.0%	13.6%	8.6%	16.7%	7.6%	0.0%	11.1%	11.7%	12.0%	4.3%	0.0%	0.0%	6.8%	19.5%	9.1%	3.3%	16.7%
Always	3,145	96	152	178	23	72	13	31	52	71	21	3	24	40	32	39	27	30
	77.7%	87.3%	79.6%	80.2%	76.7%	91.1%	92.9%	86.1%	86.7%	85.5%	91.3%	100.0%	96.0%	90.9%	78.0%	88.6%	90.0%	83.3%
Significantly different from column:*		A																
Usually or Always	3,782	107	178	197	28	78	13	35	59	81	22	3	24	43	40	43	28	36
	93.4%	97.3%	93.2%	88.7%	93.3%	98.7%	92.9%	97.2%	98.3%	97.6%	95.7%	100.0%	96.0%	97.7%	97.6%	97.7%	93.3%	100.0%
Significantly different from column:*		D																

NA - Not Applicable

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Question 13

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,074	110	193	224	11	82	15	67	39	3	2	98	17	84	26	69	110	0	0
Number missing or multiple answer	25	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,049	110	191	222	11	82	15	67	39	3	2	98	17	84	26	69	110	0	0
	99.4%	100.0%	99.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	37	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	0.5%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Sometimes	230	3	12	21	1	2	0	2	1	0	0	3	1	2	2	0	3	0	0
	5.7%	2.7%	6.3%	9.5%	9.1%	2.4%	0.0%	3.0%	2.6%	0.0%	0.0%	3.1%	5.9%	2.4%	7.7%	0.0%	2.7%	---	---
Usually	637	11	26	19	0	9	2	5	5	1	0	11	4	7	7	3	11	0	0
	15.7%	10.0%	13.6%	8.6%	0.0%	11.0%	13.3%	7.5%	12.8%	33.3%	0.0%	11.2%	23.5%	8.3%	26.9%	4.3%	10.0%	---	---
Always	3,145	96	152	178	10	71	13	60	33	2	2	84	12	75	17	66	96	0	0
	77.7%	87.3%	79.6%	80.2%	90.9%	86.6%	86.7%	89.6%	84.6%	66.7%	100.0%	85.7%	70.6%	89.3%	65.4%	95.7%	87.3%	---	---
Significantly different from column:*		A																	
Usually or Always	3,782	107	178	197	10	80	15	65	38	3	2	95	16	82	24	69	107	0	0
	93.4%	97.3%	93.2%	88.7%	90.9%	97.6%	100.0%	97.0%	97.4%	100.0%	100.0%	96.9%	94.1%	97.6%	92.3%	100.0%	97.3%	---	---
Significantly different from column:*		D																	

NA - Not Applicable

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Question 14

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,074	110	193	224	30	79	14	36	60	83	23	3	25	44	41	44	30	36
Number missing or multiple answer	23	2	1	1	1	1	0	1	1	1	1	0	1	1	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,051 99.4%	108 98.2%	192 99.5%	223 99.6%	29 96.7%	78 98.7%	14 100.0%	35 97.2%	59 98.3%	82 98.8%	22 95.7%	3 100.0%	24 96.0%	43 97.7%	41 100.0%	42 95.5%	30 100.0%	36 100.0%
Never	37 0.9%	0 0.0%	2 1.0%	4 1.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	174 4.3%	3 2.8%	6 3.1%	15 6.7%	1 3.4%	2 2.6%	0 0.0%	0 0.0%	3 5.1%	3 3.7%	0 0.0%	0 0.0%	0 0.0%	1 2.3%	2 4.9%	0 0.0%	2 6.7%	1 2.8%
Usually	531 13.1%	9 8.3%	25 13.0%	20 9.0%	5 17.2%	4 5.1%	1 7.1%	4 11.4%	4 6.8%	8 9.8%	1 4.5%	0 0.0%	1 4.2%	3 7.0%	5 12.2%	4 9.5%	1 3.3%	4 11.1%
Always	3,309 81.7%	96 88.9%	159 82.8%	184 82.5%	23 79.3%	72 92.3%	13 92.9%	31 88.6%	52 88.1%	71 86.6%	21 95.5%	3 100.0%	23 95.8%	39 90.7%	34 82.9%	38 90.5%	27 90.0%	31 86.1%
Significantly different from column:*																		
Usually or Always	3,840 94.8%	105 97.2%	184 95.8%	204 91.5%	28 96.6%	76 97.4%	14 100.0%	35 100.0%	56 94.9%	79 96.3%	22 100.0%	3 100.0%	24 100.0%	42 97.7%	39 95.1%	42 100.0%	28 93.3%	35 97.2%
Significantly different from column:*		D																

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 14

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,074	110	193	224	11	82	15	67	39	3	2	98	17	84	26	69	110	0	0
Number missing or multiple answer	23	2	1	1	0	2	0	1	1	0	0	1	0	2	1	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,051 99.4%	108 98.2%	192 99.5%	223 99.6%	11 100.0%	80 97.6%	15 100.0%	66 98.5%	38 97.4%	3 100.0%	2 100.0%	97 99.0%	17 100.0%	82 97.6%	25 96.2%	68 98.6%	108 98.2%	0 ---	0 ---
Never	37 0.9%	0 0.0%	2 1.0%	4 1.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---
Sometimes	174 4.3%	3 2.8%	6 3.1%	15 6.7%	1 9.1%	2 2.5%	0 0.0%	1 1.5%	2 5.3%	0 0.0%	0 0.0%	3 3.1%	0 0.0%	3 3.7%	1 4.0%	0 0.0%	3 2.8%	0 ---	0 ---
Usually	531 13.1%	9 8.3%	25 13.0%	20 9.0%	0 0.0%	7 8.8%	2 13.3%	5 7.6%	4 10.5%	0 0.0%	0 0.0%	9 9.3%	3 17.6%	5 6.1%	5 20.0%	4 5.9%	9 8.3%	0 ---	0 ---
Always	3,309 81.7%	96 88.9%	159 82.8%	184 82.5%	10 90.9%	71 88.8%	13 86.7%	60 90.9%	32 84.2%	3 100.0%	2 100.0%	85 87.6%	14 82.4%	74 90.2%	19 76.0%	64 94.1%	96 88.9%	0 ---	0 ---
Significantly different from column:*																			
Usually or Always	3,840 94.8%	105 97.2%	184 95.8%	204 91.5%	10 90.9%	78 97.5%	15 100.0%	65 98.5%	36 94.7%	3 100.0%	2 100.0%	94 96.9%	17 100.0%	79 96.3%	24 96.0%	68 100.0%	105 97.2%	0 ---	0 ---
Significantly different from column:*		D																	

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 15

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,074	110	193	224	30	79	14	36	60	83	23	3	25	44	41	44	30	36
Number missing or multiple answer	37	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,037 99.1%	110 100.0%	190 98.4%	223 99.6%	30 100.0%	79 100.0%	14 100.0%	36 100.0%	60 100.0%	83 100.0%	23 100.0%	3 100.0%	25 100.0%	44 100.0%	41 100.0%	44 100.0%	30 100.0%	36 100.0%
Never	66 1.6%	1 0.9%	4 2.1%	6 2.7%	1 3.3%	0 0.0%	0 0.0%	1 2.8%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	1 2.3%	0 0.0%	1 2.3%	0 0.0%	0 0.0%
Sometimes	277 6.9%	4 3.6%	11 5.8%	21 9.4%	2 6.7%	2 2.5%	1 7.1%	1 2.8%	2 3.3%	4 4.8%	0 0.0%	0 0.0%	1 4.0%	1 2.3%	2 4.9%	1 2.3%	1 3.3%	2 5.6%
Usually	815 20.2%	19 17.3%	39 20.5%	38 17.0%	6 20.0%	13 16.5%	2 14.3%	5 13.9%	12 20.0%	16 19.3%	3 13.0%	0 0.0%	1 4.0%	8 18.2%	10 24.4%	5 11.4%	4 13.3%	10 27.8%
Always	2,879 71.3%	86 78.2%	136 71.6%	158 70.9%	21 70.0%	64 81.0%	11 78.6%	29 80.6%	46 76.7%	62 74.7%	20 87.0%	3 100.0%	23 92.0%	34 77.3%	29 70.7%	37 84.1%	25 83.3%	24 66.7%
Significantly different from column:*													O		M			
Usually or Always	3,694 91.5%	105 95.5%	175 92.1%	196 87.9%	27 90.0%	77 97.5%	13 92.9%	34 94.4%	58 96.7%	78 94.0%	23 100.0%	3 100.0%	24 96.0%	42 95.5%	39 95.1%	42 95.5%	29 96.7%	34 94.4%
Significantly different from column:*		D																

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 15

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,074	110	193	224	11	82	15	67	39	3	2	98	17	84	26	69	110	0	0
Number missing or multiple answer	37	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,037	110	190	223	11	82	15	67	39	3	2	98	17	84	26	69	110	0	0
	99.1%	100.0%	98.4%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	66	1	4	6	0	1	0	1	0	0	0	1	0	1	0	1	1	0	0
	1.6%	0.9%	2.1%	2.7%	0.0%	1.2%	0.0%	1.5%	0.0%	0.0%	0.0%	1.0%	0.0%	1.2%	0.0%	1.4%	0.9%	---	---
Sometimes	277	4	11	21	1	2	1	2	2	0	0	4	1	3	1	1	4	0	0
	6.9%	3.6%	5.8%	9.4%	9.1%	2.4%	6.7%	3.0%	5.1%	0.0%	0.0%	4.1%	5.9%	3.6%	3.8%	1.4%	3.6%	---	---
Usually	815	19	39	38	4	11	3	10	8	1	0	18	4	12	8	6	19	0	0
	20.2%	17.3%	20.5%	17.0%	36.4%	13.4%	20.0%	14.9%	20.5%	33.3%	0.0%	18.4%	23.5%	14.3%	30.8%	8.7%	17.3%	---	---
Always	2,879	86	136	158	6	68	11	54	29	2	2	75	12	68	17	61	86	0	0
	71.3%	78.2%	71.6%	70.9%	54.5%	82.9%	73.3%	80.6%	74.4%	66.7%	100.0%	76.5%	70.6%	81.0%	65.4%	88.4%	78.2%	---	---
Significantly different from column:*																			
Usually or Always	3,694	105	175	196	10	79	14	64	37	3	2	93	16	80	25	67	105	0	0
	91.5%	95.5%	92.1%	87.9%	90.9%	96.3%	93.3%	95.5%	94.9%	100.0%	100.0%	94.9%	94.1%	95.2%	96.2%	97.1%	95.5%	---	---
Significantly different from column:*		D																	

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 16

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,074	110	193	224	30	79	14	36	60	83	23	3	25	44	41	44	30	36
Number missing or multiple answer	88	3	6	1	1	2	1	2	0	3	0	0	0	2	1	0	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,986	107	187	223	29	77	13	34	60	80	23	3	25	42	40	44	28	35
	97.8%	97.3%	96.9%	99.6%	96.7%	97.5%	92.9%	94.4%	100.0%	96.4%	100.0%	100.0%	100.0%	95.5%	97.6%	100.0%	93.3%	97.2%
Yes	2,455	52	103	122	13	39	6	13	33	36	16	0	14	15	23	21	7	24
	61.6%	48.6%	55.1%	54.7%	44.8%	50.6%	46.2%	38.2%	55.0%	45.0%	69.6%	0.0%	56.0%	35.7%	57.5%	47.7%	25.0%	68.6%
No	1,531	55	84	101	16	38	7	21	27	44	7	3	11	27	17	23	21	11
	38.4%	51.4%	44.9%	45.3%	55.2%	49.4%	53.8%	61.8%	45.0%	55.0%	30.4%	100.0%	44.0%	64.3%	42.5%	52.3%	75.0%	31.4%
Significantly different from column:*		A								K	J			O	N		R	Q

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 16

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,074	110	193	224	11	82	15	67	39	3	2	98	17	84	26	69	110	0	0
Number missing or multiple answer	88	3	6	1	1	2	0	1	1	1	0	2	0	2	1	1	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,986	107	187	223	10	80	15	66	38	2	2	96	17	82	25	68	107	0	0
	97.8%	97.3%	96.9%	99.6%	90.9%	97.6%	100.0%	98.5%	97.4%	66.7%	100.0%	98.0%	100.0%	97.6%	96.2%	98.6%	97.3%	---	---
Yes	2,455	52	103	122	3	37	12	33	18	0	2	46	10	38	14	34	52	0	0
	61.6%	48.6%	55.1%	54.7%	30.0%	46.3%	80.0%	50.0%	47.4%	0.0%	100.0%	47.9%	58.8%	46.3%	56.0%	50.0%	48.6%	---	---
No	1,531	55	84	101	7	43	3	33	20	2	0	50	7	44	11	34	55	0	0
	38.4%	51.4%	44.9%	45.3%	70.0%	53.8%	20.0%	50.0%	52.6%	100.0%	0.0%	52.1%	41.2%	53.7%	44.0%	50.0%	51.4%	---	---
Significantly different from column:*		A				G	F												

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 17

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

Base: All respondents who have a personal doctor, visited their personal doctor, and got care from another health provider besides their personal doctor (Q10, Q11, & Q16)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,455	52	103	122	13	39	6	13	33	36	16	0	14	15	23	21	7	24
Number missing or multiple answer	54	1	5	4	0	1	0	0	1	1	0	0	0	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,401	51	98	118	13	38	6	13	32	35	16	0	14	15	22	21	7	23
	97.8%	98.1%	95.1%	96.7%	100.0%	97.4%	100.0%	100.0%	97.0%	97.2%	100.0%	---	100.0%	100.0%	95.7%	100.0%	100.0%	95.8%
Never	98	0	2	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.1%	0.0%	2.0%	7.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	260	6	18	16	1	5	1	1	4	4	2	0	2	1	3	2	1	3
	10.8%	11.8%	18.4%	13.6%	7.7%	13.2%	16.7%	7.7%	12.5%	11.4%	12.5%	---	14.3%	6.7%	13.6%	9.5%	14.3%	13.0%
Usually	620	3	25	26	2	1	0	2	1	3	0	0	1	1	1	3	0	0
	25.8%	5.9%	25.5%	22.0%	15.4%	2.6%	0.0%	15.4%	3.1%	8.6%	0.0%	---	7.1%	6.7%	4.5%	14.3%	0.0%	0.0%
Always	1,423	42	53	67	10	32	5	10	27	28	14	0	11	13	18	16	6	20
	59.3%	82.4%	54.1%	56.8%	76.9%	84.2%	83.3%	76.9%	84.4%	80.0%	87.5%	---	78.6%	86.7%	81.8%	76.2%	85.7%	87.0%
Significantly different from column:*		ACD																
Usually or Always	2,043	45	78	93	12	33	5	12	28	31	14	0	12	14	19	19	6	20
	85.1%	88.2%	79.6%	78.8%	92.3%	86.8%	83.3%	92.3%	87.5%	88.6%	87.5%	---	85.7%	93.3%	86.4%	90.5%	85.7%	87.0%
Significantly different from column:*																		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 17

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

Base: All respondents who have a personal doctor, visited their personal doctor, and got care from another health provider besides their personal doctor (Q10, Q11, & Q16)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,455	52	103	122	3	37	12	33	18	0	2	46	10	38	14	34	52	0	0
Number missing or multiple answer	54	1	5	4	0	1	0	1	0	0	0	1	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,401 97.8%	51 98.1%	98 95.1%	118 96.7%	3 100.0%	36 97.3%	12 100.0%	32 97.0%	18 100.0%	0 ---	2 100.0%	45 97.8%	10 100.0%	38 100.0%	13 92.9%	34 100.0%	51 98.1%	0 ---	0 ---
Never	98 4.1%	0 0.0%	2 2.0%	9 7.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---
Sometimes	260 10.8%	6 11.8%	18 18.4%	16 13.6%	0 0.0%	5 13.9%	1 8.3%	4 12.5%	2 11.1%	0 ---	0 0.0%	6 13.3%	3 30.0%	3 7.9%	5 38.5%	1 2.9%	6 11.8%	0 ---	0 ---
Usually	620 25.8%	3 5.9%	25 25.5%	26 22.0%	0 0.0%	2 5.6%	1 8.3%	0 0.0%	2 11.1%	0 ---	1 50.0%	2 4.4%	1 10.0%	2 5.3%	1 7.7%	2 5.9%	3 5.9%	0 ---	0 ---
Always	1,423 59.3%	42 82.4%	53 54.1%	67 56.8%	3 100.0%	29 80.6%	10 83.3%	28 87.5%	14 77.8%	0 ---	1 50.0%	37 82.2%	6 60.0%	33 86.8%	7 53.8%	31 91.2%	42 82.4%	0 ---	0 ---
Significantly different from column:*		ACD																	
Usually or Always	2,043 85.1%	45 88.2%	78 79.6%	93 78.8%	3 100.0%	31 86.1%	11 91.7%	28 87.5%	16 88.9%	0 ---	2 100.0%	39 86.7%	7 70.0%	35 92.1%	8 61.5%	33 97.1%	45 88.2%	0 ---	0 ---
Significantly different from column:*																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 18

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

Base: All respondents who have a personal doctor (Q10)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,973	129	234	273	36	92	22	39	68	91	30	7	33	52	44	53	34	41
Number missing or multiple answer	199	8	12	3	0	8	0	2	6	4	3	1	2	4	2	4	1	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,774	121	222	270	36	84	22	37	62	87	27	6	31	48	42	49	33	38
	96.0%	93.8%	94.9%	98.9%	100.0%	91.3%	100.0%	94.9%	91.2%	95.6%	90.0%	85.7%	93.9%	92.3%	95.5%	92.5%	97.1%	92.7%
0 Worst personal doctor possible	28	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	22	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.5%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	26	0	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	1.8%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	41	0	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	0.9%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	45	1	1	1	0	1	0	1	0	1	0	0	0	1	0	1	0	0
	0.9%	0.8%	0.5%	0.4%	0.0%	1.2%	0.0%	2.7%	0.0%	1.1%	0.0%	0.0%	0.0%	2.1%	0.0%	2.0%	0.0%	0.0%
5	171	3	7	11	1	2	0	0	3	2	1	0	0	1	2	0	2	1
	3.6%	2.5%	3.2%	4.1%	2.8%	2.4%	0.0%	0.0%	4.8%	2.3%	3.7%	0.0%	0.0%	2.1%	4.8%	0.0%	6.1%	2.6%
6	154	0	2	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.2%	0.0%	0.9%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
7	334	11	19	15	5	6	2	1	8	8	0	3	2	4	5	1	3	7
	7.0%	9.1%	8.6%	5.6%	13.9%	7.1%	9.1%	2.7%	12.9%	9.2%	0.0%	50.0%	6.5%	8.3%	11.9%	2.0%	9.1%	18.4%
8	684	14	27	36	6	8	1	8	5	12	1	1	4	7	3	5	5	4
	14.3%	11.6%	12.2%	13.3%	16.7%	9.5%	4.5%	21.6%	8.1%	13.8%	3.7%	16.7%	12.9%	14.6%	7.1%	10.2%	15.2%	10.5%
9	745	12	25	24	7	5	1	2	9	9	2	1	1	5	6	6	0	5
	15.6%	9.9%	11.3%	8.9%	19.4%	6.0%	4.5%	5.4%	14.5%	10.3%	7.4%	16.7%	3.2%	10.4%	14.3%	12.2%	0.0%	13.2%
10 Best personal doctor possible	2,524	80	134	158	17	62	18	25	37	55	23	1	24	30	26	36	23	21
	52.9%	66.1%	60.4%	58.5%	47.2%	73.8%	81.8%	67.6%	59.7%	63.2%	85.2%	16.7%	77.4%	62.5%	61.9%	73.5%	69.7%	55.3%

NA - Not Applicable

Question 18

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

Base: All respondents who have a personal doctor (Q10)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,973	129	234	273	22	90	15	77	47	4	2	115	21	99	28	74	129	0	0
Number missing or multiple answer	199	8	12	3	1	6	1	2	5	1	0	6	2	5	1	4	8	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,774	121	222	270	21	84	14	75	42	3	2	109	19	94	27	70	121	0	0
	96.0%	93.8%	94.9%	98.9%	95.5%	93.3%	93.3%	97.4%	89.4%	75.0%	100.0%	94.8%	90.5%	94.9%	96.4%	94.6%	93.8%	---	---
0 Worst personal doctor possible	28	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
1	22	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.5%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
2	26	0	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	1.8%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
3	41	0	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	0.9%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
4	45	1	1	1	0	1	0	0	1	0	0	1	0	1	0	1	1	0	0
	0.9%	0.8%	0.5%	0.4%	0.0%	1.2%	0.0%	0.0%	2.4%	0.0%	0.0%	0.9%	0.0%	1.1%	0.0%	1.4%	0.8%	---	---
5	171	3	7	11	1	2	0	1	2	0	0	3	1	2	2	0	3	0	0
	3.6%	2.5%	3.2%	4.1%	4.8%	2.4%	0.0%	1.3%	4.8%	0.0%	0.0%	2.8%	5.3%	2.1%	7.4%	0.0%	2.5%	---	---
6	154	0	2	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.2%	0.0%	0.9%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
7	334	11	19	15	3	6	2	8	3	0	0	11	2	8	3	4	11	0	0
	7.0%	9.1%	8.6%	5.6%	14.3%	7.1%	14.3%	10.7%	7.1%	0.0%	0.0%	10.1%	10.5%	8.5%	11.1%	5.7%	9.1%	---	---
8	684	14	27	36	2	11	1	7	5	2	1	11	5	8	9	3	14	0	0
	14.3%	11.6%	12.2%	13.3%	9.5%	13.1%	7.1%	9.3%	11.9%	66.7%	50.0%	10.1%	26.3%	8.5%	33.3%	4.3%	11.6%	---	---
9	745	12	25	24	1	11	0	10	2	0	0	12	6	5	4	7	12	0	0
	15.6%	9.9%	11.3%	8.9%	4.8%	13.1%	0.0%	13.3%	4.8%	0.0%	0.0%	11.0%	31.6%	5.3%	14.8%	10.0%	9.9%	---	---
10 Best personal doctor possible	2,524	80	134	158	14	53	11	49	29	1	1	71	5	70	9	55	80	0	0
	52.9%	66.1%	60.4%	58.5%	66.7%	63.1%	78.6%	65.3%	69.0%	33.3%	50.0%	65.1%	26.3%	74.5%	33.3%	78.6%	66.1%	---	---

