Report of Results

for

Aetna Better Health of Louisiana (Child Population)

2021 (MY2020) CAHPS® 5.1H 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 2020, Aetna Better Health 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®) 5.1H 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 actionable performance feedback to help improve member experience.

CSS administered the Child Medicaid with CCC Measure version of the CAHPS Health Plan Survey on behalf of Aetna Better Health of Louisiana, hereafter referred to as ABH of LA, between February 17 and May 13, 2021.

The final survey sample for ABH of LA included 3,952 members (2,112 from the general population and 1,840 from the CCC population). During the survey fielding period, 380 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 18.74 percent.

This was the second survey administration cycle taking place during the COVID-19 pandemic. In response to significant changes in consumer behavior during the pandemic and the accompanying shift in care delivery toward telemedicine, NCQA expanded the CAHPS questionnaires to include any care received "in person, by phone, or by video." While NCQA has not provided trending guidelines for the revised questionnaires, in June of 2020 NCQA recommended against using its 2020 CAHPS national benchmarks for improvement scoring and year-over-year trending[1]. Additionally, NCQA's Health Plan Ratings (HPR) methodology calls for CAHPS scores to be compared to prior-year benchmarks. In a departure from this standard methodology, NCQA decided to base its 2021 Health Plan Ratings (HPR) on the current-year (2021) Quality Compass® national benchmarks, which will not be available until September 2021. **In this context, your organization's 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

This Executive Summary focuses on key CAHPS performance metrics, including year-over-year changes in results, comparisons to relevant national benchmarks, and estimated Health Plan Ratings[2]. Also identified are top organizational priorities for quality improvement based on CSS's *Key Driver Analysis*.

The measures highlighted in this section are limited to the general Child Medicaid population only. CCC measure results are reported in the sections that follow. They are based on 277 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.

[1] For more information, see www.ncqa.org/covid/

[2] CSS calculated HPR (star) ratings based on the 2020 NCQA Quality Compass National Percentiles (the most recent dataset available at the time of this report's publication). They should only be used as **estimates** of your organization's official HPR scores. NCQA has scheduled a private release of final ratings to individual plans in early September, with a final public release (at www.ncqa.org) planned for September 15, 2021.

RESULTS ON KEY SURVEY MEASURES

All results reported in this section 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.

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES IN PERFORMANCE COMPARED TO 2020

Reportable* Rate IMPROVED	Reportable* Rate DECLINED
No statistically significant improvements	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.

STATISTICALLY SIGNIFICANT DIFFERENCES IN PERFORMANCE COMPARED TO NATIONAL BENCHMARKS

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
2021 CSS Child Medicaid Average	
None	None
2020 NCQA Quality Compass National Average (All LOBs)	
Rating of All Health Care (78.41% vs. 71.92% [+6.49 points])	None

* 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.

ESTIMATED 2021 NCQA HEALTH PLAN RATINGS

Estimated* 2021 NCQA Health Plan Rating	
★★★★★	Rating of Specialist Seen Most Often, Rating of All Health Care
★★★★☆	Coordination of Care
★★★☆☆	Getting Needed Care, Getting Care Quickly, Rating of Personal Doctor
★★☆☆☆	Rating of Health Plan

* Estimated HPR stars for applicable CAHPS measures, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are provided for reference only. Final HPR stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scored directly to plans in September of 2021.

Note: estimated star ratings are provided for all applicable CAHPS measures regardless of measure denominator.

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 the quality improvement opportunities that would generate the greatest impact for ABH of LA. Effective interventions in these areas would lead to the largest gains in the *Rating of Health Plan* score.

Top Priorities for Quality Improvement
1. Improving health plan provider network (highly-rated personal doctors)
2. Improving the ability of the health plan customer service to provide necessary information or help
3. Improving member access to care (ease of getting needed care, tests, or treatment)
4. Improving health plan provider network (highly-rated specialists)

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

WHAT IS NEW IN 2021

CAHPS SURVEY UPDATES (VERSION 5.1H)

In response to significant changes in consumer behavior during the past year and the accompanying shift in care delivery toward telemedicine, NCQA updated the CAHPS Health Plan Survey to version 5.1H. Several questions were reworded to include any care received "in person, by phone, or by video" during the past six months. References to "seeing a provider" or "visiting a doctor's office or clinic" were removed or replaced with more inclusive language to reflect this expanded array of care settings. To date, NCQA has not issued trending guidelines for the revised questionnaires.

IMPACT OF COVID-19 ON THE 2020 NCQA QUALITY COMPASS DATASETS

Citing concerns about the impact of COVID-19 on CAHPS data collection and response rates, as well as the potential for response bias because members were asked to reflect on their health care experiences over the past year while simultaneously living through a pandemic, **NCQA released national, regional, and state benchmarks (averages and percentiles) for health plans' internal quality improvement purposes. NCQA did not report 2020 CAHPS survey results for individual plans in Quality Compass and issued a general recommendation against using the 2020 benchmarks for improvement scoring and year-over-year trending. In this context, your organization's 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

CHANGES IN THE 2021 NCQA HEALTH PLAN RATINGS (HPR) METHODOLOGY[3] DUE TO COVID-19

Prior to the COVID-19 pandemic, NCQA had planned a significant overhaul of its Health Plan Ratings methodology. As a reminder, below is the list of Patient Experience (CAHPS) measures included in NCQA's Medicaid Health Plan Ratings:

Measure Domain	Individual Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (percent *Usually* or *Always*)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (percent *9* or *10*) Coordination of Care (percent *Usually* or *Always*)
Satisfaction with Plan Services	Rating of Health Plan (percent *9* or *10*)

Health Plan Ratings are reported to the public on a five-star scale, indicating how well a plan is performing compared to NCQA's Quality Compass national benchmarks. NCQA's original (2020) HPR methodology, released just prior to the COVID-19 pandemic, had relied on prior-year Quality Compass benchmarks for assignment of star ratings. NCQA had concerns about using the 2020 CAHPS data for public reporting and canceled the 2020 Health Plan Ratings because of the pandemic. NCQA decided to base the 2021 Health Plan Ratings on the current-year (2021) national benchmarks. This decision has significant implications for current and future reporting.

- Because NCQA will calculate final 2021 Health Plan Ratings based on the 2021 Quality Compass data submissions, the results will not be available to plans until September of 2021[4]. Therefore, **CSS can only estimate Health Plan Ratings based on the 2020 benchmarks at this time. Star rating estimates in this report are based on the prior-year (2020) NCQA Quality Compass National benchmarks, the most recent dataset available to date.**

- NCQA has not finalized the 2022 Health Plan Ratings methodology. NCQA may choose to continue using current-year benchmarks for HPR 2022 or revert to the original methodology, which relies on prior-year benchmarks. NCQA expects to make this decision in the summer of 2021.

[3] For more information, please refer to www.ncqa.org/hedis/reports-and-research/ncqas-health-plan-ratings-2021/ and Appendix B

[4] NCQA has scheduled a private release of final ratings to individual plans in early September, with a final public release (at www.ncqa.org) planned for September 15, 2021

UPDATES TO THE 2021 CSS CAHPS SURVEY RESULTS REPORT

CSS has made several updates to the 2021 CAHPS Results Reports:

- Measure denominators and three-year score trends have been added to key exhibits.
- CSS recognizes that NCQA will not release the 2021 Health Plan Ratings until September of 2021. As a courtesy to Aetna Better Health, CSS is providing estimated star ratings based on the available 2020 Quality Compass national benchmarks in accordance with NCQA's scoring guidelines. **The CSS-calculated star ratings should be treated as unofficial estimates and used with caution for internal purposes only.**
- The CSS *Key Driver Model* has been updated using CSS's Book-of-Business data collected over the past two years.
- An updated *Health Plan Quality Improvement Resource Guide* is included.

ABOUT THIS REPORT

The key features of this 2021 CAHPS results report are highlighted below.

- 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.

- CSS calculated survey results following NCQA's guidelines in *HEDIS 2021, Volume 3: Specifications for Survey Measures*. All results are reported regardless of measure denominator.

- As a courtesy to Aetna Better Health, CSS is providing estimated Health Plan Ratings (star ratings) based on the available 2020 Quality Compass national benchmarks. **The CSS-calculated star ratings should be treated as unofficial estimates and used with caution for internal purposes only.** Estimated star ratings are provided regardless of measure denominator. NCQA is expected to release final 2021 Health Plan Ratings in September.

- Throughout the report, the 2021 ABH of LA survey results are compared to national benchmark scores, represented by the 2021 CSS Child Medicaid Average and the 2020 NCQA Quality Compass Child Medicaid National Average for All Lines of Business (LOBs). The 2021 CSS Child Medicaid Average was calculated by pooling survey responses across 21 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The 2020 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 for ABH of LA, including estimated 2021 HPR star ratings. This section highlights the areas where ABH of LA 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. Top organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.

- *Summary of Survey Results* presents the 2021 ABH of LA survey scores on key measures, including question summary rates, global proportions, and estimated star ratings; changes in rates 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 2021 ABH of LA results are compared to the 2021 CSS Child Medicaid Average on all measures. Where appropriate, the 2021 summary rates and global proportions are also compared to the 2020 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 2021 ABH of LA respondent profile to the relevant national distribution(s) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* identifies key member experience touch points that appear to drive the overall *Rating of Health Plan*. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall member assessment of the plan. The 2021 ABH of LA results on each key driver are compared to the highest score among the 21 plans contributing to the 2021 CSS 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 ABH of LA *Rating of Health Plan* score due to improved performance on the key driver measure. A separate section of the report provides some helpful resources for health plan quality improvement.

- The *Appendix* includes:

  - Score calculation guidelines and methodology
  - A glossary of terms
  - A one-page *Survey Results at a Glance* summary
  - 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 2021 CAHPS Health Plan Survey on behalf of ABH of LA in accordance with the NCQA methodology detailed in *HEDIS 2021, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2021 Survey Measures.* The survey can be administered using a mail-only or a mixed methodology (mail with telephone follow-up). 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).

ABH of LA elected to use the standard mixed methodology.

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

- An initial survey package was mailed on February 17.
- An initial reminder/thank-you postcard was mailed on February 25.
- A replacement survey package was mailed on March 25.
- A second reminder/thank-you postcard was mailed on April 5.
- A telephone follow-up phase targeting non-respondents, with up to six telephone follow-up attempts spaced at different times of the day and on different days of the week, started on April 10.
- Data collection closed on May 13.

Survey results were submitted to NCQA on May 26, 2021.

SURVEY MATERIALS

CSS designed all member-facing materials (see Appendix) for Aetna Better Health in accordance with the NCQA guidelines detailed in *HEDIS 2021, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2021 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 5.1H survey. Besides the core CAHPS questions, the survey included two supplemental questions added by the plan. In addition to English, sample members had the option to request the survey in Spanish using a telephone request line.

The carrier envelope used for survey mailings was marked "RESPONSE NEEDED" or "FINAL REMINDER – PLEASE RESPOND!", depending on the mailing wave, to improve the likelihood of response. 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, 2020; 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, 2020 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. ABH of LA chose to oversample by 28 percent. The final survey sample for ABH of LA included 3,952 members (2,112 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 predefined degree of certainty.

For plans following the mixed methodology, Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. CATI supervisors maintained quality control by monitoring the telephone interviews and response capture by interviewers in real time and auditing recorded interviews. At least 10 percent of the interviews were monitored by supervisors.

Due to the multiple outreach 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.

SURVEY RESPONSE RATE

During the survey fielding period, 380 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 18.74 percent. Using the most conservative assumption about measure rates (i.e., 50%) and given the number of completed surveys received, the 95% confidence interval around measure rates is ±5.03%. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 1.

EXHIBIT 1. 2021 ABH OF LA CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	2021 Your Organization		2021 CSS Child Medicaid Average
	Number	Percent of Initial Sample	Percent of Total Initial Sample
Initial Sample	2,112	100.0%	100.0%
Complete and Eligible - Mail	91	4.3%	10.3%
Complete and Eligible - Phone*	287	13.6%	13.2%
Complete and Eligible - Internet**	2	0.1%	0.2%
Complete and Eligible - Total	380	18.0%	23.7%
Does not meet Eligible Population criteria	37	1.8%	1.0%
Incomplete (but Eligible)	128	6.1%	4.7%
Language barrier	47	2.2%	0.9%
Mentally or physically incapacitated	0	0.0%	0.0%
Deceased	0	0.0%	0.0%
Refusal	217	10.3%	6.5%
Nonresponse after maximum attempts	1,297	61.4%	62.8%
Added to Do Not Call (DNC) list	6	0.3%	0.4%
NCQA Response Rate* **		**18.74%**	**24.18%**

* Applies to plans following mixed methodology.

** Any sample members who called and requested another survey were given the option to complete the survey online.

*** 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]

Below is a more detailed breakdown of completed surveys by language. In addition to English, sample members had the option to request the survey in Spanish using a telephone request line.

EXHIBIT 2. 2021 ABH OF LA CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: COMPLETED SURVEYS BY LANGUAGE

Survey Language	General Population		CCC Population	
	Number	Percent	Number	Percent
Complete and Eligible - English	380	100.0%	277	100.0%
Complete and Eligible - Total	380	100.0%	277	100.0%

4917000

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. 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. NCQA plans to release final Health Plan Ratings for participating plans on September 15, 2021.**

GLOBAL RATING QUESTIONS

CAHPS Health Plan Survey (version 5.1H) 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 2021 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 with 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, how often did you get an appointment for a check-up or routine care for your child 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 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 predefined set of two or more related questions on the survey. The proportions are calculated by first determining the relevant proportion on each survey question contributing to the composite and then averaging these proportions across all questions in the composite.

Throughout the report, all question summary rates 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 2021, Volume 3: Specifications for Survey Measures* or consult Appendix A.

ESTIMATED NCQA HEALTH PLAN RATINGS (STAR RATINGS)

Health Plan Ratings, displayed as star ratings, were estimated by CSS based on NCQA's *2021 Health Plan Rating* methodology. **The CSS-calculated HPR star ratings should be treated as unofficial estimates and used with caution for internal purposes only.** For details, please consult www.ncqa.org/hedis/reports-and-research/ncqas-health-plan-ratings-2021/ as well as Appendix A of this report.

NCQA MINIMUM DENOMINATOR SIZE

For a measure result (i.e., question summary rate or composite global proportion) 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.

COMPARISONS TO NATIONAL BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2021 ABH of LA results are compared to the 2021 CSS Child Medicaid Average as well as to the 2020 NCQA Quality Compass Child Medicaid National Average (All LOBs). The 2021 CSS Child Medicaid Average was calculated by pooling survey responses across 21 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The 2020 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. 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 3 provides a high-level ABH of LA performance overview on key survey measures. These include overall ratings, composite global proportions, and summary rates for additional measures. Where applicable, changes in scores over time and comparisons to applicable national benchmarks are reported and tested for statistical significance.