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 18

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

Base: All respondents who have a personal doctor (Q10)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,973	129	234	273	36	92	22	39	68	91	30	7	33	52	44	53	34	41
Number missing or multiple answer	199	8	12	3	0	8	0	2	6	4	3	1	2	4	2	4	1	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,774	121	222	270	36	84	22	37	62	87	27	6	31	48	42	49	33	38
	96.0%	93.8%	94.9%	98.9%	100.0%	91.3%	100.0%	94.9%	91.2%	95.6%	90.0%	85.7%	93.9%	92.3%	95.5%	92.5%	97.1%	92.7%
0 to 4	162	1	8	19	0	1	0	1	0	1	0	0	0	1	0	1	0	0
	3.4%	0.8%	3.6%	7.0%	0.0%	1.2%	0.0%	2.7%	0.0%	1.1%	0.0%	0.0%	0.0%	2.1%	0.0%	2.0%	0.0%	0.0%
5	171	3	7	11	1	2	0	0	3	2	1	0	0	1	2	0	2	1
	3.6%	2.5%	3.2%	4.1%	2.8%	2.4%	0.0%	0.0%	4.8%	2.3%	3.7%	0.0%	0.0%	2.1%	4.8%	0.0%	6.1%	2.6%
6 or 7	488	11	21	22	5	6	2	1	8	8	0	3	2	4	5	1	3	7
	10.2%	9.1%	9.5%	8.1%	13.9%	7.1%	9.1%	2.7%	12.9%	9.2%	0.0%	50.0%	6.5%	8.3%	11.9%	2.0%	9.1%	18.4%
8 to 10	3,953	106	186	218	30	75	20	35	51	76	26	3	29	42	35	47	28	30
	82.8%	87.6%	83.8%	80.7%	83.3%	89.3%	90.9%	94.6%	82.3%	87.4%	96.3%	50.0%	93.5%	87.5%	83.3%	95.9%	84.8%	78.9%
Significantly different from column:*																		
0 to 6	487	4	17	37	1	3	0	1	3	3	1	0	0	2	2	1	2	1
	10.2%	3.3%	7.7%	13.7%	2.8%	3.6%	0.0%	2.7%	4.8%	3.4%	3.7%	0.0%	0.0%	4.2%	4.8%	2.0%	6.1%	2.6%
7 to 8	1,018	25	46	51	11	14	3	9	13	20	1	4	6	11	8	6	8	11
	21.3%	20.7%	20.7%	18.9%	30.6%	16.7%	13.6%	24.3%	21.0%	23.0%	3.7%	66.7%	19.4%	22.9%	19.0%	12.2%	24.2%	28.9%
9 to 10	3,269	92	159	182	24	67	19	27	46	64	25	2	25	35	32	42	23	26
	68.5%	76.0%	71.6%	67.4%	66.7%	79.8%	86.4%	73.0%	74.2%	73.6%	92.6%	33.3%	80.6%	72.9%	76.2%	85.7%	69.7%	68.4%
Significantly different from column:*										K	J							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 18

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

Base: All respondents who have a personal doctor (Q10)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,973	129	234	273	22	90	15	77	47	4	2	115	21	99	28	74	129	0	0
Number missing or multiple answer	199	8	12	3	1	6	1	2	5	1	0	6	2	5	1	4	8	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,774	121	222	270	21	84	14	75	42	3	2	109	19	94	27	70	121	0	0
	96.0%	93.8%	94.9%	98.9%	95.5%	93.3%	93.3%	97.4%	89.4%	75.0%	100.0%	94.8%	90.5%	94.9%	96.4%	94.6%	93.8%	---	---
0 to 4	162	1	8	19	0	1	0	0	1	0	0	1	0	1	0	1	1	0	0
	3.4%	0.8%	3.6%	7.0%	0.0%	1.2%	0.0%	0.0%	2.4%	0.0%	0.0%	0.9%	0.0%	1.1%	0.0%	1.4%	0.8%	---	---
5	171	3	7	11	1	2	0	1	2	0	0	3	1	2	2	0	3	0	0
	3.6%	2.5%	3.2%	4.1%	4.8%	2.4%	0.0%	1.3%	4.8%	0.0%	0.0%	2.8%	5.3%	2.1%	7.4%	0.0%	2.5%	---	---
6 or 7	488	11	21	22	3	6	2	8	3	0	0	11	2	8	3	4	11	0	0
	10.2%	9.1%	9.5%	8.1%	14.3%	7.1%	14.3%	10.7%	7.1%	0.0%	0.0%	10.1%	10.5%	8.5%	11.1%	5.7%	9.1%	---	---
8 to 10	3,953	106	186	218	17	75	12	66	36	3	2	94	16	83	22	65	106	0	0
	82.8%	87.6%	83.8%	80.7%	81.0%	89.3%	85.7%	88.0%	85.7%	100.0%	100.0%	86.2%	84.2%	88.3%	81.5%	92.9%	87.6%	---	---
Significantly different from column:*																			
0 to 6	487	4	17	37	1	3	0	1	3	0	0	4	1	3	2	1	4	0	0
	10.2%	3.3%	7.7%	13.7%	4.8%	3.6%	0.0%	1.3%	7.1%	0.0%	0.0%	3.7%	5.3%	3.2%	7.4%	1.4%	3.3%	---	---
7 to 8	1,018	25	46	51	5	17	3	15	8	2	1	22	7	16	12	7	25	0	0
	21.3%	20.7%	20.7%	18.9%	23.8%	20.2%	21.4%	20.0%	19.0%	66.7%	50.0%	20.2%	36.8%	17.0%	44.4%	10.0%	20.7%	---	---
9 to 10	3,269	92	159	182	15	64	11	59	31	1	1	83	11	75	13	62	92	0	0
	68.5%	76.0%	71.6%	67.4%	71.4%	76.2%	78.6%	78.7%	73.8%	33.3%	50.0%	76.1%	57.9%	79.8%	48.1%	88.6%	76.0%	---	---
Significantly different from column:*															P	O			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 19

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	101	4	17	2	2	2	1	0	3	4	0	0	0	2	2	1	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,820	169	309	362	53	113	33	54	82	120	38	10	53	63	53	80	39	49
	98.3%	97.7%	94.8%	99.5%	96.4%	98.3%	97.1%	100.0%	96.5%	96.8%	100.0%	100.0%	100.0%	96.9%	96.4%	98.8%	97.5%	96.1%
Yes	2,733	50	131	126	18	32	3	16	31	36	9	4	10	17	23	23	8	19
	47.0%	29.6%	42.4%	34.8%	34.0%	28.3%	9.1%	29.6%	37.8%	30.0%	23.7%	40.0%	18.9%	27.0%	43.4%	28.8%	20.5%	38.8%
No	3,087	119	178	236	35	81	30	38	51	84	29	6	43	46	30	57	31	30
	53.0%	70.4%	57.6%	65.2%	66.0%	71.7%	90.9%	70.4%	62.2%	70.0%	76.3%	60.0%	81.1%	73.0%	56.6%	71.3%	79.5%	61.2%
Significantly different from column:*		AC					HI	G	G				O		M			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 19

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year			Race			Ethnicity		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q40)			(Q39)		(Q28)		(Q8)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	101	4	17	2	1	2	1	2	1	0	0	4	1	2	1	2	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,820	169	309	362	44	106	17	91	71	6	3	152	37	124	36	84	169	0	0
	98.3%	97.7%	94.8%	99.5%	97.8%	98.1%	94.4%	97.8%	98.6%	100.0%	100.0%	97.4%	97.4%	98.4%	97.3%	97.7%	97.7%	---	---
Yes	2,733	50	131	126	3	35	12	31	17	1	2	45	7	41	11	35	50	0	0
	47.0%	29.6%	42.4%	34.8%	6.8%	33.0%	70.6%	34.1%	23.9%	16.7%	66.7%	29.6%	18.9%	33.1%	30.6%	41.7%	29.6%	---	---
No	3,087	119	178	236	41	71	5	60	54	5	1	107	30	83	25	49	119	0	0
	53.0%	70.4%	57.6%	65.2%	93.2%	67.0%	29.4%	65.9%	76.1%	83.3%	33.3%	70.4%	81.1%	66.9%	69.4%	58.3%	70.4%	---	---
Significantly different from column:*		AC			F	EG	F												

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 20

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

Base: All respondents who made an appointment to see a specialist (Q19)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,733	50	131	126	18	32	3	16	31	36	9	4	10	17	23	23	8	19
Number missing or multiple answer	57	1	4	3	0	1	0	0	1	0	1	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,676	49	127	123	18	31	3	16	30	36	8	4	10	16	23	22	8	19
	97.9%	98.0%	96.9%	97.6%	100.0%	96.9%	100.0%	100.0%	96.8%	100.0%	88.9%	100.0%	100.0%	94.1%	100.0%	95.7%	100.0%	100.0%
Never	108	2	8	6	1	1	0	1	1	1	0	1	0	2	0	2	0	0
	4.0%	4.1%	6.3%	4.9%	5.6%	3.2%	0.0%	6.3%	3.3%	2.8%	0.0%	25.0%	0.0%	12.5%	0.0%	9.1%	0.0%	0.0%
Sometimes	394	3	17	24	1	2	0	2	1	3	0	0	0	1	2	0	2	1
	14.7%	6.1%	13.4%	19.5%	5.6%	6.5%	0.0%	12.5%	3.3%	8.3%	0.0%	0.0%	0.0%	6.3%	8.7%	0.0%	25.0%	5.3%
Usually	739	14	27	30	7	7	1	2	11	10	3	1	1	3	10	3	3	8
	27.6%	28.6%	21.3%	24.4%	38.9%	22.6%	33.3%	12.5%	36.7%	27.8%	37.5%	25.0%	10.0%	18.8%	43.5%	13.6%	37.5%	42.1%
Always	1,435	30	75	63	9	21	2	11	17	22	5	2	9	10	11	17	3	10
	53.6%	61.2%	59.1%	51.2%	50.0%	67.7%	66.7%	68.8%	56.7%	61.1%	62.5%	50.0%	90.0%	62.5%	47.8%	77.3%	37.5%	52.6%
Significantly different from column:*																		
Usually or Always	2,174	44	102	93	16	28	3	13	28	32	8	3	10	13	21	20	6	18
	81.2%	89.8%	80.3%	75.6%	88.9%	90.3%	100.0%	81.3%	93.3%	88.9%	100.0%	75.0%	100.0%	81.3%	91.3%	90.9%	75.0%	94.7%
Significantly different from column:*		D																

NA - Not Applicable

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Question 20

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

Base: All respondents who made an appointment to see a specialist (Q19)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,733	50	131	126	3	35	12	31	17	1	2	45	7	41	11	35	50	0	0
Number missing or multiple answer	57	1	4	3	0	1	0	0	1	0	0	1	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,676	49	127	123	3	34	12	31	16	1	2	44	7	40	11	34	49	0	0
	97.9%	98.0%	96.9%	97.6%	100.0%	97.1%	100.0%	100.0%	94.1%	100.0%	100.0%	97.8%	100.0%	97.6%	100.0%	97.1%	98.0%	---	---
Never	108	2	8	6	0	2	0	1	1	0	0	2	1	1	1	1	2	0	0
	4.0%	4.1%	6.3%	4.9%	0.0%	5.9%	0.0%	3.2%	6.3%	0.0%	0.0%	4.5%	14.3%	2.5%	9.1%	2.9%	4.1%	---	---
Sometimes	394	3	17	24	0	2	1	1	2	0	0	2	0	3	0	3	3	0	0
	14.7%	6.1%	13.4%	19.5%	0.0%	5.9%	8.3%	3.2%	12.5%	0.0%	0.0%	4.5%	0.0%	7.5%	0.0%	8.8%	6.1%	---	---
Usually	739	14	27	30	3	7	4	10	4	0	0	14	5	9	5	6	14	0	0
	27.6%	28.6%	21.3%	24.4%	100.0%	20.6%	33.3%	32.3%	25.0%	0.0%	0.0%	31.8%	71.4%	22.5%	45.5%	17.6%	28.6%	---	---
Always	1,435	30	75	63	0	23	7	19	9	1	2	26	1	27	5	24	30	0	0
	53.6%	61.2%	59.1%	51.2%	0.0%	67.6%	58.3%	61.3%	56.3%	100.0%	100.0%	59.1%	14.3%	67.5%	45.5%	70.6%	61.2%	---	---
Significantly different from column:*																			
Usually or Always	2,174	44	102	93	3	30	11	29	13	1	2	40	6	36	10	30	44	0	0
	81.2%	89.8%	80.3%	75.6%	100.0%	88.2%	91.7%	93.5%	81.3%	100.0%	100.0%	90.9%	85.7%	90.0%	90.9%	88.2%	89.8%	---	---
Significantly different from column:*		D																	

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 21

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

Base: All respondents who made an appointment to see a specialist (Q19)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,733	50	131	126	18	32	3	16	31	36	9	4	10	17	23	23	8	19
Number missing or multiple answer	87	2	4	4	1	1	0	0	2	1	1	0	1	1	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,646	48	127	122	17	31	3	16	29	35	8	4	9	16	23	21	8	19
	96.8%	96.0%	96.9%	96.8%	94.4%	96.9%	100.0%	100.0%	93.5%	97.2%	88.9%	100.0%	90.0%	94.1%	100.0%	91.3%	100.0%	100.0%
None	127	6	8	6	0	6	0	1	5	4	2	0	1	3	2	4	0	2
	4.8%	12.5%	6.3%	4.9%	0.0%	19.4%	0.0%	6.3%	17.2%	11.4%	25.0%	0.0%	11.1%	18.8%	8.7%	19.0%	0.0%	10.5%
1 specialist	1,271	28	64	69	10	18	2	11	15	22	3	3	8	8	12	12	7	9
	48.0%	58.3%	50.4%	56.6%	58.8%	58.1%	66.7%	68.8%	51.7%	62.9%	37.5%	75.0%	88.9%	50.0%	52.2%	57.1%	87.5%	47.4%
2	711	7	27	34	2	5	1	1	5	3	3	0	0	1	6	3	0	4
	26.9%	14.6%	21.3%	27.9%	11.8%	16.1%	33.3%	6.3%	17.2%	8.6%	37.5%	0.0%	0.0%	6.3%	26.1%	14.3%	0.0%	21.1%
3	318	5	16	8	4	1	0	3	2	5	0	0	0	3	2	1	1	3
	12.0%	10.4%	12.6%	6.6%	23.5%	3.2%	0.0%	18.8%	6.9%	14.3%	0.0%	0.0%	0.0%	18.8%	8.7%	4.8%	12.5%	15.8%
4	139	1	6	2	1	0	0	0	1	1	0	0	0	0	1	0	0	1
	5.3%	2.1%	4.7%	1.6%	5.9%	0.0%	0.0%	0.0%	3.4%	2.9%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	5.3%
5 or more specialists	80	1	6	3	0	1	0	0	1	0	0	1	0	1	0	1	0	0
	3.0%	2.1%	4.7%	2.5%	0.0%	3.2%	0.0%	0.0%	3.4%	0.0%	0.0%	25.0%	0.0%	6.3%	0.0%	4.8%	0.0%	0.0%
3 or more specialists	537	7	28	13	5	2	0	3	4	6	0	1	0	4	3	2	1	4
	20.3%	14.6%	22.0%	10.7%	29.4%	6.5%	0.0%	18.8%	13.8%	17.1%	0.0%	25.0%	0.0%	25.0%	13.0%	9.5%	12.5%	21.1%
Significantly different from column:*																		

NA - Not Applicable

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Question 21

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

Base: All respondents who made an appointment to see a specialist (Q19)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,733	50	131	126	3	35	12	31	17	1	2	45	7	41	11	35	50	0	0
Number missing or multiple answer	87	2	4	4	0	2	0	1	1	0	0	2	0	2	0	2	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,646	48	127	122	3	33	12	30	16	1	2	43	7	39	11	33	48	0	0
	96.8%	96.0%	96.9%	96.8%	100.0%	94.3%	100.0%	96.8%	94.1%	100.0%	100.0%	95.6%	100.0%	95.1%	100.0%	94.3%	96.0%	---	---
None	127	6	8	6	1	5	0	5	1	0	0	5	1	4	0	5	6	0	0
	4.8%	12.5%	6.3%	4.9%	33.3%	15.2%	0.0%	16.7%	6.3%	0.0%	0.0%	11.6%	14.3%	10.3%	0.0%	15.2%	12.5%	---	---
1 specialist	1,271	28	64	69	2	20	6	18	9	0	2	25	3	24	7	18	28	0	0
	48.0%	58.3%	50.4%	56.6%	66.7%	60.6%	50.0%	60.0%	56.3%	0.0%	100.0%	58.1%	42.9%	61.5%	63.6%	54.5%	58.3%	---	---
2	711	7	27	34	0	4	3	4	3	0	0	7	2	5	2	5	7	0	0
	26.9%	14.6%	21.3%	27.9%	0.0%	12.1%	25.0%	13.3%	18.8%	0.0%	0.0%	16.3%	28.6%	12.8%	18.2%	15.2%	14.6%	---	---
3	318	5	16	8	0	3	2	2	2	1	0	4	0	5	0	5	5	0	0
	12.0%	10.4%	12.6%	6.6%	0.0%	9.1%	16.7%	6.7%	12.5%	100.0%	0.0%	9.3%	0.0%	12.8%	0.0%	15.2%	10.4%	---	---
4	139	1	6	2	0	0	1	1	0	0	0	1	0	1	1	0	1	0	0
	5.3%	2.1%	4.7%	1.6%	0.0%	0.0%	8.3%	3.3%	0.0%	0.0%	0.0%	2.3%	0.0%	2.6%	9.1%	0.0%	2.1%	---	---
5 or more specialists	80	1	6	3	0	1	0	0	1	0	0	1	1	0	1	0	1	0	0
	3.0%	2.1%	4.7%	2.5%	0.0%	3.0%	0.0%	0.0%	6.3%	0.0%	0.0%	2.3%	14.3%	0.0%	9.1%	0.0%	2.1%	---	---
3 or more specialists	537	7	28	13	0	4	3	3	3	1	0	6	1	6	2	5	7	0	0
	20.3%	14.6%	22.0%	10.7%	0.0%	12.1%	25.0%	10.0%	18.8%	100.0%	0.0%	14.0%	14.3%	15.4%	18.2%	15.2%	14.6%	---	---
Significantly different from column:*																			

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 22

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

Base: All respondents who saw a specialist (Q19 & Q21)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,519	42	119	116	17	25	3	15	24	31	6	4	8	13	21	17	8	17
Number missing or multiple answer	22	2	4	0	1	1	0	1	1	2	0	0	0	0	2	0	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,497	40	115	116	16	24	3	14	23	29	6	4	8	13	19	17	8	15
	99.1%	95.2%	96.6%	100.0%	94.1%	96.0%	100.0%	93.3%	95.8%	93.5%	100.0%	100.0%	100.0%	100.0%	90.5%	100.0%	100.0%	88.2%
0 Worst specialist possible	17	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	0.9%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	15	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	0.9%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	23	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	0.9%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	17	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	27	1	0	2	1	0	0	0	1	1	0	0	0	0	1	0	0	1
	1.1%	2.5%	0.0%	1.7%	6.3%	0.0%	0.0%	0.0%	4.3%	3.4%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	6.7%
5	82	1	3	5	1	0	0	1	0	1	0	0	0	1	0	1	0	0
	3.3%	2.5%	2.6%	4.3%	6.3%	0.0%	0.0%	7.1%	0.0%	3.4%	0.0%	0.0%	0.0%	7.7%	0.0%	5.9%	0.0%	0.0%
6	79	0	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.2%	0.0%	3.5%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
7	176	2	4	8	1	1	0	2	0	2	0	0	1	0	1	1	0	1
	7.0%	5.0%	3.5%	6.9%	6.3%	4.2%	0.0%	14.3%	0.0%	6.9%	0.0%	0.0%	12.5%	0.0%	5.3%	5.9%	0.0%	6.7%
8	386	2	20	10	2	0	0	0	2	2	0	0	0	0	2	1	0	1
	15.5%	5.0%	17.4%	8.6%	12.5%	0.0%	0.0%	0.0%	8.7%	6.9%	0.0%	0.0%	0.0%	0.0%	10.5%	5.9%	0.0%	6.7%
9	426	5	16	12	3	2	0	1	4	3	1	1	2	2	1	1	1	3
	17.1%	12.5%	13.9%	10.3%	18.8%	8.3%	0.0%	7.1%	17.4%	10.3%	16.7%	25.0%	25.0%	15.4%	5.3%	5.9%	12.5%	20.0%
10 Best specialist possible	1,249	29	65	66	8	21	3	10	16	20	5	3	5	10	14	13	7	9
	50.0%	72.5%	56.5%	56.9%	50.0%	87.5%	100.0%	71.4%	69.6%	69.0%	83.3%	75.0%	62.5%	76.9%	73.7%	76.5%	87.5%	60.0%