EXHIBIT 3. 2021 ABH OF LA CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

Survey Measures	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2021 NCQA Health Plan (Star) Rating
	2021		2020		2019		2021 CSS Child Medicaid Average		2020 NCQA Quality Compass National Average (All LOBs)		
	Rate	(n)	Rate	Point Change	Rate	Point Change	Rate	Point Diff.	Rate	Point Diff.	
Patient Experience Measures Reported in NCQA Health Plan Ratings (General Population)											★★★½☆
Getting Care											★★★½☆
Getting Needed Care (% Always or Usually)	**87.23%**	**(151)**	84.87%	[+2.37]	89.16%	[-1.92]	85.00%	[+2.23]	86.03%	[+1.20]	★★★½☆
Getting Care Quickly (% Always or Usually)	**90.06%**	**(147)**	93.37%	[-3.31]	94.30%	[-4.24]	86.14%	[+3.92]	90.53%	[-0.47]	★★★½☆
Satisfaction With Plan Physicians											★★★★½
Rating of Personal Doctor (% 9 or 10)	**79.28%**	**(333)**	79.71%	[-0.43]	81.18%	[-1.90]	76.30%	[+2.98]	78.57%	[+0.71]	★★★½☆
Rating of Specialist Seen Most Often (% 9 or 10)	**77.61%**	**(67)**	65.52%	[+12.09]	74.60%	[+3.01]	73.00%	[+4.61]	73.36%	[+4.25]	★★★★★
Rating of All Health Care (% 9 or 10)	**78.41%**	**(227)**	73.60%	[+4.81]	76.45%	[+1.97]	73.23%	[+5.19]	71.92%	[+6.49] ✓	★★★★★
Coordination of Care (% Always or Usually)	**90.63%**	**(96)**	80.43%	[+10.19]	92.05%	[-1.42]	84.81%	[+5.82]	86.08%	[+4.55]	★★★★½
Satisfaction With Plan Services											★★½☆☆
Rating of Health Plan (% 9 or 10)	**69.15%**	**(363)**	75.76%	[-6.61]	73.52%	[-4.37]	70.33%	[-1.19]	71.90%	[-2.75]	★★½☆☆
Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)											
How Well Drs. Communicate (% Always or Usually)	**95.80%**	**(232)**	94.55%	[+1.25]	95.54%	[+0.25]	93.46%	[+2.33]	95.26%	[+0.54]	
Customer Service (% Always or Usually)	**93.24%**	**(103)**	91.82%	[+1.42]	92.31%	[+0.93]	87.94%	[+5.30]	88.81%	[+4.43]	
Rating of All Health Care (% 8, 9 or 10)	**92.07%**	**(227)**	88.00%	[+4.07]	87.60%	[+4.47]	89.37%	[+2.70]	88.01%	[+4.06]	
Rating of Personal Doctor (% 8, 9 or 10)	**90.39%**	**(333)**	89.13%	[+1.26]	90.20%	[+0.19]	89.98%	[+0.41]	90.85%	[-0.46]	
Rating of Specialist Seen Most Often (% 8, 9 or 10)	**88.06%**	**(67)**	82.76%	[+5.30]	85.71%	[+2.35]	86.64%	[+1.42]	87.01%	[+1.05]	
Rating of Health Plan (% 8, 9 or 10)	**83.75%**	**(363)**	84.24%	[-0.50]	85.02%	[-1.27]	86.45%	[-2.71]	86.50%	[-2.75]	
Children with Chronic Conditions Measures (CCC Population)											
Access to Prescription Meds (% Always or Usually)	**90.41%**	**(219)**	92.26%	[-1.85]	90.91%	[-0.50]	91.07%	[-0.66]	91.27%	[-0.86]	
Access to Specialized Services (% Always or Usually)	**69.86%**	**(68)**	69.10%	[+0.76]	75.72%	[-5.86]	73.08%	[-3.21]	74.46%	[-4.60]	
Getting Needed Information (% Always or Usually)	**88.38%**	**(198)**	93.51%	[-5.12]	91.08%	[-2.70]	90.40%	[-2.02]	93.05%	[-4.67] ✓	Not calculated
Personal Doctor Who Knows Child (% Yes)	**90.96%**	**(177)**	91.17%	[-0.21]	93.03%	[-2.07]	90.15%	[+0.81]	91.56%	[-0.60]	
Coordination of Care for CCC (% Yes)	**82.20%**	**(76)**	74.89%	[+7.31]	78.88%	[+3.32]	75.95%	[+6.25]	76.36%	[+5.84]	

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Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark 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 the current-year rate and the comparison rate are marked with a ✓ symbol.

Health Plan Ratings (HPR)

Estimated HPR stars for applicable measures, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scored directly to plans in September of 2021.

DETAILED PERFORMANCE CHARTS

Detailed charts are provided for CAHPS composite global proportions and question summary rates. Except for the five CCC measures, the results displayed are for the general member sample 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. The charts have the following features:

TREND IN RESULTS

- 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.

- Statistical comparisons are conducted between the current-year and each of the prior-year rates, if available. Differences in rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are marked with a ✓ (checkmark) symbol next to the comparison score. For example, a checkmark appearing next to the 2020 rate denotes a statistically significant difference between the 2021 and 2020 rates.

COMPARISON TO NATIONAL BENCHMARKS AND NCQA QUALITY COMPASS PERCENTILES

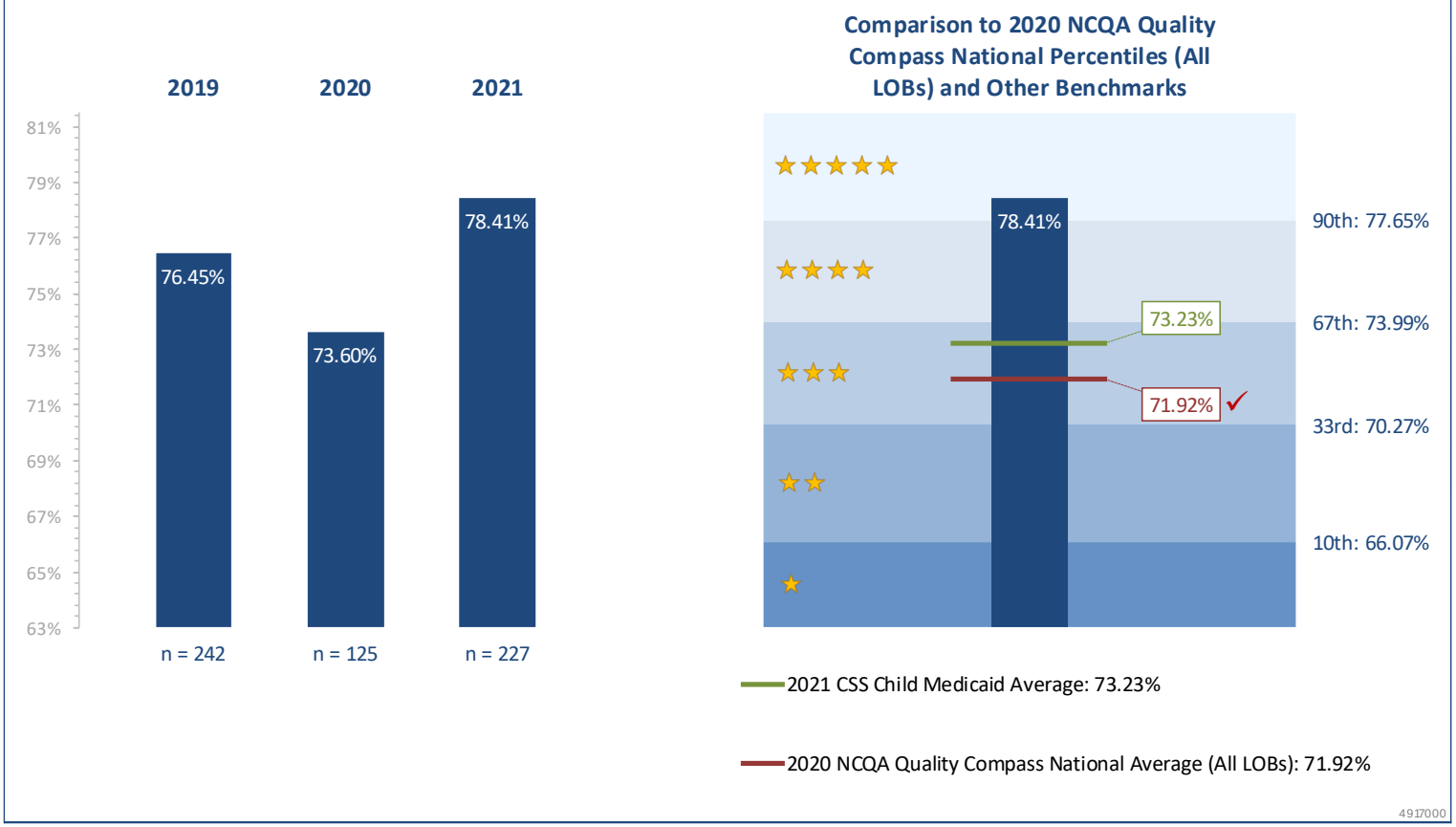
To help health plans benchmark their performance on key CAHPS measures, CSS licensed the *2020 NCQA Quality Compass CAHPS Benchmarks*. This dataset includes question summary rates and global proportions corresponding to the national Quality Compass averages, as well as the 10th, 33rd, 67th, and 90th 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. **Reminder: because NCQA recommended against using the 2020 benchmarks for improvement scoring and year-over-year trending, comparisons of your organization's results to these benchmarks should be made with caution.**

- For CAHPS ratings and composites, the bar representing the 2021 ABH of LA score is juxtaposed against the 2020 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 2021 CSS Child Medicaid Average as well as the 2020 NCQA Quality Compass Child Medicaid National Average (All LOBs). If the 2021 ABH of LA 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



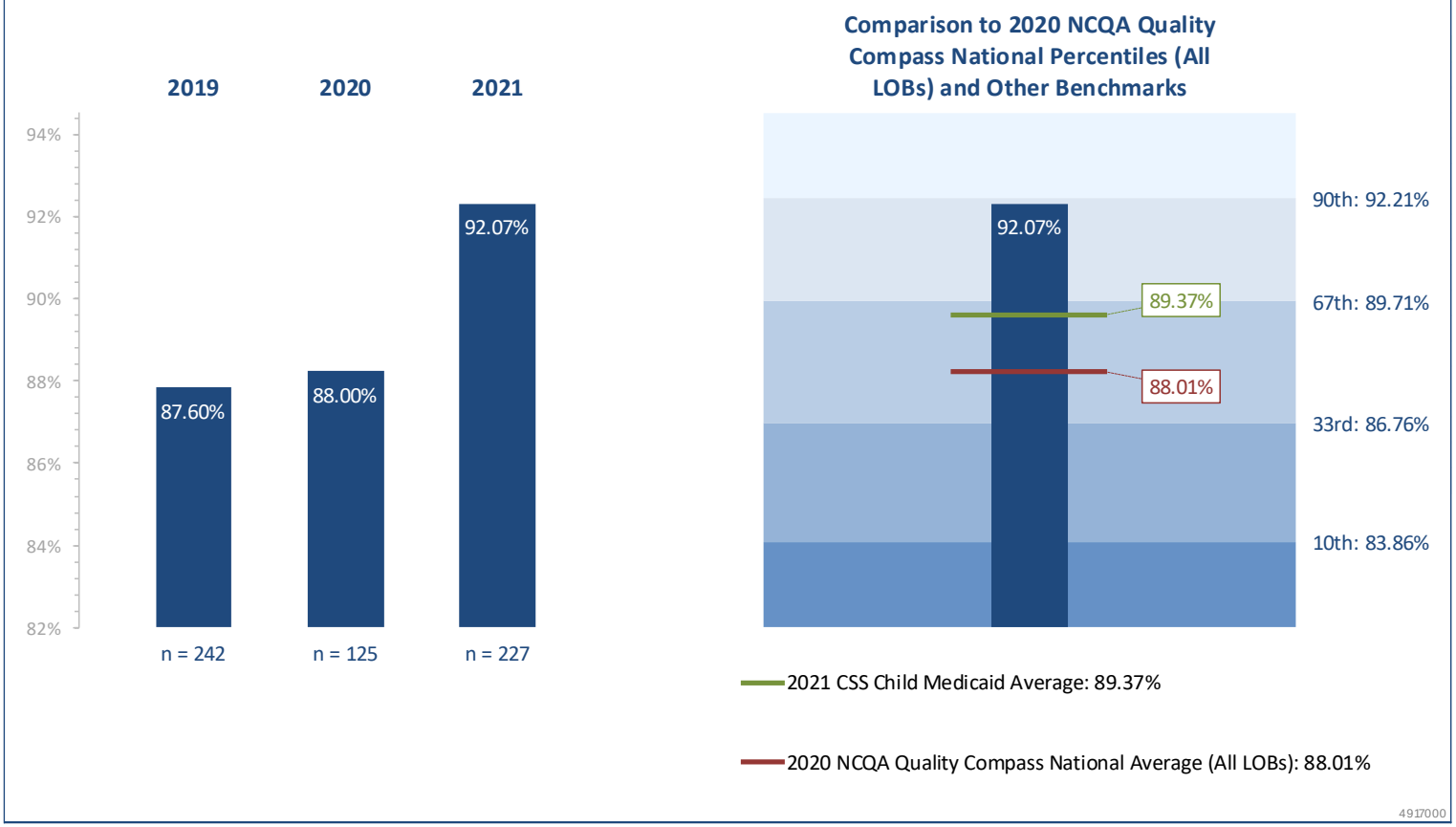
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

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 the 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