NA - Not Applicable

Question 22

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

Base: All respondents who saw a specialist (Q19 & Q21)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,519	42	119	116	2	28	12	25	15	1	2	38	6	35	11	28	42	0	0
Number missing or multiple answer	22	2	4	0	0	2	0	1	1	0	0	1	1	0	1	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,497 99.1%	40 95.2%	115 96.6%	116 100.0%	2 100.0%	26 92.9%	12 100.0%	24 96.0%	14 93.3%	1 100.0%	2 100.0%	37 97.4%	5 83.3%	35 100.0%	10 90.9%	28 100.0%	40 95.2%	0 ---	0 ---
0 Worst specialist possible	17 0.7%	0 0.0%	1 0.9%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---
1	15 0.6%	0 0.0%	1 0.9%	2 1.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---
2	23 0.9%	0 0.0%	1 0.9%	2 1.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---
3	17 0.7%	0 0.0%	0 0.0%	5 4.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---
4	27 1.1%	1 2.5%	0 0.0%	2 1.7%	0 0.0%	1 3.8%	0 0.0%	1 4.2%	0 0.0%	0 0.0%	0 0.0%	1 2.7%	1 20.0%	0 0.0%	0 0.0%	1 3.6%	1 2.5%	0 ---	0 ---
5	82 3.3%	1 2.5%	3 2.6%	5 4.3%	0 0.0%	1 3.8%	0 0.0%	1 4.2%	0 0.0%	0 0.0%	0 0.0%	1 2.7%	0 0.0%	1 2.9%	0 0.0%	1 3.6%	1 2.5%	0 ---	0 ---
6	79 3.2%	0 0.0%	4 3.5%	3 2.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---
7	176 7.0%	2 5.0%	4 3.5%	8 6.9%	0 0.0%	1 3.8%	1 8.3%	0 0.0%	1 7.1%	0 0.0%	1 50.0%	1 2.7%	0 0.0%	2 5.7%	0 0.0%	2 7.1%	2 5.0%	0 ---	0 ---
8	386 15.5%	2 5.0%	20 17.4%	10 8.6%	0 0.0%	0 0.0%	2 16.7%	1 4.2%	1 7.1%	0 0.0%	0 0.0%	2 5.4%	1 20.0%	1 2.9%	2 20.0%	0 0.0%	2 5.0%	0 ---	0 ---
9	426 17.1%	5 12.5%	16 13.9%	12 10.3%	0 0.0%	5 19.2%	0 0.0%	4 16.7%	0 0.0%	1 100.0%	1 50.0%	4 10.8%	0 0.0%	5 14.3%	2 20.0%	3 10.7%	5 12.5%	0 ---	0 ---
10 Best specialist possible	1,249 50.0%	29 72.5%	65 56.5%	66 56.9%	2 100.0%	18 69.2%	9 75.0%	17 70.8%	12 85.7%	0 0.0%	0 0.0%	28 75.7%	3 60.0%	26 74.3%	6 60.0%	21 75.0%	29 72.5%	0 ---	0 ---

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 22

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

Base: All respondents who saw a specialist (Q19 & Q21)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,519	42	119	116	17	25	3	15	24	31	6	4	8	13	21	17	8	17
Number missing or multiple answer	22	2	4	0	1	1	0	1	1	2	0	0	0	0	2	0	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,497	40	115	116	16	24	3	14	23	29	6	4	8	13	19	17	8	15
	99.1%	95.2%	96.6%	100.0%	94.1%	96.0%	100.0%	93.3%	95.8%	93.5%	100.0%	100.0%	100.0%	100.0%	90.5%	100.0%	100.0%	88.2%
0 to 4	99	1	3	12	1	0	0	0	1	1	0	0	0	0	1	0	0	1
	4.0%	2.5%	2.6%	10.3%	6.3%	0.0%	0.0%	0.0%	4.3%	3.4%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	6.7%
5	82	1	3	5	1	0	0	1	0	1	0	0	0	1	0	1	0	0
	3.3%	2.5%	2.6%	4.3%	6.3%	0.0%	0.0%	7.1%	0.0%	3.4%	0.0%	0.0%	0.0%	7.7%	0.0%	5.9%	0.0%	0.0%
6 or 7	255	2	8	11	1	1	0	2	0	2	0	0	1	0	1	1	0	1
	10.2%	5.0%	7.0%	9.5%	6.3%	4.2%	0.0%	14.3%	0.0%	6.9%	0.0%	0.0%	12.5%	0.0%	5.3%	5.9%	0.0%	6.7%
8 to 10	2,061	36	101	88	13	23	3	11	22	25	6	4	7	12	17	15	8	13
	82.5%	90.0%	87.8%	75.9%	81.3%	95.8%	100.0%	78.6%	95.7%	86.2%	100.0%	100.0%	87.5%	92.3%	89.5%	88.2%	100.0%	86.7%
Significantly different from column:*																		
0 to 6	260	2	10	20	2	0	0	1	1	2	0	0	0	1	1	1	0	1
	10.4%	5.0%	8.7%	17.2%	12.5%	0.0%	0.0%	7.1%	4.3%	6.9%	0.0%	0.0%	0.0%	7.7%	5.3%	5.9%	0.0%	6.7%
7 to 8	562	4	24	18	3	1	0	2	2	4	0	0	1	0	3	2	0	2
	22.5%	10.0%	20.9%	15.5%	18.8%	4.2%	0.0%	14.3%	8.7%	13.8%	0.0%	0.0%	12.5%	0.0%	15.8%	11.8%	0.0%	13.3%
9 to 10	1,675	34	81	78	11	23	3	11	20	23	6	4	7	12	15	14	8	12
	67.1%	85.0%	70.4%	67.2%	68.8%	95.8%	100.0%	78.6%	87.0%	79.3%	100.0%	100.0%	87.5%	92.3%	78.9%	82.4%	100.0%	80.0%
Significantly different from column:*		AD																

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 22

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

Base: All respondents who saw a specialist (Q19 & Q21)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,519	42	119	116	2	28	12	25	15	1	2	38	6	35	11	28	42	0	0
Number missing or multiple answer	22	2	4	0	0	2	0	1	1	0	0	1	1	0	1	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,497	40	115	116	2	26	12	24	14	1	2	37	5	35	10	28	40	0	0
	99.1%	95.2%	96.6%	100.0%	100.0%	92.9%	100.0%	96.0%	93.3%	100.0%	100.0%	97.4%	83.3%	100.0%	90.9%	100.0%	95.2%	---	---
0 to 4	99	1	3	12	0	1	0	1	0	0	0	1	1	0	0	1	1	0	0
	4.0%	2.5%	2.6%	10.3%	0.0%	3.8%	0.0%	4.2%	0.0%	0.0%	0.0%	2.7%	20.0%	0.0%	0.0%	3.6%	2.5%	---	---
5	82	1	3	5	0	1	0	1	0	0	0	1	0	1	0	1	1	0	0
	3.3%	2.5%	2.6%	4.3%	0.0%	3.8%	0.0%	4.2%	0.0%	0.0%	0.0%	2.7%	0.0%	2.9%	0.0%	3.6%	2.5%	---	---
6 or 7	255	2	8	11	0	1	1	0	1	0	1	1	0	2	0	2	2	0	0
	10.2%	5.0%	7.0%	9.5%	0.0%	3.8%	8.3%	0.0%	7.1%	0.0%	50.0%	2.7%	0.0%	5.7%	0.0%	7.1%	5.0%	---	---
8 to 10	2,061	36	101	88	2	23	11	22	13	1	1	34	4	32	10	24	36	0	0
	82.5%	90.0%	87.8%	75.9%	100.0%	88.5%	91.7%	91.7%	92.9%	100.0%	50.0%	91.9%	80.0%	91.4%	100.0%	85.7%	90.0%	---	---
Significantly different from column:*																			
0 to 6	260	2	10	20	0	2	0	2	0	0	0	2	1	1	0	2	2	0	0
	10.4%	5.0%	8.7%	17.2%	0.0%	7.7%	0.0%	8.3%	0.0%	0.0%	0.0%	5.4%	20.0%	2.9%	0.0%	7.1%	5.0%	---	---
7 to 8	562	4	24	18	0	1	3	1	2	0	1	3	1	3	2	2	4	0	0
	22.5%	10.0%	20.9%	15.5%	0.0%	3.8%	25.0%	4.2%	14.3%	0.0%	50.0%	8.1%	20.0%	8.6%	20.0%	7.1%	10.0%	---	---
9 to 10	1,675	34	81	78	2	23	9	21	12	1	1	32	3	31	8	24	34	0	0
	67.1%	85.0%	70.4%	67.2%	100.0%	88.5%	75.0%	87.5%	85.7%	100.0%	50.0%	86.5%	60.0%	88.6%	80.0%	85.7%	85.0%	---	---
Significantly different from column:*		AD																	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 23

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	150	5	6	8	1	4	0	1	4	5	0	0	1	2	2	1	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,771	168	320	356	54	111	34	53	81	119	38	10	52	63	53	80	38	49
	97.5%	97.1%	98.2%	97.8%	98.2%	96.5%	100.0%	98.1%	95.3%	96.0%	100.0%	100.0%	98.1%	96.9%	96.4%	98.8%	95.0%	96.1%
Yes	2,253	56	118	111	22	34	12	17	27	38	14	4	14	20	22	19	11	25
	39.0%	33.3%	36.9%	31.2%	40.7%	30.6%	35.3%	32.1%	33.3%	31.9%	36.8%	40.0%	26.9%	31.7%	41.5%	23.8%	28.9%	51.0%
No	3,518	112	202	245	32	77	22	36	54	81	24	6	38	43	31	61	27	24
	61.0%	66.7%	63.1%	68.8%	59.3%	69.4%	64.7%	67.9%	66.7%	68.1%	63.2%	60.0%	73.1%	68.3%	58.5%	76.3%	71.1%	49.0%
Significantly different from column:*																R	R	PQ

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 23

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	150	5	6	8	1	2	1	4	1	0	1	3	0	4	1	2	5	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,771	168	320	356	44	106	17	89	71	6	2	153	38	122	36	84	168	0	0
	97.5%	97.1%	98.2%	97.8%	97.8%	98.1%	94.4%	95.7%	98.6%	100.0%	66.7%	98.1%	100.0%	96.8%	97.3%	97.7%	97.1%	---	---
Yes	2,253	56	118	111	11	32	12	22	30	2	1	51	11	43	12	31	56	0	0
	39.0%	33.3%	36.9%	31.2%	25.0%	30.2%	70.6%	24.7%	42.3%	33.3%	50.0%	33.3%	28.9%	35.2%	33.3%	36.9%	33.3%	---	---
No	3,518	112	202	245	33	74	5	67	41	4	1	102	27	79	24	53	112	0	0
	61.0%	66.7%	63.1%	68.8%	75.0%	69.8%	29.4%	75.3%	57.7%	66.7%	50.0%	66.7%	71.1%	64.8%	66.7%	63.1%	66.7%	---	---
Significantly different from column:*					G	G	EF	I	H										

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 24

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

Base: All respondents who tried to get information from the health plan's customer service (Q23)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,253	56	118	111	22	34	12	17	27	38	14	4	14	20	22	19	11	25
Number missing or multiple answer	49	2	0	0	1	1	0	1	1	2	0	0	1	0	1	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,204	54	118	111	21	33	12	16	26	36	14	4	13	20	21	18	11	24
	97.8%	96.4%	100.0%	100.0%	95.5%	97.1%	100.0%	94.1%	96.3%	94.7%	100.0%	100.0%	92.9%	100.0%	95.5%	94.7%	100.0%	96.0%
Never	52	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.4%	0.0%	1.7%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	294	9	15	13	7	2	2	2	5	6	2	1	1	4	4	1	2	5
	13.3%	16.7%	12.7%	11.7%	33.3%	6.1%	16.7%	12.5%	19.2%	16.7%	14.3%	25.0%	7.7%	20.0%	19.0%	5.6%	18.2%	20.8%
Usually	524	13	14	18	3	10	4	3	6	8	4	1	3	4	6	4	3	6
	23.8%	24.1%	11.9%	16.2%	14.3%	30.3%	33.3%	18.8%	23.1%	22.2%	28.6%	25.0%	23.1%	20.0%	28.6%	22.2%	27.3%	25.0%
Always	1,334	32	87	77	11	21	6	11	15	22	8	2	9	12	11	13	6	13
	60.5%	59.3%	73.7%	69.4%	52.4%	63.6%	50.0%	68.8%	57.7%	61.1%	57.1%	50.0%	69.2%	60.0%	52.4%	72.2%	54.5%	54.2%
Significantly different from column:*																		
Usually or Always	1,858	45	101	95	14	31	10	14	21	30	12	3	12	16	17	17	9	19
	84.3%	83.3%	85.6%	85.6%	66.7%	93.9%	83.3%	87.5%	80.8%	83.3%	85.7%	75.0%	92.3%	80.0%	81.0%	94.4%	81.8%	79.2%
Significantly different from column:*																		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 24

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

Base: All respondents who tried to get information from the health plan's customer service (Q23)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,253	56	118	111	11	32	12	22	30	2	1	51	11	43	12	31	56	0	0
Number missing or multiple answer	49	2	0	0	0	1	1	1	1	0	0	1	0	2	0	2	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,204	54	118	111	11	31	11	21	29	2	1	50	11	41	12	29	54	0	0
	97.8%	96.4%	100.0%	100.0%	100.0%	96.9%	91.7%	95.5%	96.7%	100.0%	100.0%	98.0%	100.0%	95.3%	100.0%	93.5%	96.4%	---	---
Never	52	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.4%	0.0%	1.7%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Sometimes	294	9	15	13	2	6	1	3	4	1	0	9	6	2	4	3	9	0	0
	13.3%	16.7%	12.7%	11.7%	18.2%	19.4%	9.1%	14.3%	13.8%	50.0%	0.0%	18.0%	54.5%	4.9%	33.3%	10.3%	16.7%	---	---
Usually	524	13	14	18	3	7	2	5	8	0	0	12	2	11	3	6	13	0	0
	23.8%	24.1%	11.9%	16.2%	27.3%	22.6%	18.2%	23.8%	27.6%	0.0%	0.0%	24.0%	18.2%	26.8%	25.0%	20.7%	24.1%	---	---
Always	1,334	32	87	77	6	18	8	13	17	1	1	29	3	28	5	20	32	0	0
	60.5%	59.3%	73.7%	69.4%	54.5%	58.1%	72.7%	61.9%	58.6%	50.0%	100.0%	58.0%	27.3%	68.3%	41.7%	69.0%	59.3%	---	---
Significantly different from column:*																			
Usually or Always	1,858	45	101	95	9	25	10	18	25	1	1	41	5	39	8	26	45	0	0
	84.3%	83.3%	85.6%	85.6%	81.8%	80.6%	90.9%	85.7%	86.2%	50.0%	100.0%	82.0%	45.5%	95.1%	66.7%	89.7%	83.3%	---	---
Significantly different from column:*																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 25

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

Base: All respondents who tried to get information from the health plan's customer service (Q23)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,253	56	118	111	22	34	12	17	27	38	14	4	14	20	22	19	11	25
Number missing or multiple answer	55	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,198	56	117	110	22	34	12	17	27	38	14	4	14	20	22	19	11	25
	97.6%	100.0%	99.2%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	24	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	82	3	5	4	3	0	1	0	2	3	0	0	0	1	2	1	1	1
	3.7%	5.4%	4.3%	3.6%	13.6%	0.0%	8.3%	0.0%	7.4%	7.9%	0.0%	0.0%	0.0%	5.0%	9.1%	5.3%	9.1%	4.0%
Usually	339	5	15	10	3	2	1	2	2	3	2	0	2	1	2	1	0	4
	15.4%	8.9%	12.8%	9.1%	13.6%	5.9%	8.3%	11.8%	7.4%	7.9%	14.3%	0.0%	14.3%	5.0%	9.1%	5.3%	0.0%	16.0%
Always	1,753	48	97	95	16	32	10	15	23	32	12	4	12	18	18	17	10	20
	79.8%	85.7%	82.9%	86.4%	72.7%	94.1%	83.3%	88.2%	85.2%	84.2%	85.7%	100.0%	85.7%	90.0%	81.8%	89.5%	90.9%	80.0%
Significantly different from column:*																		
Usually or Always	2,092	53	112	105	19	34	11	17	25	35	14	4	14	19	20	18	10	24
	95.2%	94.6%	95.7%	95.5%	86.4%	100.0%	91.7%	100.0%	92.6%	92.1%	100.0%	100.0%	100.0%	95.0%	90.9%	94.7%	90.9%	96.0%
Significantly different from column:*																		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 25

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

Base: All respondents who tried to get information from the health plan's customer service (Q23)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,253	56	118	111	11	32	12	22	30	2	1	51	11	43	12	31	56	0	0
Number missing or multiple answer	55	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,198	56	117	110	11	32	12	22	30	2	1	51	11	43	12	31	56	0	0
	97.6%	100.0%	99.2%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	24	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Sometimes	82	3	5	4	2	1	0	2	0	0	0	3	2	1	1	0	3	0	0
	3.7%	5.4%	4.3%	3.6%	18.2%	3.1%	0.0%	9.1%	0.0%	0.0%	0.0%	5.9%	18.2%	2.3%	8.3%	0.0%	5.4%	---	---
Usually	339	5	15	10	1	4	0	2	2	1	0	5	1	4	1	3	5	0	0
	15.4%	8.9%	12.8%	9.1%	9.1%	12.5%	0.0%	9.1%	6.7%	50.0%	0.0%	9.8%	9.1%	9.3%	8.3%	9.7%	8.9%	---	---
Always	1,753	48	97	95	8	27	12	18	28	1	1	43	8	38	10	28	48	0	0
	79.8%	85.7%	82.9%	86.4%	72.7%	84.4%	100.0%	81.8%	93.3%	50.0%	100.0%	84.3%	72.7%	88.4%	83.3%	90.3%	85.7%	---	---
Significantly different from column:*																			
Usually or Always	2,092	53	112	105	9	31	12	20	30	2	1	48	9	42	11	31	53	0	0
	95.2%	94.6%	95.7%	95.5%	81.8%	96.9%	100.0%	90.9%	100.0%	100.0%	100.0%	94.1%	81.8%	97.7%	91.7%	100.0%	94.6%	---	---
Significantly different from column:*																			

NA - Not Applicable

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Question 26

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	231	5	11	15	1	4	0	2	3	5	0	0	0	3	2	1	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,690	168	315	349	54	111	34	52	82	119	38	10	53	62	53	80	38	49
	96.1%	97.1%	96.6%	95.9%	98.2%	96.5%	100.0%	96.3%	96.5%	96.0%	100.0%	100.0%	100.0%	95.4%	96.4%	98.8%	95.0%	96.1%
Yes	1,457	37	85	86	13	23	9	9	19	27	7	3	10	14	13	15	9	12
	25.6%	22.0%	27.0%	24.6%	24.1%	20.7%	26.5%	17.3%	23.2%	22.7%	18.4%	30.0%	18.9%	22.6%	24.5%	18.8%	23.7%	24.5%
No	4,233	131	230	263	41	88	25	43	63	92	31	7	43	48	40	65	29	37
	74.4%	78.0%	73.0%	75.4%	75.9%	79.3%	73.5%	82.7%	76.8%	77.3%	81.6%	70.0%	81.1%	77.4%	75.5%	81.3%	76.3%	75.5%
Significantly different from column:*																		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 26

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	231	5	11	15	2	3	0	3	2	0	0	4	1	3	0	3	5	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,690	168	315	349	43	105	18	90	70	6	3	152	37	123	37	83	168	0	0
	96.1%	97.1%	96.6%	95.9%	95.6%	97.2%	100.0%	96.8%	97.2%	100.0%	100.0%	97.4%	97.4%	97.6%	100.0%	96.5%	97.1%	---	---
Yes	1,457	37	85	86	8	22	7	15	20	1	0	35	11	23	13	15	37	0	0
	25.6%	22.0%	27.0%	24.6%	18.6%	21.0%	38.9%	16.7%	28.6%	16.7%	0.0%	23.0%	29.7%	18.7%	35.1%	18.1%	22.0%	---	---
No	4,233	131	230	263	35	83	11	75	50	5	3	117	26	100	24	68	131	0	0
	74.4%	78.0%	73.0%	75.4%	81.4%	79.0%	61.1%	83.3%	71.4%	83.3%	100.0%	77.0%	70.3%	81.3%	64.9%	81.9%	78.0%	---	---
Significantly different from column:*															P	O			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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Question 27

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

Base: All respondents who received forms to fill out from the health plan (Q26)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,690	168	315	349	54	111	34	52	82	119	38	10	53	62	53	80	38	49
Number missing or multiple answer	45	3	2	3	1	2	0	1	2	2	0	1	0	2	1	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,645	165	313	346	53	109	34	51	80	117	38	9	53	60	52	79	37	48
	99.2%	98.2%	99.4%	99.1%	98.1%	98.2%	100.0%	98.1%	97.6%	98.3%	100.0%	90.0%	100.0%	96.8%	98.1%	98.8%	97.4%	98.0%
Never	37	1	4	5	1	0	1	0	0	1	0	0	0	1	0	0	1	0
	0.7%	0.6%	1.3%	1.4%	1.9%	0.0%	2.9%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	2.7%	0.0%
Sometimes	185	1	13	8	0	1	1	0	0	1	0	0	1	0	0	0	1	0
	3.3%	0.6%	4.2%	2.3%	0.0%	0.9%	2.9%	0.0%	0.0%	0.9%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	2.7%	0.0%
Usually	466	10	24	12	3	7	2	1	7	6	3	1	2	5	3	5	3	1
	8.3%	6.1%	7.7%	3.5%	5.7%	6.4%	5.9%	2.0%	8.8%	5.1%	7.9%	11.1%	3.8%	8.3%	5.8%	6.3%	8.1%	2.1%
Always	4,957	153	272	321	49	101	30	50	73	109	35	8	50	54	49	74	32	47
	87.8%	92.7%	86.9%	92.8%	92.5%	92.7%	88.2%	98.0%	91.3%	93.2%	92.1%	88.9%	94.3%	90.0%	94.2%	93.7%	86.5%	97.9%
Significantly different from column:*																		
Usually or Always	5,423	163	296	333	52	108	32	51	80	115	38	9	52	59	52	79	35	48
	96.1%	98.8%	94.6%	96.2%	98.1%	99.1%	94.1%	100.0%	100.0%	98.3%	100.0%	100.0%	98.1%	98.3%	100.0%	100.0%	94.6%	100.0%
Significantly different from column:*		C																

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 26 are reported to NCQA as "Always" in question 27, and are used in calculating the Question Summary Rate.