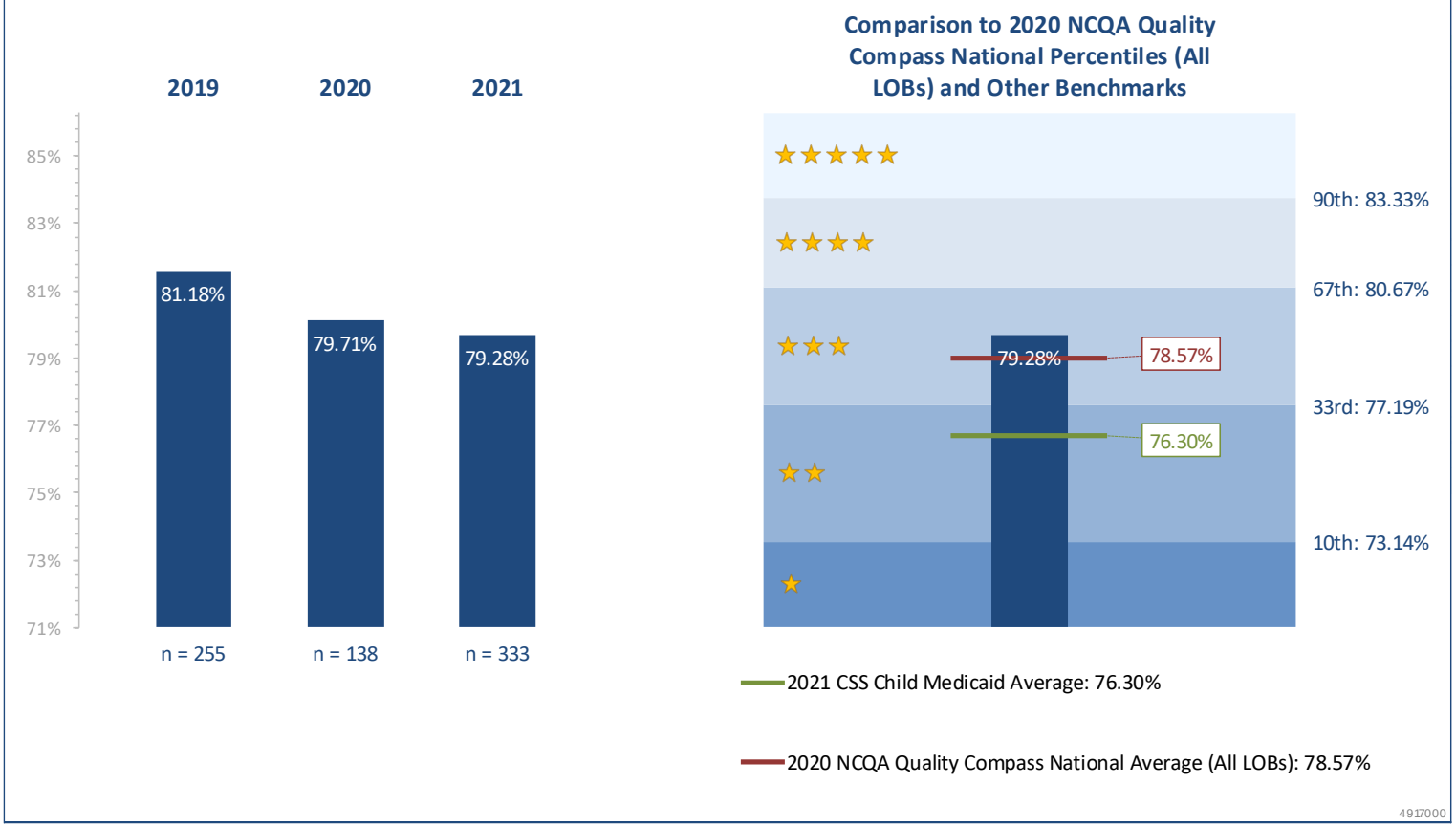
This measure is not included in NCQA's Health Plan Ratings.

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 the 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



Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

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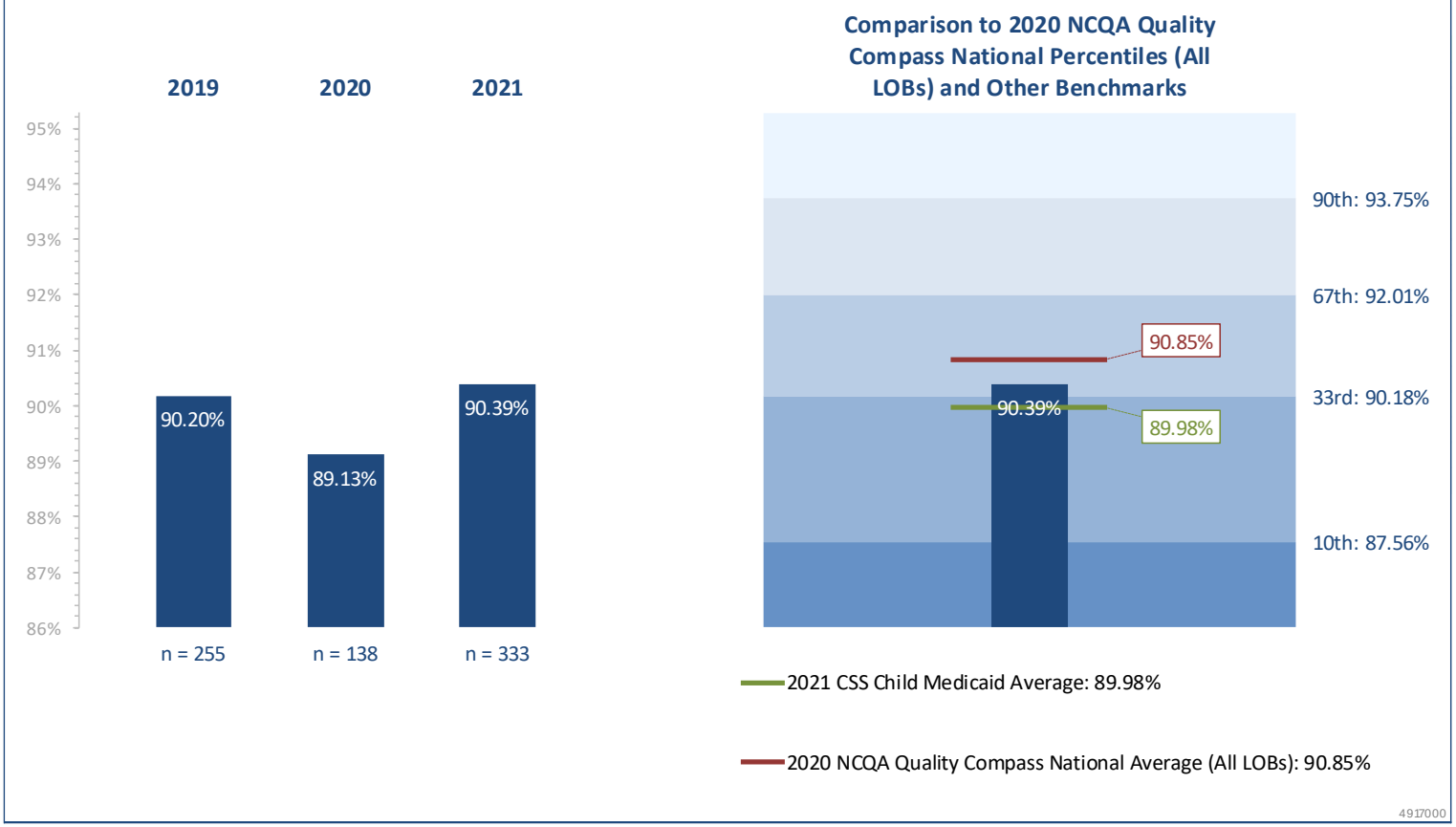
Rating of Personal Doctor