Question 27

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

Base: All respondents who received forms to fill out from the health plan (Q26)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,690	168	315	349	43	105	18	90	70	6	3	152	37	123	37	83	168	0	0
Number missing or multiple answer	45	3	2	3	0	3	0	1	1	1	0	3	1	1	2	1	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,645	165	313	346	43	102	18	89	69	5	3	149	36	122	35	82	165	0	0
	99.2%	98.2%	99.4%	99.1%	100.0%	97.1%	100.0%	98.9%	98.6%	83.3%	100.0%	98.0%	97.3%	99.2%	94.6%	98.8%	98.2%	---	---
Never	37	1	4	5	1	0	0	0	0	0	0	1	1	0	0	0	1	0	0
	0.7%	0.6%	1.3%	1.4%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	2.8%	0.0%	0.0%	0.0%	0.6%	---	---
Sometimes	185	1	13	8	1	0	0	1	0	0	0	1	0	1	0	0	1	0	0
	3.3%	0.6%	4.2%	2.3%	2.3%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.7%	0.0%	0.8%	0.0%	0.0%	0.6%	---	---
Usually	466	10	24	12	2	6	2	3	7	0	0	9	6	3	6	2	10	0	0
	8.3%	6.1%	7.7%	3.5%	4.7%	5.9%	11.1%	3.4%	10.1%	0.0%	0.0%	6.0%	16.7%	2.5%	17.1%	2.4%	6.1%	---	---
Always	4,957	153	272	321	39	96	16	85	62	5	3	138	29	118	29	80	153	0	0
	87.8%	92.7%	86.9%	92.8%	90.7%	94.1%	88.9%	95.5%	89.9%	100.0%	100.0%	92.6%	80.6%	96.7%	82.9%	97.6%	92.7%	---	---
Significantly different from column:*																			
Usually or Always	5,423	163	296	333	41	102	18	88	69	5	3	147	35	121	35	82	163	0	0
	96.1%	98.8%	94.6%	96.2%	95.3%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	98.7%	97.2%	99.2%	100.0%	100.0%	98.8%	---	---
Significantly different from column:*		C																	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 26 are reported to NCQA as "Always" in question 27, and are used in calculating the Question Summary Rate.

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Question 28

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	243	9	11	16	1	8	1	4	4	8	1	0	3	3	3	4	3	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,678	164	315	348	54	107	33	50	81	116	37	10	50	62	52	77	37	49
	95.9%	94.8%	96.6%	95.6%	98.2%	93.0%	97.1%	92.6%	95.3%	93.5%	97.4%	100.0%	94.3%	95.4%	94.5%	95.1%	92.5%	96.1%
0 Worst health plan possible	47	1	3	6	1	0	0	1	0	1	0	0	0	0	1	0	0	1
	0.8%	0.6%	1.0%	1.7%	1.9%	0.0%	0.0%	2.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	2.0%
1	26	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.3%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	34	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	0.6%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	53	2	6	4	1	1	1	0	1	1	0	1	0	2	0	1	1	0
	0.9%	1.2%	1.9%	1.1%	1.9%	0.9%	3.0%	0.0%	1.2%	0.9%	0.0%	10.0%	0.0%	3.2%	0.0%	1.3%	2.7%	0.0%
4	108	4	4	1	1	3	0	3	1	3	1	0	1	1	2	0	1	3
	1.9%	2.4%	1.3%	0.3%	1.9%	2.8%	0.0%	6.0%	1.2%	2.6%	2.7%	0.0%	2.0%	1.6%	3.8%	0.0%	2.7%	6.1%
5	307	8	10	25	4	4	2	3	3	8	0	0	2	4	2	3	3	2
	5.4%	4.9%	3.2%	7.2%	7.4%	3.7%	6.1%	6.0%	3.7%	6.9%	0.0%	0.0%	4.0%	6.5%	3.8%	3.9%	8.1%	4.1%
6	264	1	11	12	0	1	1	0	0	1	0	0	0	0	1	0	0	1
	4.6%	0.6%	3.5%	3.4%	0.0%	0.9%	3.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	2.0%
7	520	7	26	27	3	3	2	0	5	3	3	1	3	1	3	3	1	3
	9.2%	4.3%	8.3%	7.8%	5.6%	2.8%	6.1%	0.0%	6.2%	2.6%	8.1%	10.0%	6.0%	1.6%	5.8%	3.9%	2.7%	6.1%
8	932	15	46	50	5	10	4	7	4	9	4	2	3	7	5	9	2	4
	16.4%	9.1%	14.6%	14.4%	9.3%	9.3%	12.1%	14.0%	4.9%	7.8%	10.8%	20.0%	6.0%	11.3%	9.6%	11.7%	5.4%	8.2%
9	875	21	44	40	8	13	2	5	14	13	6	2	7	9	5	11	4	6
	15.4%	12.8%	14.0%	11.5%	14.8%	12.1%	6.1%	10.0%	17.3%	11.2%	16.2%	20.0%	14.0%	14.5%	9.6%	14.3%	10.8%	12.2%
10 Best health plan possible	2,512	105	162	180	31	72	21	31	53	77	23	4	34	38	33	50	25	29
	44.2%	64.0%	51.4%	51.7%	57.4%	67.3%	63.6%	62.0%	65.4%	66.4%	62.2%	40.0%	68.0%	61.3%	63.5%	64.9%	67.6%	59.2%

NA - Not Applicable

Question 28

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year			Race			Ethnicity		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q40)			(Q39)		(Q28)		(Q8)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	243	9	11	16	2	7	0	5	4	0	0	7	0	0	2	4	9	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,678	164	315	348	43	101	18	88	68	6	3	149	38	126	35	82	164	0	0
	95.9%	94.8%	96.6%	95.6%	95.6%	93.5%	100.0%	94.6%	94.4%	100.0%	100.0%	95.5%	100.0%	100.0%	94.6%	95.3%	94.8%	---	---
0 Worst health plan possible	47	1	3	6	1	0	0	1	0	0	0	1	1	0	0	0	1	0	0
	0.8%	0.6%	1.0%	1.7%	2.3%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.7%	2.6%	0.0%	0.0%	0.0%	0.6%	---	---
1	26	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.3%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
2	34	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	0.6%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
3	53	2	6	4	1	1	0	0	1	0	0	2	2	0	1	0	2	0	0
	0.9%	1.2%	1.9%	1.1%	2.3%	1.0%	0.0%	0.0%	1.5%	0.0%	0.0%	1.3%	5.3%	0.0%	2.9%	0.0%	1.2%	---	---
4	108	4	4	1	0	4	0	3	1	0	0	4	4	0	3	1	4	0	0
	1.9%	2.4%	1.3%	0.3%	0.0%	4.0%	0.0%	3.4%	1.5%	0.0%	0.0%	2.7%	10.5%	0.0%	8.6%	1.2%	2.4%	---	---
5	307	8	10	25	3	5	0	4	4	0	0	8	8	0	4	1	8	0	0
	5.4%	4.9%	3.2%	7.2%	7.0%	5.0%	0.0%	4.5%	5.9%	0.0%	0.0%	5.4%	21.1%	0.0%	11.4%	1.2%	4.9%	---	---
6	264	1	11	12	0	1	0	1	0	0	0	1	1	0	1	0	1	0	0
	4.6%	0.6%	3.5%	3.4%	0.0%	1.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.7%	2.6%	0.0%	2.9%	0.0%	0.6%	---	---
7	520	7	26	27	2	5	0	4	3	0	0	7	7	0	4	1	7	0	0
	9.2%	4.3%	8.3%	7.8%	4.7%	5.0%	0.0%	4.5%	4.4%	0.0%	0.0%	4.7%	18.4%	0.0%	11.4%	1.2%	4.3%	---	---
8	932	15	46	50	4	8	3	5	9	1	0	15	15	0	8	2	15	0	0
	16.4%	9.1%	14.6%	14.4%	9.3%	7.9%	16.7%	5.7%	13.2%	16.7%	0.0%	10.1%	39.5%	0.0%	22.9%	2.4%	9.1%	---	---
9	875	21	44	40	4	17	0	13	6	2	1	19	0	21	5	12	21	0	0
	15.4%	12.8%	14.0%	11.5%	9.3%	16.8%	0.0%	14.8%	8.8%	33.3%	33.3%	12.8%	0.0%	16.7%	14.3%	14.6%	12.8%	---	---
10 Best health plan possible	2,512	105	162	180	28	60	15	57	44	3	2	92	0	105	9	65	105	0	0
	44.2%	64.0%	51.4%	51.7%	65.1%	59.4%	83.3%	64.8%	64.7%	50.0%	66.7%	61.7%	0.0%	83.3%	25.7%	79.3%	64.0%	---	---

NA - Not Applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 28

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	243	9	11	16	1	8	1	4	4	8	1	0	3	3	3	4	3	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,678	164	315	348	54	107	33	50	81	116	37	10	50	62	52	77	37	49
	95.9%	94.8%	96.6%	95.6%	98.2%	93.0%	97.1%	92.6%	95.3%	93.5%	97.4%	100.0%	94.3%	95.4%	94.5%	95.1%	92.5%	96.1%
0 to 4	268	7	16	14	3	4	1	4	2	5	1	1	1	3	3	1	2	4
	4.7%	4.3%	5.1%	4.0%	5.6%	3.7%	3.0%	8.0%	2.5%	4.3%	2.7%	10.0%	2.0%	4.8%	5.8%	1.3%	5.4%	8.2%
5	307	8	10	25	4	4	2	3	3	8	0	0	2	4	2	3	3	2
	5.4%	4.9%	3.2%	7.2%	7.4%	3.7%	6.1%	6.0%	3.7%	6.9%	0.0%	0.0%	4.0%	6.5%	3.8%	3.9%	8.1%	4.1%
6 or 7	784	8	37	39	3	4	3	0	5	4	3	1	3	1	4	3	1	4
	13.8%	4.9%	11.7%	11.2%	5.6%	3.7%	9.1%	0.0%	6.2%	3.4%	8.1%	10.0%	6.0%	1.6%	7.7%	3.9%	2.7%	8.2%
8 to 10	4,319	141	252	270	44	95	27	43	71	99	33	8	44	54	43	70	31	39
	76.1%	86.0%	80.0%	77.6%	81.5%	88.8%	81.8%	86.0%	87.7%	85.3%	89.2%	80.0%	88.0%	87.1%	82.7%	90.9%	83.8%	79.6%
Significantly different from column:*		AD																
0 to 6	839	16	37	51	7	9	4	7	5	14	1	1	3	7	6	4	5	7
	14.8%	9.8%	11.7%	14.7%	13.0%	8.4%	12.1%	14.0%	6.2%	12.1%	2.7%	10.0%	6.0%	11.3%	11.5%	5.2%	13.5%	14.3%
7 to 8	1,452	22	72	77	8	13	6	7	9	12	7	3	6	8	8	12	3	7
	25.6%	13.4%	22.9%	22.1%	14.8%	12.1%	18.2%	14.0%	11.1%	10.3%	18.9%	30.0%	12.0%	12.9%	15.4%	15.6%	8.1%	14.3%
9 to 10	3,387	126	206	220	39	85	23	36	67	90	29	6	41	47	38	61	29	35
	59.7%	76.8%	65.4%	63.2%	72.2%	79.4%	69.7%	72.0%	82.7%	77.6%	78.4%	60.0%	82.0%	75.8%	73.1%	79.2%	78.4%	71.4%
Significantly different from column:*		ACD																

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 28

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year			Race			Ethnicity		Rating of Health Plan		Rating of Health Care		Survey Type		
					(Q7)			(Q40)			(Q39)		(Q28)		(Q8)				
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	243	9	11	16	2	7	0	5	4	0	0	7	0	0	2	4	9	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,678	164	315	348	43	101	18	88	68	6	3	149	38	126	35	82	164	0	0
	95.9%	94.8%	96.6%	95.6%	95.6%	93.5%	100.0%	94.6%	94.4%	100.0%	100.0%	95.5%	100.0%	100.0%	94.6%	95.3%	94.8%	---	---
0 to 4	268	7	16	14	2	5	0	4	2	0	0	7	7	0	4	1	7	0	0
	4.7%	4.3%	5.1%	4.0%	4.7%	5.0%	0.0%	4.5%	2.9%	0.0%	0.0%	4.7%	18.4%	0.0%	11.4%	1.2%	4.3%	---	---
5	307	8	10	25	3	5	0	4	4	0	0	8	8	0	4	1	8	0	0
	5.4%	4.9%	3.2%	7.2%	7.0%	5.0%	0.0%	4.5%	5.9%	0.0%	0.0%	5.4%	21.1%	0.0%	11.4%	1.2%	4.9%	---	---
6 or 7	784	8	37	39	2	6	0	5	3	0	0	8	8	0	5	1	8	0	0
	13.8%	4.9%	11.7%	11.2%	4.7%	5.9%	0.0%	5.7%	4.4%	0.0%	0.0%	5.4%	21.1%	0.0%	14.3%	1.2%	4.9%	---	---
8 to 10	4,319	141	252	270	36	85	18	75	59	6	3	126	15	126	22	79	141	0	0
	76.1%	86.0%	80.0%	77.6%	83.7%	84.2%	100.0%	85.2%	86.8%	100.0%	100.0%	84.6%	39.5%	100.0%	62.9%	96.3%	86.0%	---	---
Significantly different from column:*		AD											N	M					
0 to 6	839	16	37	51	5	11	0	9	6	0	0	16	16	0	9	2	16	0	0
	14.8%	9.8%	11.7%	14.7%	11.6%	10.9%	0.0%	10.2%	8.8%	0.0%	0.0%	10.7%	42.1%	0.0%	25.7%	2.4%	9.8%	---	---
7 to 8	1,452	22	72	77	6	13	3	9	12	1	0	22	22	0	12	3	22	0	0
	25.6%	13.4%	22.9%	22.1%	14.0%	12.9%	16.7%	10.2%	17.6%	16.7%	0.0%	14.8%	57.9%	0.0%	34.3%	3.7%	13.4%	---	---
9 to 10	3,387	126	206	220	32	77	15	70	50	5	3	111	0	126	14	77	126	0	0
	59.7%	76.8%	65.4%	63.2%	74.4%	76.2%	83.3%	79.5%	73.5%	83.3%	100.0%	74.5%	0.0%	100.0%	40.0%	93.9%	76.8%	---	---
Significantly different from column:*		ACD											N	M	P	O			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 29

In general, how would you rate your overall health?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	87	0	8	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,834	173	318	355	55	115	34	54	85	124	38	10	53	65	55	81	40	51
	98.5%	100.0%	97.5%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Poor	479	13	29	36	4	9	0	5	8	11	2	0	0	0	13	1	1	11
	8.2%	7.5%	9.1%	10.1%	7.3%	7.8%	0.0%	9.3%	9.4%	8.9%	5.3%	0.0%	0.0%	0.0%	23.6%	1.2%	2.5%	21.6%
Fair	1,504	42	80	92	16	26	8	11	23	33	8	0	0	0	42	8	9	25
	25.8%	24.3%	25.2%	25.9%	29.1%	22.6%	23.5%	20.4%	27.1%	26.6%	21.1%	0.0%	0.0%	0.0%	76.4%	9.9%	22.5%	49.0%
Good	2,073	65	111	117	15	49	8	23	34	45	14	6	0	65	0	34	20	10
	35.5%	37.6%	34.9%	33.0%	27.3%	42.6%	23.5%	42.6%	40.0%	36.3%	36.8%	60.0%	0.0%	100.0%	0.0%	42.0%	50.0%	19.6%
Very good	1,214	41	63	73	17	24	12	11	18	30	7	4	41	0	0	30	7	4
	20.8%	23.7%	19.8%	20.6%	30.9%	20.9%	35.3%	20.4%	21.2%	24.2%	18.4%	40.0%	77.4%	0.0%	0.0%	37.0%	17.5%	7.8%
Excellent	564	12	35	37	3	7	6	4	2	5	7	0	12	0	0	8	3	1
	9.7%	6.9%	11.0%	10.4%	5.5%	6.1%	17.6%	7.4%	2.4%	4.0%	18.4%	0.0%	22.6%	0.0%	0.0%	9.9%	7.5%	2.0%
Excellent or Very good	1,778	53	98	110	20	31	18	15	20	35	14	4	53	0	0	38	10	5
	30.5%	30.6%	30.8%	31.0%	36.4%	27.0%	52.9%	27.8%	23.5%	28.2%	36.8%	40.0%	100.0%	0.0%	0.0%	46.9%	25.0%	9.8%
Significantly different from column:*							HI	G	G				NO	M	M	QR	P	P

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 29

In general, how would you rate your overall health?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	87	0	8	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,834	173	318	355	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
	98.5%	100.0%	97.5%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Poor	479	13	29	36	1	10	2	10	2	1	0	11	5	8	4	8	13	0	0
	8.2%	7.5%	9.1%	10.1%	2.2%	9.3%	11.1%	10.8%	2.8%	16.7%	0.0%	7.1%	13.2%	6.3%	10.8%	9.3%	7.5%	---	---
Fair	1,504	42	80	92	8	24	10	23	17	2	0	41	9	30	11	21	42	0	0
	25.8%	24.3%	25.2%	25.9%	17.8%	22.2%	55.6%	24.7%	23.6%	33.3%	0.0%	26.3%	23.7%	23.8%	29.7%	24.4%	24.3%	---	---
Good	2,073	65	111	117	17	41	5	33	30	1	0	58	15	47	12	33	65	0	0
	35.5%	37.6%	34.9%	33.0%	37.8%	38.0%	27.8%	35.5%	41.7%	16.7%	0.0%	37.2%	39.5%	37.3%	32.4%	38.4%	37.6%	---	---
Very good	1,214	41	63	73	12	28	1	22	17	1	3	35	9	29	10	19	41	0	0
	20.8%	23.7%	19.8%	20.6%	26.7%	25.9%	5.6%	23.7%	23.6%	16.7%	100.0%	22.4%	23.7%	23.0%	27.0%	22.1%	23.7%	---	---
Excellent	564	12	35	37	7	5	0	5	6	1	0	11	0	12	0	5	12	0	0
	9.7%	6.9%	11.0%	10.4%	15.6%	4.6%	0.0%	5.4%	8.3%	16.7%	0.0%	7.1%	0.0%	9.5%	0.0%	5.8%	6.9%	---	---
Excellent or Very good	1,778	53	98	110	19	33	1	27	23	2	3	46	9	41	10	24	53	0	0
	30.5%	30.6%	30.8%	31.0%	42.2%	30.6%	5.6%	29.0%	31.9%	33.3%	100.0%	29.5%	23.7%	32.5%	27.0%	27.9%	30.6%	---	---
Significantly different from column:*					G		E												

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 30

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	84	1	8	9	1	0	0	0	1	1	0	0	0	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,837	172	318	355	54	115	34	54	84	123	38	10	53	64	55	81	40	51
	98.6%	99.4%	97.5%	97.5%	98.2%	100.0%	100.0%	100.0%	98.8%	99.2%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%
Poor	446	13	22	19	3	10	1	7	5	12	1	0	1	3	9	0	0	13
	7.6%	7.6%	6.9%	5.4%	5.6%	8.7%	2.9%	13.0%	6.0%	9.8%	2.6%	0.0%	1.9%	4.7%	16.4%	0.0%	0.0%	25.5%
Fair	1,394	38	72	80	16	22	6	9	23	26	9	2	4	7	27	0	0	38
	23.9%	22.1%	22.6%	22.5%	29.6%	19.1%	17.6%	16.7%	27.4%	21.1%	23.7%	20.0%	7.5%	10.9%	49.1%	0.0%	0.0%	74.5%
Good	1,733	40	85	96	11	28	10	12	18	31	7	2	10	20	10	0	40	0
	29.7%	23.3%	26.7%	27.0%	20.4%	24.3%	29.4%	22.2%	21.4%	25.2%	18.4%	20.0%	18.9%	31.3%	18.2%	0.0%	100.0%	0.0%
Very good	1,197	49	73	76	14	35	9	17	23	36	9	4	22	21	6	49	0	0
	20.5%	28.5%	23.0%	21.4%	25.9%	30.4%	26.5%	31.5%	27.4%	29.3%	23.7%	40.0%	41.5%	32.8%	10.9%	60.5%	0.0%	0.0%
Excellent	1,067	32	66	84	10	20	8	9	15	18	12	2	16	13	3	32	0	0
	18.3%	18.6%	20.8%	23.7%	18.5%	17.4%	23.5%	16.7%	17.9%	14.6%	31.6%	20.0%	30.2%	20.3%	5.5%	39.5%	0.0%	0.0%
Excellent or Very good	2,264	81	139	160	24	55	17	26	38	54	21	6	38	34	9	81	0	0
	38.8%	47.1%	43.7%	45.1%	44.4%	47.8%	50.0%	48.1%	45.2%	43.9%	55.3%	60.0%	71.7%	53.1%	16.4%	100.0%	0.0%	0.0%
Significantly different from column:*		A											NO	MO	MN	QR	P	P

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 30

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	84	1	8	9	1	0	0	1	0	0	0	1	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,837	172	318	355	44	108	18	92	72	6	3	155	38	125	37	86	172	0	0
	98.6%	99.4%	97.5%	97.5%	97.8%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	99.4%	100.0%	99.2%	100.0%	100.0%	99.4%	---	---
Poor	446	13	22	19	1	10	2	7	4	2	1	11	1	12	2	9	13	0	0
	7.6%	7.6%	6.9%	5.4%	2.3%	9.3%	11.1%	7.6%	5.6%	33.3%	33.3%	7.1%	2.6%	9.6%	5.4%	10.5%	7.6%	---	---
Fair	1,394	38	72	80	6	21	11	24	13	1	0	37	13	23	9	21	38	0	0
	23.9%	22.1%	22.6%	22.5%	13.6%	19.4%	61.1%	26.1%	18.1%	16.7%	0.0%	23.9%	34.2%	18.4%	24.3%	24.4%	22.1%	---	---
Good	1,733	40	85	96	12	26	1	24	15	0	0	35	8	29	10	17	40	0	0
	29.7%	23.3%	26.7%	27.0%	27.3%	24.1%	5.6%	26.1%	20.8%	0.0%	0.0%	22.6%	21.1%	23.2%	27.0%	19.8%	23.3%	---	---
Very good	1,197	49	73	76	12	33	3	26	20	2	2	46	14	34	13	23	49	0	0
	20.5%	28.5%	23.0%	21.4%	27.3%	30.6%	16.7%	28.3%	27.8%	33.3%	66.7%	29.7%	36.8%	27.2%	35.1%	26.7%	28.5%	---	---
Excellent	1,067	32	66	84	13	18	1	11	20	1	0	26	2	27	3	16	32	0	0
	18.3%	18.6%	20.8%	23.7%	29.5%	16.7%	5.6%	12.0%	27.8%	16.7%	0.0%	16.8%	5.3%	21.6%	8.1%	18.6%	18.6%	---	---
Excellent or Very good	2,264	81	139	160	25	51	4	37	40	3	2	72	16	61	16	39	81	0	0
	38.8%	47.1%	43.7%	45.1%	56.8%	47.2%	22.2%	40.2%	55.6%	50.0%	66.7%	46.5%	42.1%	48.8%	43.2%	45.3%	47.1%	---	---
Significantly different from column:*		A			G	G	EF												

NA - Not Applicable

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Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 31

Have you had either a flu shot or flu spray in the nose since July 1, 2019?

Base: All respondents who were flagged by the health plan as being 18 to 64 as of July 1 of the measurement year

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,274	167	323	361	54	110	29	54	84	120	36	10	49	65	53	76	39	51
Number missing or multiple answer	62	2	6	9	1	1	1	0	1	1	1	0	1	1	0	1	1	0
Number no experience	165	7	8	9	3	4	5	0	2	6	1	0	1	3	3	1	4	2
Usable responses	5,047	158	309	343	50	105	23	54	81	113	34	10	47	61	50	74	34	49
	95.7%	94.6%	95.7%	95.0%	92.6%	95.5%	79.3%	100.0%	96.4%	94.2%	94.4%	100.0%	95.9%	93.8%	94.3%	97.4%	87.2%	96.1%
Yes	2,323	63	109	112	22	41	13	16	34	45	14	3	18	26	19	25	18	19
	46.0%	39.9%	35.3%	32.7%	44.0%	39.0%	56.5%	29.6%	42.0%	39.8%	41.2%	30.0%	38.3%	42.6%	38.0%	33.8%	52.9%	38.8%
No	2,724	95	200	231	28	64	10	38	47	68	20	7	29	35	31	49	16	30
	54.0%	60.1%	64.7%	67.3%	56.0%	61.0%	43.5%	70.4%	58.0%	60.2%	58.8%	70.0%	61.7%	57.4%	62.0%	66.2%	47.1%	61.2%
Significantly different from column:*							H	G										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**A plan's score for the HEDIS Flu Vaccinations for Adults measure will include only those members flagged by the plan as being age 18 to 64 as of July 1 of the measurement year.

Question 31

Have you had either a flu shot or flu spray in the nose since July 1, 2019?

Base: All respondents who were flagged by the health plan as being 18 to 64 as of July 1 of the measurement year

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,274	167	323	361	41	106	18	92	67	6	3	150	37	121	37	84	167	0	0
Number missing or multiple answer	62	2	6	9	1	1	0	0	2	0	0	2	0	2	0	1	2	0	0
Number no experience	165	7	8	9	2	4	1	2	4	0	0	5	3	4	2	3	7	0	0
Usable responses	5,047	158	309	343	38	101	17	90	61	6	3	143	34	115	35	80	158	0	0
	95.7%	94.6%	95.7%	95.0%	92.7%	95.3%	94.4%	97.8%	91.0%	100.0%	100.0%	95.3%	91.9%	95.0%	94.6%	95.2%	94.6%	---	---
Yes	2,323	63	109	112	14	41	8	41	19	3	1	59	6	52	11	38	63	0	0
	46.0%	39.9%	35.3%	32.7%	36.8%	40.6%	47.1%	45.6%	31.1%	50.0%	33.3%	41.3%	17.6%	45.2%	31.4%	47.5%	39.9%	---	---
No	2,724	95	200	231	24	60	9	49	42	3	2	84	28	63	24	42	95	0	0
	54.0%	60.1%	64.7%	67.3%	63.2%	59.4%	52.9%	54.4%	68.9%	50.0%	66.7%	58.7%	82.4%	54.8%	68.6%	52.5%	60.1%	---	---
Significantly different from column:*													N	M					

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**A plan's score for the HEDIS Flu Vaccinations for Adults measure will include only those members flagged by the plan as being age 18 to 64 as of July 1 of the measurement year.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 32

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	107	1	9	10	0	1	0	1	0	1	0	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,814	172	317	354	55	114	34	53	85	123	38	10	53	64	55	81	39	51
	98.2%	99.4%	97.2%	97.3%	100.0%	99.1%	100.0%	98.1%	100.0%	99.2%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	97.5%	100.0%
Every day	1,111	40	71	74	19	20	3	18	19	31	9	0	14	11	15	18	10	12
	19.1%	23.3%	22.4%	20.9%	34.5%	17.5%	8.8%	34.0%	22.4%	25.2%	23.7%	0.0%	26.4%	17.2%	27.3%	22.2%	25.6%	23.5%
Some days	653	29	48	47	8	20	5	9	15	21	5	3	6	11	12	13	4	12
	11.2%	16.9%	15.1%	13.3%	14.5%	17.5%	14.7%	17.0%	17.6%	17.1%	13.2%	30.0%	11.3%	17.2%	21.8%	16.0%	10.3%	23.5%
Not at all	3,978	102	195	231	28	73	26	26	50	70	24	7	33	41	28	50	24	27
	68.4%	59.3%	61.5%	65.3%	50.9%	64.0%	76.5%	49.1%	58.8%	56.9%	63.2%	70.0%	62.3%	64.1%	50.9%	61.7%	61.5%	52.9%
Don't know	72	1	3	2	0	1	0	0	1	1	0	0	0	1	0	0	1	0
	1.2%	0.6%	0.9%	0.6%	0.0%	0.9%	0.0%	0.0%	1.2%	0.8%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	2.6%	0.0%
Every day or Some days	1,764	69	119	121	27	40	8	27	34	52	14	3	20	22	27	31	14	24
	30.3%	40.1%	37.5%	34.2%	49.1%	35.1%	23.5%	50.9%	40.0%	42.3%	36.8%	30.0%	37.7%	34.4%	49.1%	38.3%	35.9%	47.1%
Significantly different from column:*		A					H	G										

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 32

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	107	1	9	10	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,814	172	317	354	44	108	18	93	71	6	3	156	38	126	37	86	172	0	0
	98.2%	99.4%	97.2%	97.3%	97.8%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	---	---
Every day	1,111	40	71	74	11	27	2	24	14	2	2	34	12	28	13	16	40	0	0
	19.1%	23.3%	22.4%	20.9%	25.0%	25.0%	11.1%	25.8%	19.7%	33.3%	66.7%	21.8%	31.6%	22.2%	35.1%	18.6%	23.3%	---	---
Some days	653	29	48	47	8	17	3	18	10	1	0	28	7	21	5	14	29	0	0
	11.2%	16.9%	15.1%	13.3%	18.2%	15.7%	16.7%	19.4%	14.1%	16.7%	0.0%	17.9%	18.4%	16.7%	13.5%	16.3%	16.9%	---	---
Not at all	3,978	102	195	231	25	63	13	50	47	3	1	93	19	76	19	55	102	0	0
	68.4%	59.3%	61.5%	65.3%	56.8%	58.3%	72.2%	53.8%	66.2%	50.0%	33.3%	59.6%	50.0%	60.3%	51.4%	64.0%	59.3%	---	---
Don't know	72	1	3	2	0	1	0	1	0	0	0	1	0	1	0	1	1	0	0
	1.2%	0.6%	0.9%	0.6%	0.0%	0.9%	0.0%	1.1%	0.0%	0.0%	0.0%	0.6%	0.0%	0.8%	0.0%	1.2%	0.6%	---	---
Every day or Some days	1,764	69	119	121	19	44	5	42	24	3	2	62	19	49	18	30	69	0	0
	30.3%	40.1%	37.5%	34.2%	43.2%	40.7%	27.8%	45.2%	33.8%	50.0%	66.7%	39.7%	50.0%	38.9%	48.6%	34.9%	40.1%	---	---
Significantly different from column:*		A																	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 33

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

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1,764	69	119	121	27	40	8	27	34	52	14	3	20	22	27	31	14	24
Number missing or multiple answer	20	1	5	0	0	1	0	0	1	1	0	0	0	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,744	68	114	121	27	39	8	27	33	51	14	3	20	22	26	31	14	23
	98.9%	98.6%	95.8%	100.0%	100.0%	97.5%	100.0%	100.0%	97.1%	98.1%	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	95.8%
Never	394	17	27	37	7	10	4	6	7	14	3	0	7	5	5	10	2	5
	22.6%	25.0%	23.7%	30.6%	25.9%	25.6%	50.0%	22.2%	21.2%	27.5%	21.4%	0.0%	35.0%	22.7%	19.2%	32.3%	14.3%	21.7%
Sometimes	382	12	24	29	5	6	1	4	7	10	2	0	4	4	4	3	5	4
	21.9%	17.6%	21.1%	24.0%	18.5%	15.4%	12.5%	14.8%	21.2%	19.6%	14.3%	0.0%	20.0%	18.2%	15.4%	9.7%	35.7%	17.4%
Usually	313	11	17	15	6	5	1	2	8	7	3	1	3	3	5	5	1	5
	17.9%	16.2%	14.9%	12.4%	22.2%	12.8%	12.5%	7.4%	24.2%	13.7%	21.4%	33.3%	15.0%	13.6%	19.2%	16.1%	7.1%	21.7%
Always	655	28	46	40	9	18	2	15	11	20	6	2	6	10	12	13	6	9
	37.6%	41.2%	40.4%	33.1%	33.3%	46.2%	25.0%	55.6%	33.3%	39.2%	42.9%	66.7%	30.0%	45.5%	46.2%	41.9%	42.9%	39.1%
Significantly different from column:*																		
Sometimes, Usually, or Always	1,350	51	87	84	20	29	4	21	26	37	11	3	13	17	21	21	12	18
	77.4%	75.0%	76.3%	69.4%	74.1%	74.4%	50.0%	77.8%	78.8%	72.5%	78.6%	100.0%	65.0%	77.3%	80.8%	67.7%	85.7%	78.3%
Significantly different from column:*																		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 33

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

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,764	69	119	121	19	44	5	42	24	3	2	62	19	49	18	30	69	0	0
Number missing or multiple answer	20	1	5	0	0	0	1	1	0	0	0	1	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,744	68	114	121	19	44	4	41	24	3	2	61	19	48	18	29	68	0	0
	98.9%	98.6%	95.8%	100.0%	100.0%	100.0%	80.0%	97.6%	100.0%	100.0%	100.0%	98.4%	100.0%	98.0%	100.0%	96.7%	98.6%	---	---
Never	394	17	27	37	10	6	1	10	7	0	1	15	3	14	3	4	17	0	0
	22.6%	25.0%	23.7%	30.6%	52.6%	13.6%	25.0%	24.4%	29.2%	0.0%	50.0%	24.6%	15.8%	29.2%	16.7%	13.8%	25.0%	---	---
Sometimes	382	12	24	29	2	10	0	8	4	0	0	11	5	6	5	5	12	0	0
	21.9%	17.6%	21.1%	24.0%	10.5%	22.7%	0.0%	19.5%	16.7%	0.0%	0.0%	18.0%	26.3%	12.5%	27.8%	17.2%	17.6%	---	---
Usually	313	11	17	15	2	8	0	8	3	0	1	9	6	5	4	3	11	0	0
	17.9%	16.2%	14.9%	12.4%	10.5%	18.2%	0.0%	19.5%	12.5%	0.0%	50.0%	14.8%	31.6%	10.4%	22.2%	10.3%	16.2%	---	---
Always	655	28	46	40	5	20	3	15	10	3	0	26	5	23	6	17	28	0	0
	37.6%	41.2%	40.4%	33.1%	26.3%	45.5%	75.0%	36.6%	41.7%	100.0%	0.0%	42.6%	26.3%	47.9%	33.3%	58.6%	41.2%	---	---
Significantly different from column:*																			
Sometimes, Usually, or Always	1,350	51	87	84	9	38	3	31	17	3	1	46	16	34	15	25	51	0	0
	77.4%	75.0%	76.3%	69.4%	47.4%	86.4%	75.0%	75.6%	70.8%	100.0%	50.0%	75.4%	84.2%	70.8%	83.3%	86.2%	75.0%	---	---
Significantly different from column:*																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 34

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

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1,764	69	119	121	27	40	8	27	34	52	14	3	20	22	27	31	14	24
Number missing or multiple answer	24	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,740	69	113	121	27	40	8	27	34	52	14	3	20	22	27	31	14	24
	98.6%	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	813	33	69	77	16	16	6	11	16	26	6	1	12	10	11	16	5	12
	46.7%	47.8%	61.1%	63.6%	59.3%	40.0%	75.0%	40.7%	47.1%	50.0%	42.9%	33.3%	60.0%	45.5%	40.7%	51.6%	35.7%	50.0%
Sometimes	359	13	19	23	5	8	0	6	7	8	4	1	1	5	7	2	5	6
	20.6%	18.8%	16.8%	19.0%	18.5%	20.0%	0.0%	22.2%	20.6%	15.4%	28.6%	33.3%	5.0%	22.7%	25.9%	6.5%	35.7%	25.0%
Usually	246	4	9	9	1	3	1	0	3	3	1	0	2	1	1	3	1	0
	14.1%	5.8%	8.0%	7.4%	3.7%	7.5%	12.5%	0.0%	8.8%	5.8%	7.1%	0.0%	10.0%	4.5%	3.7%	9.7%	7.1%	0.0%
Always	322	19	16	12	5	13	1	10	8	15	3	1	5	6	8	10	3	6
	18.5%	27.5%	14.2%	9.9%	18.5%	32.5%	12.5%	37.0%	23.5%	28.8%	21.4%	33.3%	25.0%	27.3%	29.6%	32.3%	21.4%	25.0%
Significantly different from column:*		CD																
Sometimes, Usually, or Always	927	36	44	44	11	24	2	16	18	26	8	2	8	12	16	15	9	12
	53.3%	52.2%	38.9%	36.4%	40.7%	60.0%	25.0%	59.3%	52.9%	50.0%	57.1%	66.7%	40.0%	54.5%	59.3%	48.4%	64.3%	50.0%
Significantly different from column:*		D																

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 34

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

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,764	69	119	121	19	44	5	42	24	3	2	62	19	49	18	30	69	0	0
Number missing or multiple answer	24	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,740	69	113	121	19	44	5	42	24	3	2	62	19	49	18	30	69	0	0
	98.6%	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
Never	813	33	69	77	16	16	1	19	14	0	1	30	11	22	6	10	33	0	0
	46.7%	47.8%	61.1%	63.6%	84.2%	36.4%	20.0%	45.2%	58.3%	0.0%	50.0%	48.4%	57.9%	44.9%	33.3%	33.3%	47.8%	---	---
Sometimes	359	13	19	23	0	13	0	9	3	1	1	11	5	7	7	6	13	0	0
	20.6%	18.8%	16.8%	19.0%	0.0%	29.5%	0.0%	21.4%	12.5%	33.3%	50.0%	17.7%	26.3%	14.3%	38.9%	20.0%	18.8%	---	---
Usually	246	4	9	9	0	3	0	4	0	0	0	4	1	3	1	2	4	0	0
	14.1%	5.8%	8.0%	7.4%	0.0%	6.8%	0.0%	9.5%	0.0%	0.0%	0.0%	6.5%	5.3%	6.1%	5.6%	6.7%	5.8%	---	---
Always	322	19	16	12	3	12	4	10	7	2	0	17	2	17	4	12	19	0	0
	18.5%	27.5%	14.2%	9.9%	15.8%	27.3%	80.0%	23.8%	29.2%	66.7%	0.0%	27.4%	10.5%	34.7%	22.2%	40.0%	27.5%	---	---
Significantly different from column:*		CD											N	M					
Sometimes, Usually, or Always	927	36	44	44	3	28	4	23	10	3	1	32	8	27	12	20	36	0	0
	53.3%	52.2%	38.9%	36.4%	15.8%	63.6%	80.0%	54.8%	41.7%	100.0%	50.0%	51.6%	42.1%	55.1%	66.7%	66.7%	52.2%	---	---
Significantly different from column:*		D			F	E													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 35