Percent Responding 8, 9 or 10



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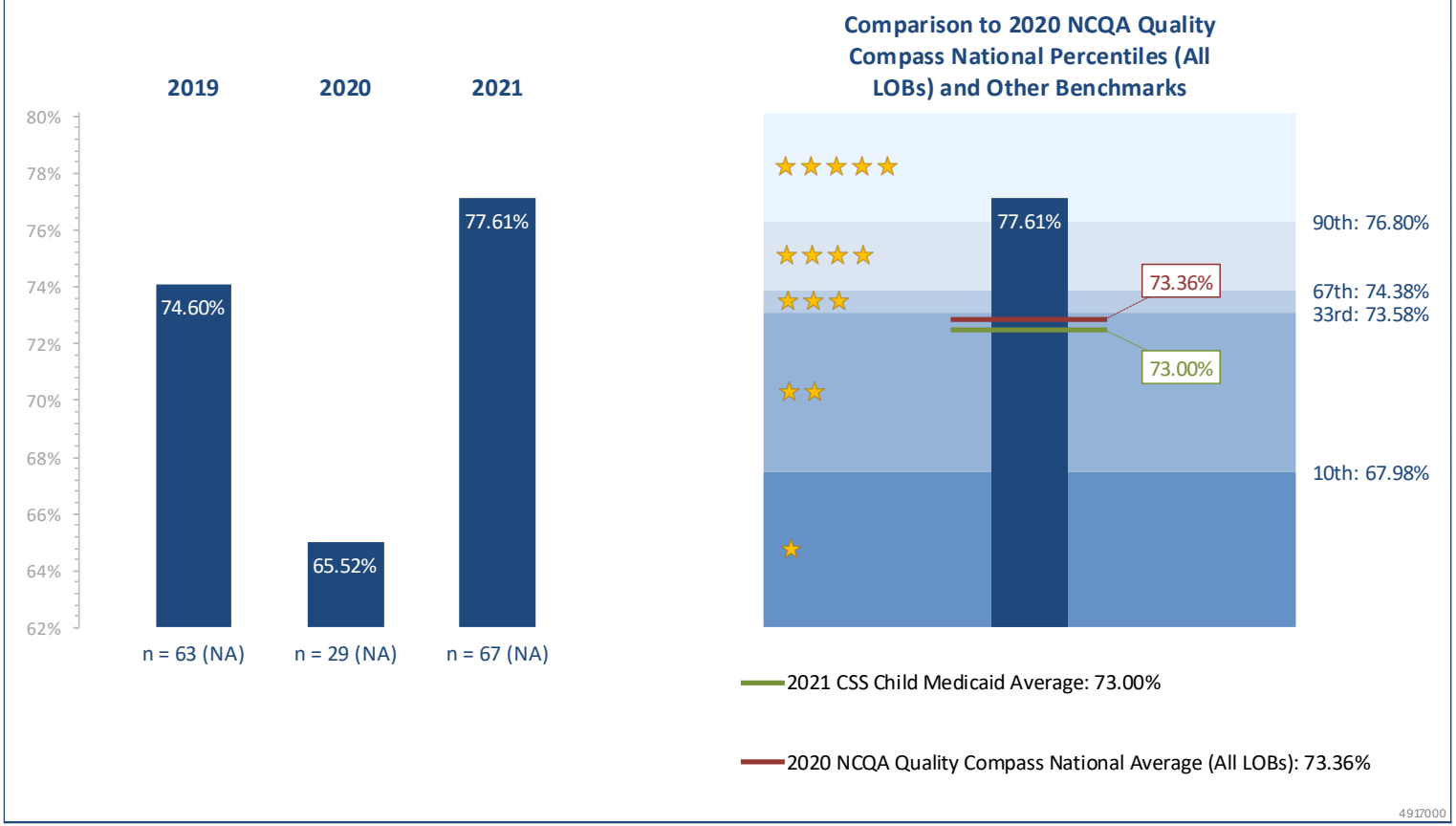
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the 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



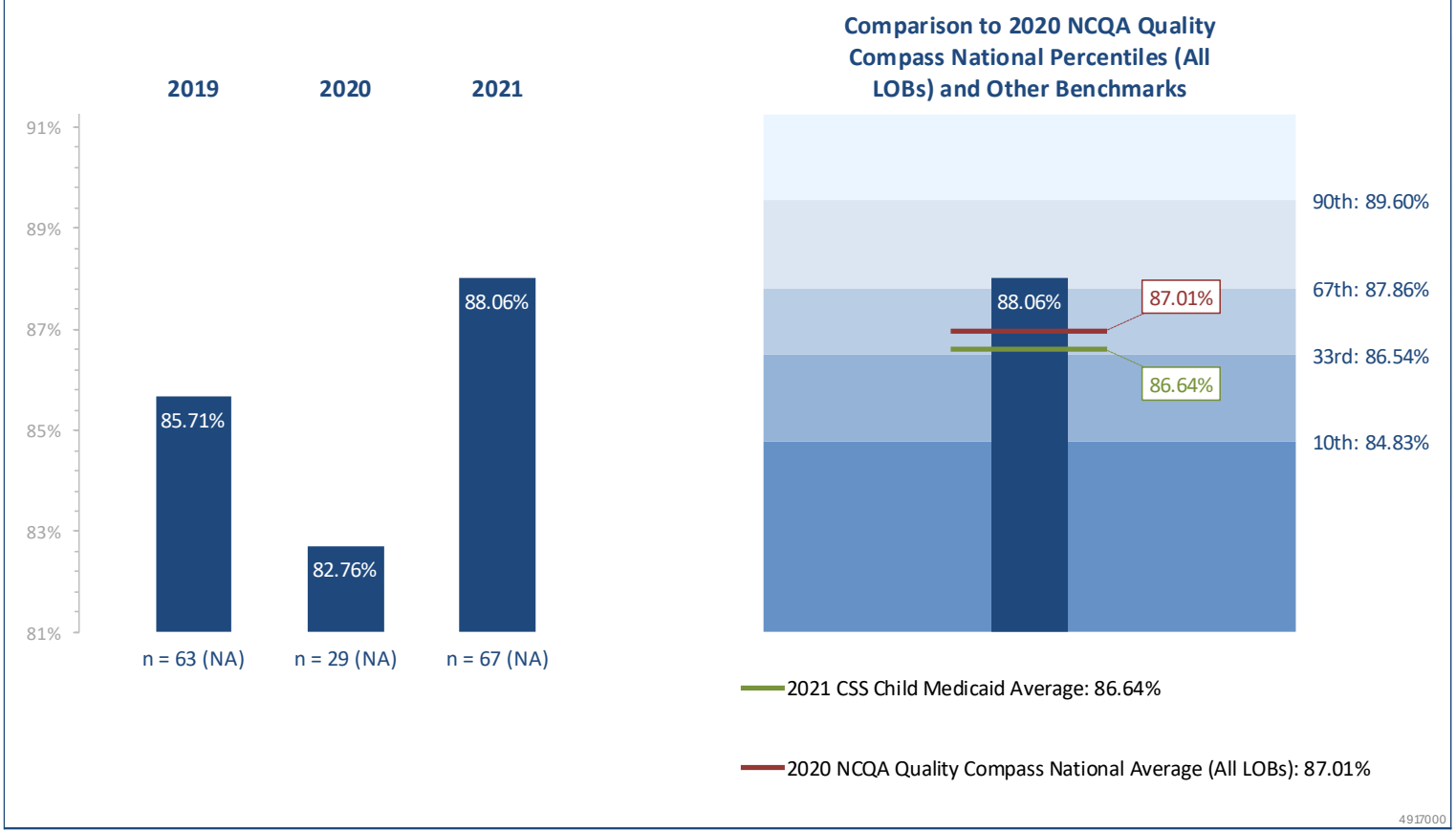
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

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 the 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



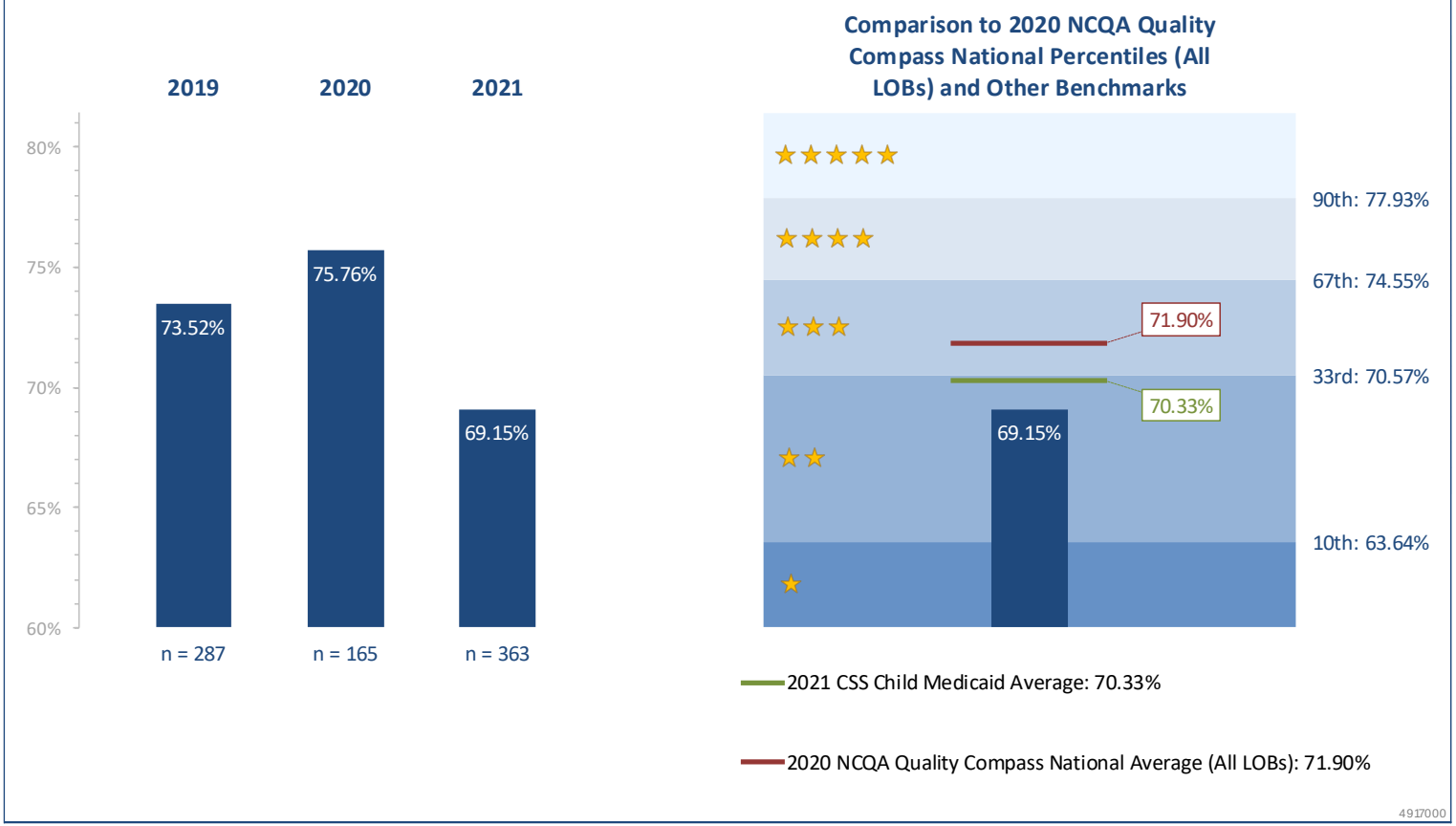
This measure is not included in NCQA's Health Plan Ratings.

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 the 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



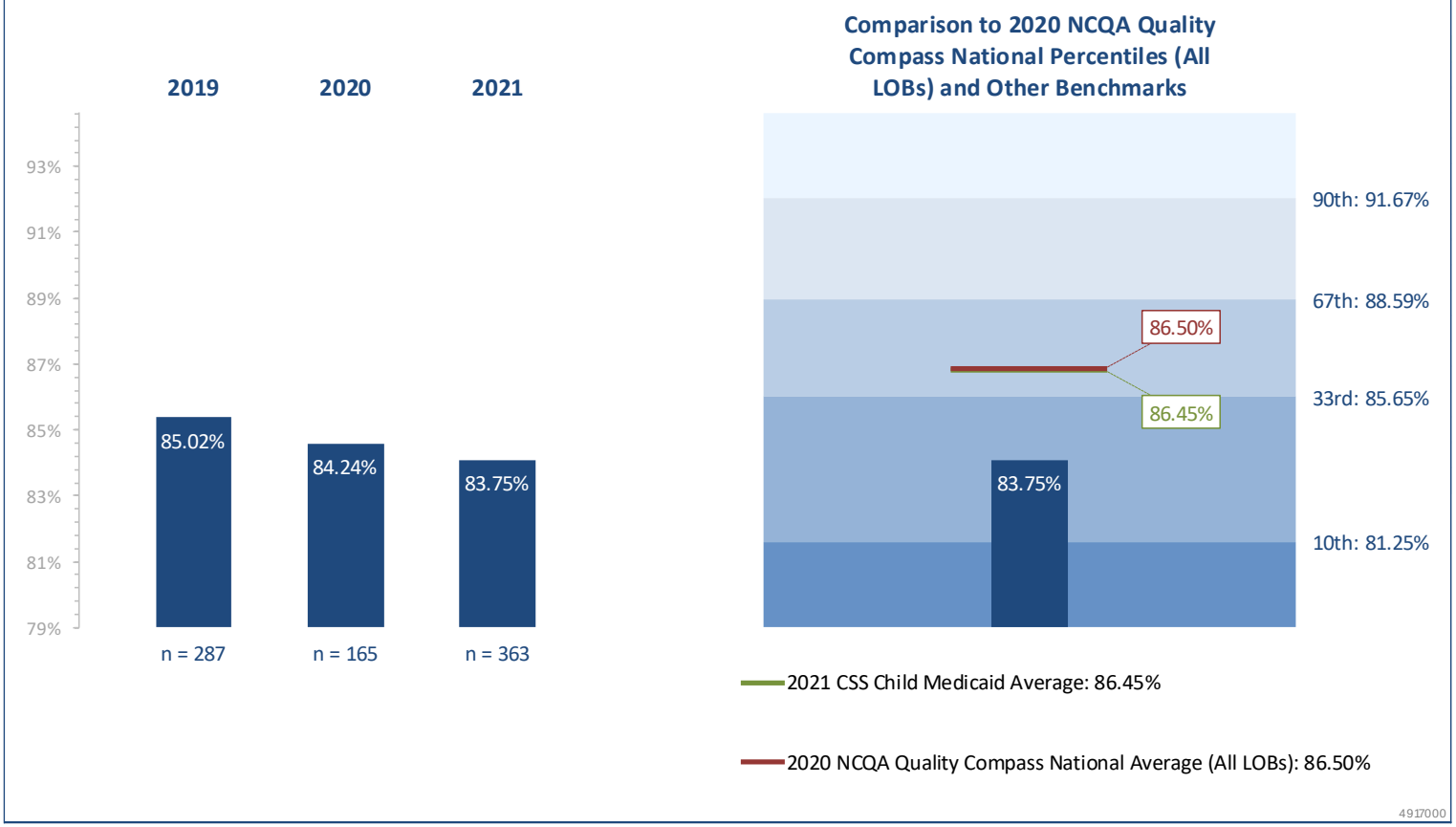
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

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 the 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