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

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1,764	69	119	121	27	40	8	27	34	52	14	3	20	22	27	31	14	24
Number missing or multiple answer	31	1	6	0	0	1	0	1	0	0	1	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,733	68	113	121	27	39	8	26	34	52	13	3	19	22	27	31	13	24
	98.2%	98.6%	95.0%	100.0%	100.0%	97.5%	100.0%	96.3%	100.0%	100.0%	92.9%	100.0%	95.0%	100.0%	100.0%	100.0%	92.9%	100.0%
Never	870	27	71	82	14	12	4	8	15	21	6	0	8	6	13	12	2	13
	50.2%	39.7%	62.8%	67.8%	51.9%	30.8%	50.0%	30.8%	44.1%	40.4%	46.2%	0.0%	42.1%	27.3%	48.1%	38.7%	15.4%	54.2%
Sometimes	351	19	14	14	8	11	0	10	9	13	4	2	5	8	6	7	5	7
	20.3%	27.9%	12.4%	11.6%	29.6%	28.2%	0.0%	38.5%	26.5%	25.0%	30.8%	66.7%	26.3%	36.4%	22.2%	22.6%	38.5%	29.2%
Usually	225	5	4	14	0	5	3	0	2	3	1	1	3	2	0	4	1	0
	13.0%	7.4%	3.5%	11.6%	0.0%	12.8%	37.5%	0.0%	5.9%	5.8%	7.7%	33.3%	15.8%	9.1%	0.0%	12.9%	7.7%	0.0%
Always	287	17	24	11	5	11	1	8	8	15	2	0	3	6	8	8	5	4
	16.6%	25.0%	21.2%	9.1%	18.5%	28.2%	12.5%	30.8%	23.5%	28.8%	15.4%	0.0%	15.8%	27.3%	29.6%	25.8%	38.5%	16.7%
Significantly different from column:*		D																
Sometimes, Usually, or Always	863	41	42	39	13	27	4	18	19	31	7	3	11	16	14	19	11	11
	49.8%	60.3%	37.2%	32.2%	48.1%	69.2%	50.0%	69.2%	55.9%	59.6%	53.8%	100.0%	57.9%	72.7%	51.9%	61.3%	84.6%	45.8%
Significantly different from column:*		CD															R	Q

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 35

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

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,764	69	119	121	19	44	5	42	24	3	2	62	19	49	18	30	69	0	0
Number missing or multiple answer	31	1	6	0	0	1	0	1	0	0	0	1	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,733	68	113	121	19	43	5	41	24	3	2	61	19	48	18	29	68	0	0
	98.2%	98.6%	95.0%	100.0%	100.0%	97.7%	100.0%	97.6%	100.0%	100.0%	100.0%	98.4%	100.0%	98.0%	100.0%	96.7%	98.6%	---	---
Never	870	27	71	82	13	13	1	19	8	0	1	25	10	17	6	8	27	0	0
	50.2%	39.7%	62.8%	67.8%	68.4%	30.2%	20.0%	46.3%	33.3%	0.0%	50.0%	41.0%	52.6%	35.4%	33.3%	27.6%	39.7%	---	---
Sometimes	351	19	14	14	0	18	1	7	11	1	1	16	7	11	8	10	19	0	0
	20.3%	27.9%	12.4%	11.6%	0.0%	41.9%	20.0%	17.1%	45.8%	33.3%	50.0%	26.2%	36.8%	22.9%	44.4%	34.5%	27.9%	---	---
Usually	225	5	4	14	1	3	0	3	2	0	0	5	2	3	2	1	5	0	0
	13.0%	7.4%	3.5%	11.6%	5.3%	7.0%	0.0%	7.3%	8.3%	0.0%	0.0%	8.2%	10.5%	6.3%	11.1%	3.4%	7.4%	---	---
Always	287	17	24	11	5	9	3	12	3	2	0	15	0	17	2	10	17	0	0
	16.6%	25.0%	21.2%	9.1%	26.3%	20.9%	60.0%	29.3%	12.5%	66.7%	0.0%	24.6%	0.0%	35.4%	11.1%	34.5%	25.0%	---	---
Significantly different from column:*		D																	
Sometimes, Usually, or Always	863	41	42	39	6	30	4	22	16	3	1	36	9	31	12	21	41	0	0
	49.8%	60.3%	37.2%	32.2%	31.6%	69.8%	80.0%	53.7%	66.7%	100.0%	50.0%	59.0%	47.4%	64.6%	66.7%	72.4%	60.3%	---	---
Significantly different from column:*		CD			F	E													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

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Question 36

What is your age?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	76	0	9	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,845	173	317	354	55	115	34	54	85	124	38	10	53	65	55	81	40	51
	98.7%	100.0%	97.2%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
18 to 24	570	14	37	45	5	9	14	0	0	9	5	0	9	2	3	9	3	2
	9.8%	8.1%	11.7%	12.7%	9.1%	7.8%	41.2%	0.0%	0.0%	7.3%	13.2%	0.0%	17.0%	3.1%	5.5%	11.1%	7.5%	3.9%
25 to 34	829	20	52	59	6	14	20	0	0	11	6	2	9	6	5	8	7	5
	14.2%	11.6%	16.4%	16.7%	10.9%	12.2%	58.8%	0.0%	0.0%	8.9%	15.8%	20.0%	17.0%	9.2%	9.1%	9.9%	17.5%	9.8%
35 to 44	821	18	39	53	3	15	0	18	0	11	6	1	5	9	4	10	3	5
	14.0%	10.4%	12.3%	15.0%	5.5%	13.0%	0.0%	33.3%	0.0%	8.9%	15.8%	10.0%	9.4%	13.8%	7.3%	12.3%	7.5%	9.8%
45 to 54	1,107	36	70	91	10	24	0	36	0	30	5	1	10	14	12	16	9	11
	18.9%	20.8%	22.1%	25.7%	18.2%	20.9%	0.0%	66.7%	0.0%	24.2%	13.2%	10.0%	18.9%	21.5%	21.8%	19.8%	22.5%	21.6%
55 to 64	1,913	83	113	99	31	51	0	0	83	62	15	6	20	34	29	38	17	27
	32.7%	48.0%	35.6%	28.0%	56.4%	44.3%	0.0%	0.0%	97.6%	50.0%	39.5%	60.0%	37.7%	52.3%	52.7%	46.9%	42.5%	52.9%
65 to 74	343	2	5	5	0	2	0	0	2	1	1	0	0	0	2	0	1	1
	5.9%	1.2%	1.6%	1.4%	0.0%	1.7%	0.0%	0.0%	2.4%	0.8%	2.6%	0.0%	0.0%	0.0%	3.6%	0.0%	2.5%	2.0%
75 or older	262	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.5%	0.0%	0.3%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
55 or older	2,518	85	119	106	31	53	0	0	85	63	16	6	20	34	31	38	18	28
	43.1%	49.1%	37.5%	29.9%	56.4%	46.1%	0.0%	0.0%	100.0%	50.8%	42.1%	60.0%	37.7%	52.3%	56.4%	46.9%	45.0%	54.9%
Significantly different from column:*		CD					I	I	GH									

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 36

What is your age?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	76	0	9	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,845	173	317	354	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
	98.7%	100.0%	97.2%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---
18 to 24	570	14	37	45	7	6	1	6	8	0	0	13	2	12	1	6	14	0	0
	9.8%	8.1%	11.7%	12.7%	15.6%	5.6%	5.6%	6.5%	11.1%	0.0%	0.0%	8.3%	5.3%	9.5%	2.7%	7.0%	8.1%	---	---
25 to 34	829	20	52	59	7	11	2	10	9	0	0	20	8	11	5	8	20	0	0
	14.2%	11.6%	16.4%	16.7%	15.6%	10.2%	11.1%	10.8%	12.5%	0.0%	0.0%	12.8%	21.1%	8.7%	13.5%	9.3%	11.6%	---	---
35 to 44	821	18	39	53	5	10	3	7	11	0	1	14	5	11	6	6	18	0	0
	14.0%	10.4%	12.3%	15.0%	11.1%	9.3%	16.7%	7.5%	15.3%	0.0%	33.3%	9.0%	13.2%	8.7%	16.2%	7.0%	10.4%	---	---
45 to 54	1,107	36	70	91	8	26	2	18	13	4	1	33	9	25	8	19	36	0	0
	18.9%	20.8%	22.1%	25.7%	17.8%	24.1%	11.1%	19.4%	18.1%	66.7%	33.3%	21.2%	23.7%	19.8%	21.6%	22.1%	20.8%	---	---
55 to 64	1,913	83	113	99	18	53	10	50	31	2	1	74	14	65	17	45	83	0	0
	32.7%	48.0%	35.6%	28.0%	40.0%	49.1%	55.6%	53.8%	43.1%	33.3%	33.3%	47.4%	36.8%	51.6%	45.9%	52.3%	48.0%	---	---
65 to 74	343	2	5	5	0	2	0	2	0	0	0	2	0	2	0	2	2	0	0
	5.9%	1.2%	1.6%	1.4%	0.0%	1.9%	0.0%	2.2%	0.0%	0.0%	0.0%	1.3%	0.0%	1.6%	0.0%	2.3%	1.2%	---	---
75 or older	262	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.5%	0.0%	0.3%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
55 or older	2,518	85	119	106	18	55	10	52	31	2	1	76	14	67	17	47	85	0	0
	43.1%	49.1%	37.5%	29.9%	40.0%	50.9%	55.6%	55.9%	43.1%	33.3%	33.3%	48.7%	36.8%	53.2%	45.9%	54.7%	49.1%	---	---
Significantly different from column:*		CD																	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 37

Are you male or female?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	94	3	7	10	0	0	0	2	1	3	0	0	2	1	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,827	170	319	354	55	115	34	52	84	121	38	10	51	64	55	79	39	51
	98.4%	98.3%	97.9%	97.3%	100.0%	100.0%	100.0%	96.3%	98.8%	97.6%	100.0%	100.0%	96.2%	98.5%	100.0%	97.5%	97.5%	100.0%
Male	2,302	55	123	127	55	0	11	13	31	42	10	3	20	15	20	24	11	19
	39.5%	32.4%	38.6%	35.9%	100.0%	0.0%	32.4%	25.0%	36.9%	34.7%	26.3%	30.0%	39.2%	23.4%	36.4%	30.4%	28.2%	37.3%
Female	3,525	115	196	227	0	115	23	39	53	79	28	7	31	49	35	55	28	32
	60.5%	67.6%	61.4%	64.1%	0.0%	100.0%	67.6%	75.0%	63.1%	65.3%	73.7%	70.0%	60.8%	76.6%	63.6%	69.6%	71.8%	62.7%
Significantly different from column:*					F	E												

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 37

Are you male or female?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	94	3	7	10	2	1	0	0	2	1	0	3	1	2	0	1	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,827	170	319	354	43	107	18	93	70	5	3	153	37	124	37	85	170	0	0
	98.4%	98.3%	97.9%	97.3%	95.6%	99.1%	100.0%	100.0%	97.2%	83.3%	100.0%	98.1%	97.4%	98.4%	100.0%	98.8%	98.3%	---	---
Male	2,302	55	123	127	19	28	8	26	26	2	2	47	15	39	14	22	55	0	0
	39.5%	32.4%	38.6%	35.9%	44.2%	26.2%	44.4%	28.0%	37.1%	40.0%	66.7%	30.7%	40.5%	31.5%	37.8%	25.9%	32.4%	---	---
Female	3,525	115	196	227	24	79	10	67	44	3	1	106	22	85	23	63	115	0	0
	60.5%	67.6%	61.4%	64.1%	55.8%	73.8%	55.6%	72.0%	62.9%	60.0%	33.3%	69.3%	59.5%	68.5%	62.2%	74.1%	67.6%	---	---
Significantly different from column:*					F	E													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 38

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	134	1	9	12	0	1	1	0	0	0	0	0	0	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,787	172	317	352	55	114	33	54	85	124	38	10	53	65	54	81	40	50
	97.7%	99.4%	97.2%	96.7%	100.0%	99.1%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	98.0%
8th grade or less	498	16	18	21	9	7	1	4	11	16	0	0	2	7	7	9	3	4
	8.6%	9.3%	5.7%	6.0%	16.4%	6.1%	3.0%	7.4%	12.9%	12.9%	0.0%	0.0%	3.8%	10.8%	13.0%	11.1%	7.5%	8.0%
Some high school, but did not graduate	931	33	59	70	13	19	4	10	19	33	0	0	10	11	12	9	9	15
	16.1%	19.2%	18.6%	19.9%	23.6%	16.7%	12.1%	18.5%	22.4%	26.6%	0.0%	0.0%	18.9%	16.9%	22.2%	11.1%	22.5%	30.0%
High school graduate or GED	2,391	75	131	132	20	53	15	27	33	75	0	0	23	27	25	36	19	19
	41.3%	43.6%	41.3%	37.5%	36.4%	46.5%	45.5%	50.0%	38.8%	60.5%	0.0%	0.0%	43.4%	41.5%	46.3%	44.4%	47.5%	38.0%
Some college or 2-year degree	1,438	38	80	103	10	28	11	11	16	0	38	0	14	14	10	21	7	10
	24.8%	22.1%	25.2%	29.3%	18.2%	24.6%	33.3%	20.4%	18.8%	0.0%	100.0%	0.0%	26.4%	21.5%	18.5%	25.9%	17.5%	20.0%
4-year college graduate	325	6	17	14	2	4	2	2	2	0	0	6	3	3	0	3	2	1
	5.6%	3.5%	5.4%	4.0%	3.6%	3.5%	6.1%	3.7%	2.4%	0.0%	0.0%	60.0%	5.7%	4.6%	0.0%	3.7%	5.0%	2.0%
More than 4-year college degree	204	4	12	12	1	3	0	0	4	0	0	4	1	3	0	3	0	1
	3.5%	2.3%	3.8%	3.4%	1.8%	2.6%	0.0%	0.0%	4.7%	0.0%	0.0%	40.0%	1.9%	4.6%	0.0%	3.7%	0.0%	2.0%
4-year college graduate or more	529	10	29	26	3	7	2	2	6	0	0	10	4	6	0	6	2	2
	9.1%	5.8%	9.1%	7.4%	5.5%	6.1%	6.1%	3.7%	7.1%	0.0%	0.0%	100.0%	7.5%	9.2%	0.0%	7.4%	5.0%	4.0%
Significantly different from column:*																		

NA - Not Applicable

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Question 38

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

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	134	1	9	12	0	1	0	1	0	0	0	1	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,787	172	317	352	45	107	18	92	72	6	3	155	38	125	37	85	172	0	0
	97.7%	99.4%	97.2%	96.7%	100.0%	99.1%	100.0%	98.9%	100.0%	100.0%	100.0%	99.4%	100.0%	99.2%	100.0%	98.8%	99.4%	---	---
8th grade or less	498	16	18	21	3	9	3	12	4	0	0	14	2	14	3	9	16	0	0
	8.6%	9.3%	5.7%	6.0%	6.7%	8.4%	16.7%	13.0%	5.6%	0.0%	0.0%	9.0%	5.3%	11.2%	8.1%	10.6%	9.3%	---	---
Some high school, but did not graduate	931	33	59	70	7	21	5	14	17	2	1	26	7	24	6	17	33	0	0
	16.1%	19.2%	18.6%	19.9%	15.6%	19.6%	27.8%	15.2%	23.6%	33.3%	33.3%	16.8%	18.4%	19.2%	16.2%	20.0%	19.2%	---	---
High school graduate or GED	2,391	75	131	132	23	45	6	42	29	2	2	68	17	52	17	34	75	0	0
	41.3%	43.6%	41.3%	37.5%	51.1%	42.1%	33.3%	45.7%	40.3%	33.3%	66.7%	43.9%	44.7%	41.6%	45.9%	40.0%	43.6%	---	---
Some college or 2-year degree	1,438	38	80	103	11	24	3	19	18	1	0	37	8	29	8	19	38	0	0
	24.8%	22.1%	25.2%	29.3%	24.4%	22.4%	16.7%	20.7%	25.0%	16.7%	0.0%	23.9%	21.1%	23.2%	21.6%	22.4%	22.1%	---	---
4-year college graduate	325	6	17	14	1	4	1	3	3	0	0	6	2	4	1	4	6	0	0
	5.6%	3.5%	5.4%	4.0%	2.2%	3.7%	5.6%	3.3%	4.2%	0.0%	0.0%	3.9%	5.3%	3.2%	2.7%	4.7%	3.5%	---	---
More than 4-year college degree	204	4	12	12	0	4	0	2	1	1	0	4	2	2	2	2	4	0	0
	3.5%	2.3%	3.8%	3.4%	0.0%	3.7%	0.0%	2.2%	1.4%	16.7%	0.0%	2.6%	5.3%	1.6%	5.4%	2.4%	2.3%	---	---
4-year college graduate or more	529	10	29	26	1	8	1	5	4	1	0	10	4	6	3	6	10	0	0
	9.1%	5.8%	9.1%	7.4%	2.2%	7.5%	5.6%	5.4%	5.6%	16.7%	0.0%	6.5%	10.5%	4.8%	8.1%	7.1%	5.8%	---	---
Significantly different from column:*																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 39

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	266	14	22	26	6	8	1	5	8	13	1	0	4	7	3	7	5	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,655	159	304	338	49	107	33	49	77	111	37	10	49	58	52	74	35	49
	95.5%	91.9%	93.3%	92.9%	89.1%	93.0%	97.1%	90.7%	90.6%	89.5%	97.4%	100.0%	92.5%	89.2%	94.5%	91.4%	87.5%	96.1%
Yes, Hispanic or Latino	901	3	18	10	2	1	0	2	1	3	0	0	3	0	0	2	0	1
	15.9%	1.9%	5.9%	3.0%	4.1%	0.9%	0.0%	4.1%	1.3%	2.7%	0.0%	0.0%	6.1%	0.0%	0.0%	2.7%	0.0%	2.0%
No, not Hispanic or Latino	4,754	156	286	328	47	106	33	47	76	108	37	10	46	58	52	72	35	48
	84.1%	98.1%	94.1%	97.0%	95.9%	99.1%	100.0%	95.9%	98.7%	97.3%	100.0%	100.0%	93.9%	100.0%	100.0%	97.3%	100.0%	98.0%
Significantly different from column:*		AC																

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 39

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	266	14	22	26	4	10	0	4	10	0	0	0	0	12	2	7	14	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,655	159	304	338	41	98	18	89	62	6	3	156	38	114	35	79	159	0	0
	95.5%	91.9%	93.3%	92.9%	91.1%	90.7%	100.0%	95.7%	86.1%	100.0%	100.0%	100.0%	100.0%	90.5%	94.6%	91.9%	91.9%	---	---
Yes, Hispanic or Latino	901	3	18	10	0	3	0	2	0	0	3	0	0	3	2	1	3	0	0
	15.9%	1.9%	5.9%	3.0%	0.0%	3.1%	0.0%	2.2%	0.0%	0.0%	100.0%	0.0%	0.0%	2.6%	5.7%	1.3%	1.9%	---	---
No, not Hispanic or Latino	4,754	156	286	328	41	95	18	87	62	6	0	156	38	111	33	78	156	0	0
	84.1%	98.1%	94.1%	97.0%	100.0%	96.9%	100.0%	97.8%	100.0%	100.0%	0.0%	100.0%	100.0%	97.4%	94.3%	98.7%	98.1%	---	---
Significantly different from column:*		AC																	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 40

What is your race? Mark one or more.

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,921	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	165	2	15	14	1	1	1	1	0	2	0	0	1	1	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,756	171	311	350	54	114	33	53	85	122	38	10	52	64	55	80	39	51
	97.2%	98.8%	95.4%	96.2%	98.2%	99.1%	97.1%	98.1%	100.0%	98.4%	100.0%	100.0%	98.1%	98.5%	100.0%	98.8%	97.5%	100.0%
White	3,793	94	149	161	27	67	16	26	52	69	19	5	27	33	34	37	24	32
	65.9%	55.0%	47.9%	46.0%	50.0%	58.8%	48.5%	49.1%	61.2%	56.6%	50.0%	50.0%	51.9%	51.6%	61.8%	46.3%	61.5%	62.7%
Black or African-American	1,302	72	151	175	26	44	17	24	31	50	18	4	23	30	19	40	15	17
	22.6%	42.1%	48.6%	50.0%	48.1%	38.6%	51.5%	45.3%	36.5%	41.0%	47.4%	40.0%	44.2%	46.9%	34.5%	50.0%	38.5%	33.3%
Asian	270	3	7	9	1	1	0	2	1	2	1	0	2	0	1	2	0	1
	4.7%	1.8%	2.3%	2.6%	1.9%	0.9%	0.0%	3.8%	1.2%	1.6%	2.6%	0.0%	3.8%	0.0%	1.8%	2.5%	0.0%	2.0%
Native Hawaiian or other Pacific Islander	29	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	1.3%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
American Indian or Alaska Native	107	2	21	21	1	1	0	1	1	1	0	1	0	1	1	1	0	1
	1.9%	1.2%	6.8%	6.0%	1.9%	0.9%	0.0%	1.9%	1.2%	0.8%	0.0%	10.0%	0.0%	1.6%	1.8%	1.3%	0.0%	2.0%
Other	421	1	29	19	0	1	0	1	0	1	0	0	0	0	1	0	0	1
	7.3%	0.6%	9.3%	5.4%	0.0%	0.9%	0.0%	1.9%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	2.0%

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100% .

Question 40

What is your race? Mark one or more.

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,921	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	165	2	15	14	1	1	0	0	0	0	1	1	1	1	0	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,756	171	311	350	44	107	18	93	72	6	2	155	37	125	37	85	171	0	0
	97.2%	98.8%	95.4%	96.2%	97.8%	99.1%	100.0%	100.0%	100.0%	100.0%	66.7%	99.4%	97.4%	99.2%	100.0%	98.8%	98.8%	---	---
White	3,793	94	149	161	17	66	10	93	0	1	2	88	18	71	20	56	94	0	0
	65.9%	55.0%	47.9%	46.0%	38.6%	61.7%	55.6%	100.0%	0.0%	16.7%	100.0%	56.8%	48.6%	56.8%	54.1%	65.9%	55.0%	---	---
Black or African-American	1,302	72	151	175	25	38	8	0	72	0	0	62	18	50	16	27	72	0	0
	22.6%	42.1%	48.6%	50.0%	56.8%	35.5%	44.4%	0.0%	100.0%	0.0%	0.0%	40.0%	48.6%	40.0%	43.2%	31.8%	42.1%	---	---
Asian	270	3	7	9	2	1	0	0	0	3	0	3	0	3	0	1	3	0	0
	4.7%	1.8%	2.3%	2.6%	4.5%	0.9%	0.0%	0.0%	0.0%	50.0%	0.0%	1.9%	0.0%	2.4%	0.0%	1.2%	1.8%	---	---
Native Hawaiian or other Pacific Islander	29	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	1.3%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
American Indian or Alaska Native	107	2	21	21	0	2	0	0	0	2	0	2	1	1	2	0	2	0	0
	1.9%	1.2%	6.8%	6.0%	0.0%	1.9%	0.0%	0.0%	0.0%	33.3%	0.0%	1.3%	2.7%	0.8%	5.4%	0.0%	1.2%	---	---
Other	421	1	29	19	0	1	0	0	0	1	0	1	0	1	0	1	1	0	0
	7.3%	0.6%	9.3%	5.4%	0.0%	0.9%	0.0%	0.0%	0.0%	16.7%	0.0%	0.6%	0.0%	0.8%	0.0%	1.2%	0.6%	---	---

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

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CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

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Question 41

X723_NLA3

In the last 6 months, how often did you have to wait for an appointment because the health provider you wanted to see worked limited hours or had few available appointments?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	---	1	13	15	1	0	1	0	0	1	0	0	1	0	0	0	1	0
Number no experience	---	23	19	37	7	14	5	10	8	15	7	1	9	8	6	15	2	6
Usable responses	---	149	294	312	47	101	28	44	77	108	31	9	43	57	49	66	37	45
	---	86.1%	90.2%	85.7%	85.5%	87.8%	82.4%	81.5%	90.6%	87.1%	81.6%	90.0%	81.1%	87.7%	89.1%	81.5%	92.5%	88.2%
Never	---	101	175	192	34	67	21	27	53	68	26	7	33	40	28	44	26	30
	---	67.8%	59.5%	61.5%	72.3%	66.3%	75.0%	61.4%	68.8%	63.0%	83.9%	77.8%	76.7%	70.2%	57.1%	66.7%	70.3%	66.7%
Sometimes	---	33	72	67	9	24	7	10	16	27	3	2	7	11	15	15	7	11
	---	22.1%	24.5%	21.5%	19.1%	23.8%	25.0%	22.7%	20.8%	25.0%	9.7%	22.2%	16.3%	19.3%	30.6%	22.7%	18.9%	24.4%
Usually	---	5	23	22	0	5	0	4	1	3	2	0	1	3	1	3	1	1
	---	3.4%	7.8%	7.1%	0.0%	5.0%	0.0%	9.1%	1.3%	2.8%	6.5%	0.0%	2.3%	5.3%	2.0%	4.5%	2.7%	2.2%
Always	---	10	24	31	4	5	0	3	7	10	0	0	2	3	5	4	3	3
	---	6.7%	8.2%	9.9%	8.5%	5.0%	0.0%	6.8%	9.1%	9.3%	0.0%	0.0%	4.7%	5.3%	10.2%	6.1%	8.1%	6.7%
Significantly different from column:*																		
Usually or Always	---	15	47	53	4	10	0	7	8	13	2	0	3	6	6	7	4	4
	---	10.1%	16.0%	17.0%	8.5%	9.9%	0.0%	15.9%	10.4%	12.0%	6.5%	0.0%	7.0%	10.5%	12.2%	10.6%	10.8%	8.9%
Significantly different from column:*																		

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 41

X723_NLA3

In the last 6 months, how often did you have to wait for an appointment because the health provider you wanted to see worked limited hours or had few available appointments?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	---	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	---	1	13	15	1	0	0	0	1	0	0	1	0	1	0	0	1	0	0
Number no experience	---	23	19	37	15	7	1	7	14	1	1	20	6	17	0	8	23	0	0
Usable responses	---	149	294	312	29	101	17	86	57	5	2	135	32	108	37	78	149	0	0
	---	86.1%	90.2%	85.7%	64.4%	93.5%	94.4%	92.5%	79.2%	83.3%	66.7%	86.5%	84.2%	85.7%	100.0%	90.7%	86.1%	---	---
Never	---	101	175	192	22	68	11	53	44	3	1	89	20	77	24	53	101	0	0
	---	67.8%	59.5%	61.5%	75.9%	67.3%	64.7%	61.6%	77.2%	60.0%	50.0%	65.9%	62.5%	71.3%	64.9%	67.9%	67.8%	---	---
Sometimes	---	33	72	67	2	26	4	24	8	1	1	32	11	18	13	17	33	0	0
	---	22.1%	24.5%	21.5%	6.9%	25.7%	23.5%	27.9%	14.0%	20.0%	50.0%	23.7%	34.4%	16.7%	35.1%	21.8%	22.1%	---	---
Usually	---	5	23	22	1	3	0	3	2	0	0	5	0	5	0	3	5	0	0
	---	3.4%	7.8%	7.1%	3.4%	3.0%	0.0%	3.5%	3.5%	0.0%	0.0%	3.7%	0.0%	4.6%	0.0%	3.8%	3.4%	---	---
Always	---	10	24	31	4	4	2	6	3	1	0	9	1	8	0	5	10	0	0
	---	6.7%	8.2%	9.9%	13.8%	4.0%	11.8%	7.0%	5.3%	20.0%	0.0%	6.7%	3.1%	7.4%	0.0%	6.4%	6.7%	---	---
Significantly different from column:*																			
Usually or Always	---	15	47	53	5	7	2	9	5	1	0	14	1	13	0	8	15	0	0
	---	10.1%	16.0%	17.0%	17.2%	6.9%	11.8%	10.5%	8.8%	20.0%	0.0%	10.4%	3.1%	12.0%	0.0%	10.3%	10.1%	---	---
Significantly different from column:*																			

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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Question 42

X724

In the last 6 months, did you phone your personal doctor's office during regular office hours to get help or advice for yourself?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	--	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	--	3	12	24	1	1	0	1	2	3	0	0	0	2	1	0	2	1
Number no experience	--	6	12	27	1	5	3	1	2	2	2	2	3	2	1	4	1	1
Usable responses	--	164	302	313	53	109	31	52	81	119	36	8	50	61	53	77	37	49
	--	94.8%	92.6%	86.0%	96.4%	94.8%	91.2%	96.3%	95.3%	96.0%	94.7%	80.0%	94.3%	93.8%	96.4%	95.1%	92.5%	96.1%
Yes	--	56	122	111	14	41	9	16	31	43	9	3	12	25	19	20	14	22
	--	34.1%	40.4%	35.5%	26.4%	37.6%	29.0%	30.8%	38.3%	36.1%	25.0%	37.5%	24.0%	41.0%	35.8%	26.0%	37.8%	44.9%
No	--	108	180	202	39	68	22	36	50	76	27	5	38	36	34	57	23	27
	--	65.9%	59.6%	64.5%	73.6%	62.4%	71.0%	69.2%	61.7%	63.9%	75.0%	62.5%	76.0%	59.0%	64.2%	74.0%	62.2%	55.1%
Significantly different from column:*																R		P

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 42

X724

In the last 6 months, did you phone your personal doctor's office during regular office hours to get help or advice for yourself?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	---	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	---	3	12	24	3	0	0	1	2	0	0	2	2	0	0	0	3	0	0
Number no experience	---	6	12	27	3	2	1	2	4	0	0	6	3	3	2	1	6	0	0
Usable responses	---	164	302	313	39	106	17	90	66	6	3	148	33	123	35	85	164	0	0
	---	94.8%	92.6%	86.0%	86.7%	98.1%	94.4%	96.8%	91.7%	100.0%	100.0%	94.9%	86.8%	97.6%	94.6%	98.8%	94.8%	---	---
Yes	---	56	122	111	3	40	12	36	17	3	0	52	9	45	14	37	56	0	0
	---	34.1%	40.4%	35.5%	7.7%	37.7%	70.6%	40.0%	25.8%	50.0%	0.0%	35.1%	27.3%	36.6%	40.0%	43.5%	34.1%	---	---
No	---	108	180	202	36	66	5	54	49	3	3	96	24	78	21	48	108	0	0
	---	65.9%	59.6%	64.5%	92.3%	62.3%	29.4%	60.0%	74.2%	50.0%	100.0%	64.9%	72.7%	63.4%	60.0%	56.5%	65.9%	---	---
Significantly different from column:*					F	EG	F												

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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Question 43

X725

In the last 6 months, when you phoned during regular office hours, how often did you get the help or advice you needed?

Base: All respondents had a personal doctor and who phoned in their personal doctor's office during regular office hours (Q42)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	56	122	111	14	41	9	16	31	43	9	3	12	25	19	20	14	22
Number missing or multiple answer	---	1	4	1	0	1	0	0	1	0	0	1	0	1	0	1	0	0
Number no experience	---	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Usable responses	---	55	117	109	14	40	9	16	30	43	9	2	12	24	19	19	14	22
	---	98.2%	95.9%	98.2%	100.0%	97.6%	100.0%	100.0%	96.8%	100.0%	100.0%	66.7%	100.0%	96.0%	100.0%	95.0%	100.0%	100.0%
Never	---	3	6	7	2	1	0	1	2	3	0	0	2	1	0	2	0	1
	---	5.5%	5.1%	6.4%	14.3%	2.5%	0.0%	6.3%	6.7%	7.0%	0.0%	0.0%	16.7%	4.2%	0.0%	10.5%	0.0%	4.5%
Sometimes	---	3	24	17	1	2	0	1	2	3	0	0	0	2	1	2	1	0
	---	5.5%	20.5%	15.6%	7.1%	5.0%	0.0%	6.3%	6.7%	7.0%	0.0%	0.0%	0.0%	8.3%	5.3%	10.5%	7.1%	0.0%
Usually	---	8	24	19	2	6	1	3	4	7	1	0	0	5	3	3	0	5
	---	14.5%	20.5%	17.4%	14.3%	15.0%	11.1%	18.8%	13.3%	16.3%	11.1%	0.0%	0.0%	20.8%	15.8%	15.8%	0.0%	22.7%
Always	---	41	63	66	9	31	8	11	22	30	8	2	10	16	15	12	13	16
	---	74.5%	53.8%	60.6%	64.3%	77.5%	88.9%	68.8%	73.3%	69.8%	88.9%	100.0%	83.3%	66.7%	78.9%	63.2%	92.9%	72.7%
Significantly different from column:*		C																
Usually or Always	---	49	87	85	11	37	9	14	26	37	9	2	10	21	18	15	13	21
	---	89.1%	74.4%	78.0%	78.6%	92.5%	100.0%	87.5%	86.7%	86.0%	100.0%	100.0%	83.3%	87.5%	94.7%	78.9%	92.9%	95.5%
Significantly different from column:*		C																

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 43

X725

In the last 6 months, when you phoned during regular office hours, how often did you get the help or advice you needed?

Base: All respondents had a personal doctor and who phoned in their personal doctor's office during regular office hours (Q42)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	---	56	122	111	3	40	12	36	17	3	0	52	9	45	14	37	56	0	0
Number missing or multiple answer	---	1	4	1	0	1	0	0	0	1	0	1	1	0	1	0	1	0	0
Number no experience	---	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Usable responses	---	55	117	109	3	39	12	36	17	2	0	51	8	45	13	37	55	0	0
	---	98.2%	95.9%	98.2%	100.0%	97.5%	100.0%	100.0%	100.0%	66.7%	---	98.1%	88.9%	100.0%	92.9%	100.0%	98.2%	---	---
Never	---	3	6	7	1	2	0	2	1	0	0	3	1	1	1	1	3	0	0
	---	5.5%	5.1%	6.4%	33.3%	5.1%	0.0%	5.6%	5.9%	0.0%	---	5.9%	12.5%	2.2%	7.7%	2.7%	5.5%	---	---
Sometimes	---	3	24	17	0	2	1	3	0	0	0	3	1	2	1	2	3	0	0
	---	5.5%	20.5%	15.6%	0.0%	5.1%	8.3%	8.3%	0.0%	0.0%	---	5.9%	12.5%	4.4%	7.7%	5.4%	5.5%	---	---
Usually	---	8	24	19	0	5	2	4	3	1	0	8	3	4	3	3	8	0	0
	---	14.5%	20.5%	17.4%	0.0%	12.8%	16.7%	11.1%	17.6%	50.0%	---	15.7%	37.5%	8.9%	23.1%	8.1%	14.5%	---	---
Always	---	41	63	66	2	30	9	27	13	1	0	37	3	38	8	31	41	0	0
	---	74.5%	53.8%	60.6%	66.7%	76.9%	75.0%	75.0%	76.5%	50.0%	---	72.5%	37.5%	84.4%	61.5%	83.8%	74.5%	---	---
Significantly different from column:*		C																	
Usually or Always	---	49	87	85	2	35	11	31	16	2	0	45	6	42	11	34	49	0	0
	---	89.1%	74.4%	78.0%	66.7%	89.7%	91.7%	86.1%	94.1%	100.0%	---	88.2%	75.0%	93.3%	84.6%	91.9%	89.1%	---	---
Significantly different from column:*		C																	

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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Question 44

X726_NLA3

In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?

Base: All respondents who had a personal doctor (Q42)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	--	164	302	313	53	109	31	52	81	119	36	8	50	61	53	77	37	49
Number missing or multiple answer	--	9	10	11	3	6	1	2	6	8	1	0	1	4	4	2	4	2
Number no experience	--	1	2	1	0	1	0	0	1	1	0	0	0	1	0	0	1	0
Usable responses	--	154	290	301	50	102	30	50	74	110	35	8	49	56	49	75	32	47
	--	93.9%	96.0%	96.2%	94.3%	93.6%	96.8%	96.2%	91.4%	92.4%	97.2%	100.0%	98.0%	91.8%	92.5%	97.4%	86.5%	95.9%
Yes	--	14	34	39	4	9	2	5	7	11	3	0	3	7	4	6	1	7
	--	9.1%	11.7%	13.0%	8.0%	8.8%	6.7%	10.0%	9.5%	10.0%	8.6%	0.0%	6.1%	12.5%	8.2%	8.0%	3.1%	14.9%
No	--	140	256	262	46	93	28	45	67	99	32	8	46	49	45	69	31	40
	--	90.9%	88.3%	87.0%	92.0%	91.2%	93.3%	90.0%	90.5%	90.0%	91.4%	100.0%	93.9%	87.5%	91.8%	92.0%	96.9%	85.1%
Significantly different from column:*																		

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 44

X726_NLA3

In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?

Base: All respondents who had a personal doctor (Q42)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	---	164	302	313	39	106	17	90	66	6	3	148	33	123	35	85	164	0	0
Number missing or multiple answer	---	9	10	11	4	5	0	7	2	0	0	8	0	8	1	3	9	0	0
Number no experience	---	1	2	1	0	1	0	1	0	0	0	1	0	1	0	1	1	0	0
Usable responses	---	154	290	301	35	100	17	82	64	6	3	139	33	114	34	81	154	0	0
	---	93.9%	96.0%	96.2%	89.7%	94.3%	100.0%	91.1%	97.0%	100.0%	100.0%	93.9%	100.0%	92.7%	97.1%	95.3%	93.9%	---	---
Yes	---	14	34	39	1	7	5	4	9	1	0	14	3	11	3	9	14	0	0
	---	9.1%	11.7%	13.0%	2.9%	7.0%	29.4%	4.9%	14.1%	16.7%	0.0%	10.1%	9.1%	9.6%	8.8%	11.1%	9.1%	---	---
No	---	140	256	262	34	93	12	78	55	5	3	125	30	103	31	72	140	0	0
	---	90.9%	88.3%	87.0%	97.1%	93.0%	70.6%	95.1%	85.9%	83.3%	100.0%	89.9%	90.9%	90.4%	91.2%	88.9%	90.9%	---	---
Significantly different from column:*																			

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

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Question 45

X727_NLA3

In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

Base: All respondents who had a personal doctor (Q42) and phoned their personal doctor after office hours (Q44)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	14	34	39	4	9	2	5	7	11	3	0	3	7	4	6	1	7
Number missing or multiple answer	---	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	---	2	2	0	2	0	0	0	2	2	0	0	0	0	2	0	0	2
Usable responses	---	12	31	39	2	9	2	5	5	9	3	0	3	7	2	6	1	5
	---	85.7%	91.2%	100.0%	50.0%	100.0%	100.0%	100.0%	71.4%	81.8%	100.0%	---	100.0%	100.0%	50.0%	100.0%	100.0%	71.4%
Never	---	0	1	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	---	0.0%	3.2%	17.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	---	2	8	9	1	1	1	1	0	1	1	0	0	2	0	1	0	1
	---	16.7%	25.8%	23.1%	50.0%	11.1%	50.0%	20.0%	0.0%	11.1%	33.3%	---	0.0%	28.6%	0.0%	16.7%	0.0%	20.0%
Usually	---	1	7	5	0	1	0	0	1	1	0	0	0	1	0	0	1	0
	---	8.3%	22.6%	12.8%	0.0%	11.1%	0.0%	0.0%	20.0%	11.1%	0.0%	---	0.0%	14.3%	0.0%	0.0%	100.0%	0.0%
Always	---	9	15	18	1	7	1	4	4	7	2	0	3	4	2	5	0	4
	---	75.0%	48.4%	46.2%	50.0%	77.8%	50.0%	80.0%	80.0%	77.8%	66.7%	---	100.0%	57.1%	100.0%	83.3%	0.0%	80.0%
Significantly different from column:*																		
Usually or Always	---	10	22	23	1	8	1	4	5	8	2	0	3	5	2	5	1	4
	---	83.3%	71.0%	59.0%	50.0%	88.9%	50.0%	80.0%	100.0%	88.9%	66.7%	---	100.0%	71.4%	100.0%	83.3%	100.0%	80.0%
Significantly different from column:*																		

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 45

X727_NLA3

In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

Base: All respondents who had a personal doctor (Q42) and phoned their personal doctor after office hours (Q44)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	---	14	34	39	1	7	5	4	9	1	0	14	3	11	3	9	14	0	0
Number missing or multiple answer	---	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	---	2	2	0	0	1	1	1	1	0	0	2	1	1	0	2	2	0	0
Usable responses	---	12	31	39	1	6	4	3	8	1	0	12	2	10	3	7	12	0	0
	---	85.7%	91.2%	100.0%	100.0%	85.7%	80.0%	75.0%	88.9%	100.0%	---	85.7%	66.7%	90.9%	100.0%	77.8%	85.7%	---	---
Never	---	0	1	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	---	0.0%	3.2%	17.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---
Sometimes	---	2	8	9	0	1	1	1	1	0	0	2	1	1	1	1	2	0	0
	---	16.7%	25.8%	23.1%	0.0%	16.7%	25.0%	33.3%	12.5%	0.0%	---	16.7%	50.0%	10.0%	33.3%	14.3%	16.7%	---	---
Usually	---	1	7	5	0	0	0	0	1	0	0	1	0	1	0	0	1	0	0
	---	8.3%	22.6%	12.8%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	---	8.3%	0.0%	10.0%	0.0%	0.0%	8.3%	---	---
Always	---	9	15	18	1	5	3	2	6	1	0	9	1	8	2	6	9	0	0
	---	75.0%	48.4%	46.2%	100.0%	83.3%	75.0%	66.7%	75.0%	100.0%	---	75.0%	50.0%	80.0%	66.7%	85.7%	75.0%	---	---
Significantly different from column:*																			
Usually or Always	---	10	22	23	1	5	3	2	7	1	0	10	1	9	2	6	10	0	0
	---	83.3%	71.0%	59.0%	100.0%	83.3%	75.0%	66.7%	87.5%	100.0%	---	83.3%	50.0%	90.0%	66.7%	85.7%	83.3%	---	---
Significantly different from column:*																			

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 46

X728_NLA3

After hours care is health care when your usual doctor's office or clinic is closed. In the last 6 months, did you need to visit a doctor's office or clinic for after hours care?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	---	5	14	24	1	4	1	3	1	5	0	0	0	3	2	1	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	168	312	340	54	111	33	51	84	119	38	10	53	62	53	80	36	51
	---	97.1%	95.7%	93.4%	98.2%	96.5%	97.1%	94.4%	98.8%	96.0%	100.0%	100.0%	100.0%	95.4%	96.4%	98.8%	90.0%	100.0%
Yes	---	29	50	49	9	20	4	10	15	23	4	2	6	11	12	12	2	14
	---	17.3%	16.0%	14.4%	16.7%	18.0%	12.1%	19.6%	17.9%	19.3%	10.5%	20.0%	11.3%	17.7%	22.6%	15.0%	5.6%	27.5%
No	---	139	262	291	45	91	29	41	69	96	34	8	47	51	41	68	34	37
	---	82.7%	84.0%	85.6%	83.3%	82.0%	87.9%	80.4%	82.1%	80.7%	89.5%	80.0%	88.7%	82.3%	77.4%	85.0%	94.4%	72.5%
Significantly different from column:*																	R	Q

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 46

X728_NLA3

After hours care is health care when your usual doctor’s office or clinic is closed. In the last 6 months, did you need to visit a doctor’s office or clinic for after hours care?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	---	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	---	5	14	24	2	3	0	2	2	0	0	4	1	3	0	3	5	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	168	312	340	43	105	18	91	70	6	3	152	37	123	37	83	168	0	0
	---	97.1%	95.7%	93.4%	95.6%	97.2%	100.0%	97.8%	97.2%	100.0%	100.0%	97.4%	97.4%	97.6%	100.0%	96.5%	97.1%	---	---
Yes	---	29	50	49	7	15	7	15	11	2	1	27	9	18	7	14	29	0	0
	---	17.3%	16.0%	14.4%	16.3%	14.3%	38.9%	16.5%	15.7%	33.3%	33.3%	17.8%	24.3%	14.6%	18.9%	16.9%	17.3%	---	---
No	---	139	262	291	36	90	11	76	59	4	2	125	28	105	30	69	139	0	0
	---	82.7%	84.0%	85.6%	83.7%	85.7%	61.1%	83.5%	84.3%	66.7%	66.7%	82.2%	75.7%	85.4%	81.1%	83.1%	82.7%	---	---
Significantly different from column:*																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

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Question 47

X729_NLA3

In the last 6 months, how often was it easy to get the after hours care you thought you needed?

Base: All respondents who had a visit to a doctor's office or clinic for after hours care (Q46)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	29	50	49	9	20	4	10	15	23	4	2	6	11	12	12	2	14
Number missing or multiple answer	---	1	2	0	0	1	0	0	1	0	0	1	0	1	0	1	0	0
Number no experience	---	1	0	3	0	1	0	1	0	1	0	0	0	0	1	0	0	1
Usable responses	---	27	48	46	9	18	4	9	14	22	4	1	6	10	11	11	2	13
	---	93.1%	96.0%	93.9%	100.0%	90.0%	100.0%	90.0%	93.3%	95.7%	100.0%	50.0%	100.0%	90.9%	91.7%	91.7%	100.0%	92.9%
Never	---	2	5	7	1	1	0	1	1	2	0	0	0	1	1	1	0	1
	---	7.4%	10.4%	15.2%	11.1%	5.6%	0.0%	11.1%	7.1%	9.1%	0.0%	0.0%	0.0%	10.0%	9.1%	9.1%	0.0%	7.7%
Sometimes	---	1	8	10	1	0	0	0	1	1	0	0	1	0	0	1	0	0
	---	3.7%	16.7%	21.7%	11.1%	0.0%	0.0%	0.0%	7.1%	4.5%	0.0%	0.0%	16.7%	0.0%	0.0%	9.1%	0.0%	0.0%
Usually	---	6	7	5	3	3	2	2	2	5	1	0	1	2	3	1	0	4
	---	22.2%	14.6%	10.9%	33.3%	16.7%	50.0%	22.2%	14.3%	22.7%	25.0%	0.0%	16.7%	20.0%	27.3%	9.1%	0.0%	30.8%
Always	---	18	28	24	4	14	2	6	10	14	3	1	4	7	7	8	2	8
	---	66.7%	58.3%	52.2%	44.4%	77.8%	50.0%	66.7%	71.4%	63.6%	75.0%	100.0%	66.7%	70.0%	63.6%	72.7%	100.0%	61.5%
Significantly different from column:*																		
Usually or Always	---	24	35	29	7	17	4	8	12	19	4	1	5	9	10	9	2	12
	---	88.9%	72.9%	63.0%	77.8%	94.4%	100.0%	88.9%	85.7%	86.4%	100.0%	100.0%	83.3%	90.0%	90.9%	81.8%	100.0%	92.3%
Significantly different from column:*		D																

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 47

X729_NLA3

In the last 6 months, how often was it easy to get the after hours care you thought you needed?

Base: All respondents who had a visit to a doctor's office or clinic for after hours care (Q46)

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	---	29	50	49	7	15	7	15	11	2	1	27	9	18	7	14	29	0	0
Number missing or multiple answer	---	1	2	0	0	1	0	0	0	1	0	1	1	0	1	0	1	0	0
Number no experience	---	1	0	3	0	1	0	0	0	1	0	1	0	1	0	1	1	0	0
Usable responses	---	27	48	46	7	13	7	15	11	0	1	25	8	17	6	13	27	0	0
	---	93.1%	96.0%	93.9%	100.0%	86.7%	100.0%	100.0%	100.0%	0.0%	100.0%	92.6%	88.9%	94.4%	85.7%	92.9%	93.1%	---	---
Never	---	2	5	7	1	1	0	1	1	0	0	2	1	1	0	0	2	0	0
	---	7.4%	10.4%	15.2%	14.3%	7.7%	0.0%	6.7%	9.1%	---	0.0%	8.0%	12.5%	5.9%	0.0%	0.0%	7.4%	---	---
Sometimes	---	1	8	10	1	0	0	1	0	0	0	1	0	1	0	0	1	0	0
	---	3.7%	16.7%	21.7%	14.3%	0.0%	0.0%	6.7%	0.0%	---	0.0%	4.0%	0.0%	5.9%	0.0%	0.0%	3.7%	---	---
Usually	---	6	7	5	2	2	2	3	3	0	0	6	4	1	3	1	6	0	0
	---	22.2%	14.6%	10.9%	28.6%	15.4%	28.6%	20.0%	27.3%	---	0.0%	24.0%	50.0%	5.9%	50.0%	7.7%	22.2%	---	---
Always	---	18	28	24	3	10	5	10	7	0	1	16	3	14	3	12	18	0	0
	---	66.7%	58.3%	52.2%	42.9%	76.9%	71.4%	66.7%	63.6%	---	100.0%	64.0%	37.5%	82.4%	50.0%	92.3%	66.7%	---	---
Significantly different from column:*																			
Usually or Always	---	24	35	29	5	12	7	13	10	0	1	22	7	15	6	13	24	0	0
	---	88.9%	72.9%	63.0%	71.4%	92.3%	100.0%	86.7%	90.9%	---	100.0%	88.0%	87.5%	88.2%	100.0%	100.0%	88.9%	---	---
Significantly different from column:*		D																	

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

71230

Question 48

X717_NLA3

In the last 6 months, how often was it easy to get appointments with specialists?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	173	326	364	55	115	34	54	85	124	38	10	53	65	55	81	40	51
Number missing or multiple answer	---	1	17	25	0	1	0	1	0	1	0	0	0	0	1	0	1	0
Number no experience	---	61	64	93	17	42	21	15	25	39	19	3	23	20	18	27	17	17
Usable responses	---	111	245	246	38	72	13	38	60	84	19	7	30	45	36	54	22	34
	---	64.2%	75.2%	67.6%	69.1%	62.6%	38.2%	70.4%	70.6%	67.7%	50.0%	70.0%	56.6%	69.2%	65.5%	66.7%	55.0%	66.7%
Never	---	13	39	49	3	10	5	5	3	9	4	0	4	7	2	5	5	3
	---	11.7%	15.9%	19.9%	7.9%	13.9%	38.5%	13.2%	5.0%	10.7%	21.1%	0.0%	13.3%	15.6%	5.6%	9.3%	22.7%	8.8%
Sometimes	---	13	37	32	6	7	1	2	10	10	3	0	3	6	4	7	2	4
	---	11.7%	15.1%	13.0%	15.8%	9.7%	7.7%	5.3%	16.7%	11.9%	15.8%	0.0%	10.0%	13.3%	11.1%	13.0%	9.1%	11.8%
Usually	---	27	51	44	12	15	3	7	17	22	3	2	8	11	8	13	5	8
	---	24.3%	20.8%	17.9%	31.6%	20.8%	23.1%	18.4%	28.3%	26.2%	15.8%	28.6%	26.7%	24.4%	22.2%	24.1%	22.7%	23.5%
Always	---	58	118	121	17	40	4	24	30	43	9	5	15	21	22	29	10	19
	---	52.3%	48.2%	49.2%	44.7%	55.6%	30.8%	63.2%	50.0%	51.2%	47.4%	71.4%	50.0%	46.7%	61.1%	53.7%	45.5%	55.9%
Significantly different from column:*							H	G										
Usually or Always	---	85	169	165	29	55	7	31	47	65	12	7	23	32	30	42	15	27
	---	76.6%	69.0%	67.1%	76.3%	76.4%	53.8%	81.6%	78.3%	77.4%	63.2%	100.0%	76.7%	71.1%	83.3%	77.8%	68.2%	79.4%
Significantly different from column:*																		

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 48

X717_NLA3

In the last 6 months, how often was it easy to get appointments with specialists?

Base: All respondents

	2020 Anthem National Adult Medicaid Average	2020	2019	2018	Doctor Visits in One Year (Q7)			Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Type		
					None	1 to 4	5 or more	White	Black or African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	---	173	326	364	45	108	18	93	72	6	3	156	38	126	37	86	173	0	0
Number missing or multiple answer	---	1	17	25	0	1	0	1	0	0	0	1	0	1	0	1	1	0	0
Number no experience	---	61	64	93	25	34	2	35	25	1	0	57	18	41	8	28	61	0	0
Usable responses	---	111	245	246	20	73	16	57	47	5	3	98	20	84	29	57	111	0	0
	---	64.2%	75.2%	67.6%	44.4%	67.6%	88.9%	61.3%	65.3%	83.3%	100.0%	62.8%	52.6%	66.7%	78.4%	66.3%	64.2%	---	---
Never	---	13	39	49	6	6	1	6	5	1	0	12	6	7	4	3	13	0	0
	---	11.7%	15.9%	19.9%	30.0%	8.2%	6.3%	10.5%	10.6%	20.0%	0.0%	12.2%	30.0%	8.3%	13.8%	5.3%	11.7%	---	---
Sometimes	---	13	37	32	3	9	0	9	4	0	1	11	3	9	3	5	13	0	0
	---	11.7%	15.1%	13.0%	15.0%	12.3%	0.0%	15.8%	8.5%	0.0%	33.3%	11.2%	15.0%	10.7%	10.3%	8.8%	11.7%	---	---
Usually	---	27	51	44	7	16	3	16	10	1	1	25	6	19	8	11	27	0	0
	---	24.3%	20.8%	17.9%	35.0%	21.9%	18.8%	28.1%	21.3%	20.0%	33.3%	25.5%	30.0%	22.6%	27.6%	19.3%	24.3%	---	---
Always	---	58	118	121	4	42	12	26	28	3	1	50	5	49	14	38	58	0	0
	---	52.3%	48.2%	49.2%	20.0%	57.5%	75.0%	45.6%	59.6%	60.0%	33.3%	51.0%	25.0%	58.3%	48.3%	66.7%	52.3%	---	---
Significantly different from column:*					FG	E	E						N	M					
Usually or Always	---	85	169	165	11	58	15	42	38	4	2	75	11	68	22	49	85	0	0
	---	76.6%	69.0%	67.1%	55.0%	79.5%	93.8%	73.7%	80.9%	80.0%	66.7%	76.5%	55.0%	81.0%	75.9%	86.0%	76.6%	---	---
Significantly different from column:*					F	E													

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.



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YOUR HEALTH PLAN WANTS TO HEAR FROM YOU



BLA3_1

How can Healthy Blue serve you better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide at Healthy Blue. It will take less than 20 minutes to complete.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we are asking only a few people to take the survey, **it is very important that you fill out the survey and return it right away.** Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better.

Sincerely,

Dr. Laura Herrera Scott
VP, Medicaid Clinical Operations
Healthy Blue

www.myhealthyblue.com

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.



BLA3_3

About three weeks ago, we sent you a survey about the services we provide at Healthy Blue. If you sent your survey back, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It will take less than 20 minutes to complete.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we asked only a few people to take the survey, **it is very important that you fill out the survey and return it right away.** Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better.

Sincerely,

Dr. Laura Herrera Scott
VP, Medicaid Clinical Operations
Healthy Blue

www.myhealthyblue.com

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.



We need your help! Recently, we sent you a short survey about your health care. Your answers will help us improve the services we provide. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey sends it back.

After you finish the survey, please return it in the pre-paid envelope to the Center for the Study of Services (CSS), a research firm working with us on this survey.

If you did not get the survey, or if you misplaced it, please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org. They will mail you another one. You can also call that number if you have any questions.

If you have already sent in your survey, thank you! You can ignore this reminder.

Thanks again for your help!

BLA-MEM-1060-19

¡Necesitamos su ayuda! Hace poco le enviamos una breve encuesta sobre su atención médica. Sus respuestas nos ayudarán a mejorar los servicios que ofrecemos. La encuesta también ayudará a otras personas a informarse mejor sobre los planes de atención médica, pero solamente será útil si todos los que la reciban la devuelven.

Cuando haya respondido la encuesta, devuélvala en el sobre prepagado a Center for the Study of Services (CSS), que es una firma de investigaciones que está trabajando con nosotros para llevar a cabo esta encuesta.

Si no recibió la encuesta o si se le ha perdido, llame a CSS al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org. Ellos le enviarán otra por correo. También puede llamar a dicho número si tiene alguna pregunta.

Si ya ha devuelto la encuesta, se lo agradecemos de sobremanera. De ser el caso, puede ignorar este recordatorio.

¡Muchas gracias de nuevo por su ayuda!



Healthy Blue

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BLA3-S

Healthy Blue es el nombre comercial de Community Care Health Plan of Louisiana, Inc., un licenciatario independiente de Blue Cross and Blue Shield Association.

SURVEY INSTRUCTIONS

Answer each question by marking the box to the left of your answer.

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

- ☒₁ Yes → ***If Yes, Go to Question 1***
☐₂ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

1. Our records show that you are now in Healthy Blue. Is that right?

- ☐₁ Yes → ***If Yes, Go to Question 3***
☐₂ No

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

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do **not** include care you got when you stayed overnight in a hospital. Do **not** include the times you went for dental care visits.

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

- ☐₁ Yes
☐₂ No → ***If No, Go to Question 5***

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

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

- ☐₁ Yes
☐₂ No → ***If No, Go to Question 7***

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

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

- ☐₀ None → ***If None, Go to Question 10***
☐₁ 1 time
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 to 9
☐₆ 10 or more times

- 0 1 2 3 4 5 6 7 8 9 10
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
Worst health care possible Best health care possible

- ☐ ₁ Never
- ☐ ₂ Sometimes
- ☐ ₃ Usually
- ☐ ₄ Always

☐₁ Yes

☐₂ No → *If No, Go to Question 19*

- ☐ ₀ None → *If None, Go to Question 18*
- ☐ ₁ 1 time
- ☐ ₂ 2
- ☐ ₃ 3
- ☐ ₄ 4
- ☐ ₅ 5 to 9
- ☐ ₆ 10 or more times

- ☐ ₁ Never

☐ ₂ Sometimes

☐ ₃ Usually

☐ ₄ Always

- ☐ ₁ Never
- ☐ ₂ Sometimes
- ☐ ₃ Usually
- ☐ ₄ Always

- ☐ ₁ Never

☐ ₂ Sometimes

☐ ₃ Usually

☐ ₄ Always

- ☐ ₁ Never
- ☐ ₂ Sometimes
- ☐ ₃ Usually
- ☐ ₄ Always

- ☐₁ Yes
- ☐₂ No → ***If No, Go to Question 18***

- ☐ ₁ Never
- ☐ ₂ Sometimes
- ☐ ₃ Usually
- ☐ ₄ Always

- 0 1 2 3 4 5 6 7 8 9 10
- ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
- Worst personal doctor possible Best personal doctor possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

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

☐₁ Yes
☐₂ No → **If No, Go to Question 23**

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

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

☐₀ None → **If None, Go to Question 23**
☐₁ 1 specialist
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 or more specialists

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

0	1	2	3	4	5	6	7	8	9	10	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Worst specialist possible											Best specialist possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

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

☐₁ Yes
☐₂ No → **If No, Go to Question 26**

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

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

☐₁ Yes
☐₂ No → **If No, Go to Question 28**

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

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Worst health plan possible				Best health plan possible						

ABOUT YOU

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

- ☐₁ Excellent
- ☐₂ Very good
- ☐₃ Good
- ☐₄ Fair
- ☐₅ Poor

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

- ☐₁ Excellent
- ☐₂ Very good
- ☐₃ Good
- ☐₄ Fair
- ☐₅ Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 2019?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Don't know

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

- ☐₁ Every day
- ☐₂ Some days
- ☐₃ Not at all → ***If Not at all, Go to Question 36***
- ☐₄ Don't know → ***If Don't know, Go to Question 36***

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

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

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

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

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

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

36. What is your age?

- ☐₁ 18 to 24
- ☐₂ 25 to 34
- ☐₃ 35 to 44
- ☐₄ 45 to 54
- ☐₅ 55 to 64
- ☐₆ 65 to 74
- ☐₇ 75 or older

37. Are you male or female?

- ☐₁ Male
- ☐₂ Female

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

- ☐₁ 8th grade or less
- ☐₂ Some high school, but did not graduate
- ☐₃ High school graduate or GED
- ☐₄ Some college or 2-year degree
- ☐₅ 4-year college graduate
- ☐₆ More than 4-year college degree

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

- ☐₁ Yes, Hispanic or Latino
- ☐₂ No, not Hispanic or Latino

40. What is your race? Mark one or more.

- ☐_a White
- ☐_b Black or African-American
- ☐_c Asian
- ☐_d Native Hawaiian or other Pacific Islander
- ☐_e American Indian or Alaska Native
- ☐_f Other

Now we would like to ask a few more questions about the services your health plan provides.

41. In the last 6 months, how often did you have to wait for an appointment because the health provider you wanted to see worked limited hours or had few available appointments?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not make an appointment to see a health provider in the last 6 months

42. In the last 6 months, did you phone your personal doctor's office during regular office hours to get help or advice for yourself?

- ☐₁ Yes
- ☐₂ No → ***If No, Go to Question 44***
- ☐₃ I do not have a personal doctor → ***Go to Question 46***

43. In the last 6 months, when you phoned during regular office hours, how often did you get the help or advice you needed?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not phone for help or advice during regular office hours in the last 6 months

44. In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?

- ☐₁ Yes
- ☐₂ No → ***If No, Go to Question 46***
- ☐₃ I do not have a personal doctor → ***Go to Question 46***

45. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not phone for help or advice after regular office hours in the last 6 months

46. After hours care is health care when your usual doctor's office or clinic is closed. In the last 6 months, did you need to visit a doctor's office or clinic for after hours care?

- ☐₁ Yes
- ☐₂ No → ***If No, Go to Question 48***

47. In the last 6 months, how often was it easy to get the after hours care you thought you needed?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not need after hours care in the last 6 months

48. In the last 6 months, how often was it easy to get appointments with specialists?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ No experience

THANK YOU

Please return the completed survey in the postage-paid envelope to:

**Center for the Study of Services
PO Box 3416
Hopkins, MN 55343**

Please do not include any other correspondence.



BLA3_1-S

¿Cómo puede Healthy Blue servirle mejor? ¿Cómo pueden las personas escoger el plan de atención médica más conveniente para ellas?

Esta encuesta le brinda la oportunidad de decirnos lo que piensa sobre los servicios que ofrecemos en Healthy Blue. Le tomará menos de 20 minutos responderla.

La encuesta forma parte de un proyecto nacional del Comité Nacional de Control de Calidad (NCQA, por sus siglas en inglés), una organización sin fines de lucro que ayuda a las personas a informarse mejor sobre los planes de atención médica.

Center for the Study of Services (CSS) es una firma independiente de investigaciones que nos está ayudando a llevar a cabo la encuesta. Solamente el personal de CSS y de NCQA podrá ver sus respuestas. Sus respuestas no llevarán su nombre y serán parte de un conjunto de información de otras personas como usted. Comuníquese con CSS al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org si tiene alguna pregunta.

Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que usted complete la encuesta y la devuelva de inmediato**. Utilice el sobre prepagado para devolverla.

Gracias por contribuir a que la atención médica sea mejor para todos.

Atentamente,

Dr. Laura Herrera Scott
VP, Medicaid Clinical Operations
Healthy Blue

www.myhealthybluelua.com

Healthy Blue es el nombre comercial de Community Care Health Plan of Louisiana, Inc., un licenciario independiente de Blue Cross and Blue Shield Association.



BLA3_3-S

Hace unas tres semanas le enviamos una encuesta sobre los servicios que ofrecemos en Healthy Blue. Si devolvió su encuesta, se lo agradecemos de sobremanera. De ser el caso, puede ignorar esta carta.

Le enviamos otra encuesta, en caso de que haya perdido la primera. Le pedimos que se tome un poco de tiempo para completarla. Le tomará menos de 20 minutos responderla.

La encuesta forma parte de un proyecto nacional del Comité Nacional de Control de Calidad (NCQA, por sus siglas en inglés), una organización sin fines de lucro que ayuda a las personas a informarse mejor sobre los planes de atención médica.

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