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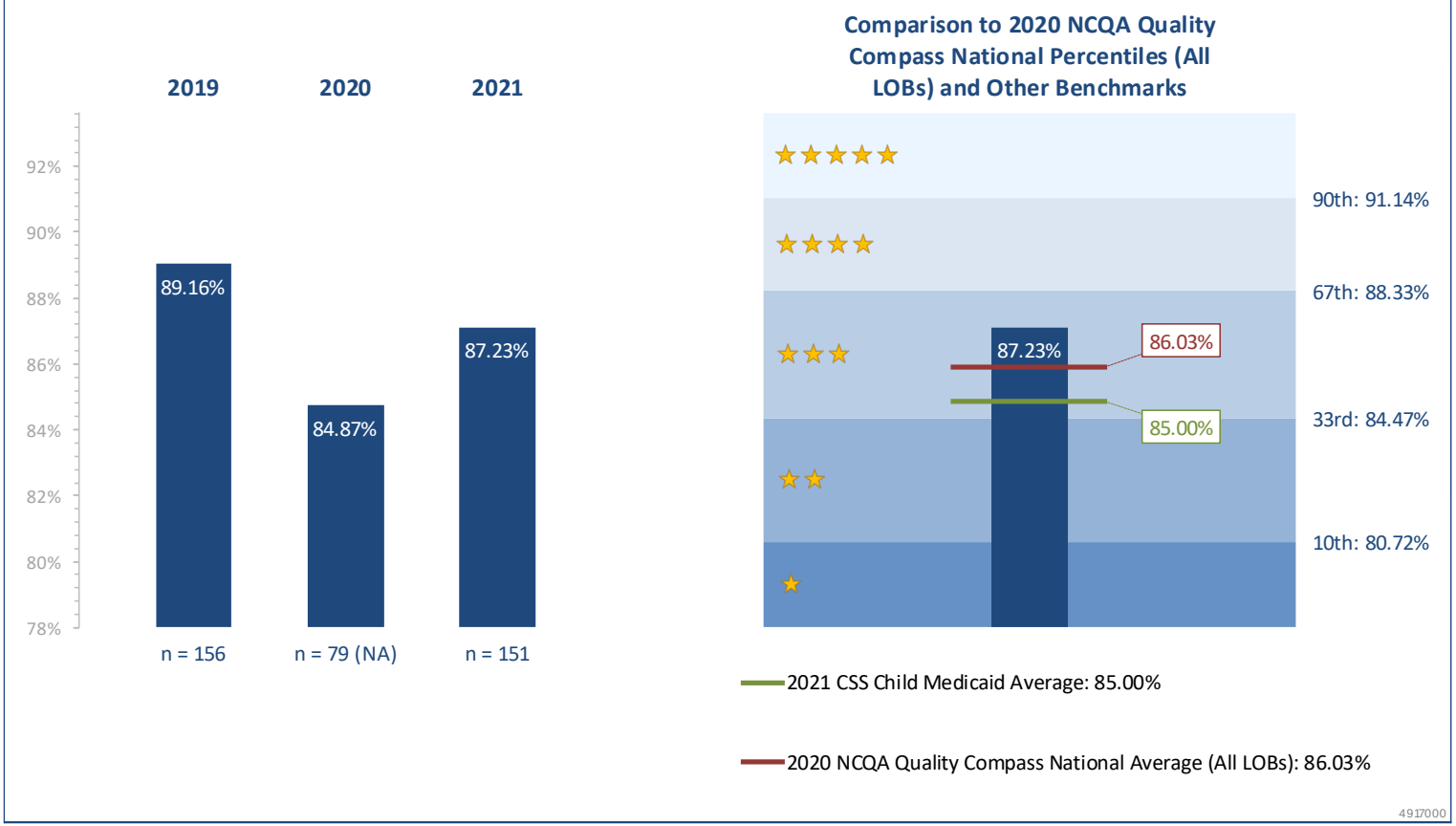
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the 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



Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

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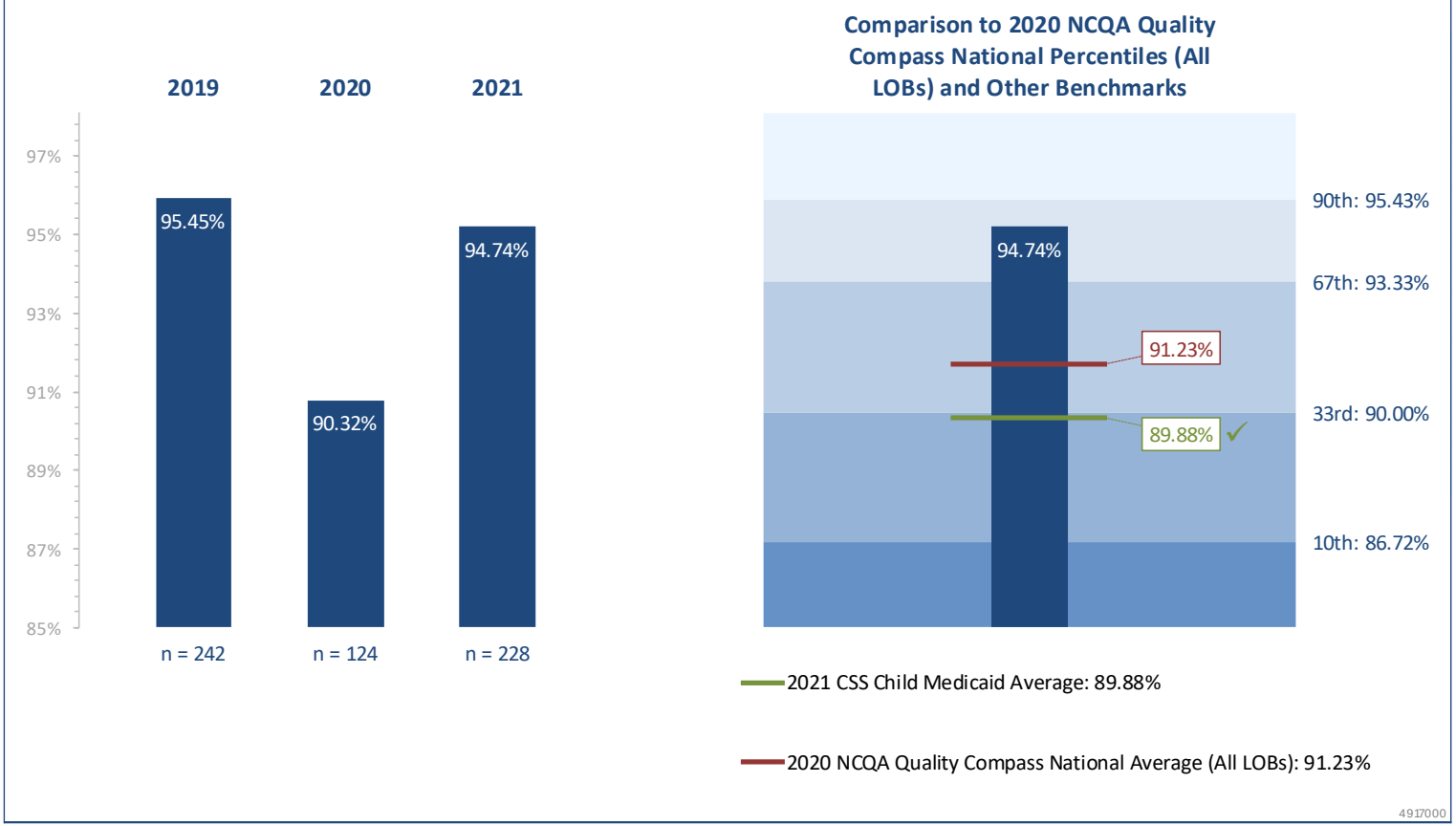
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the 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



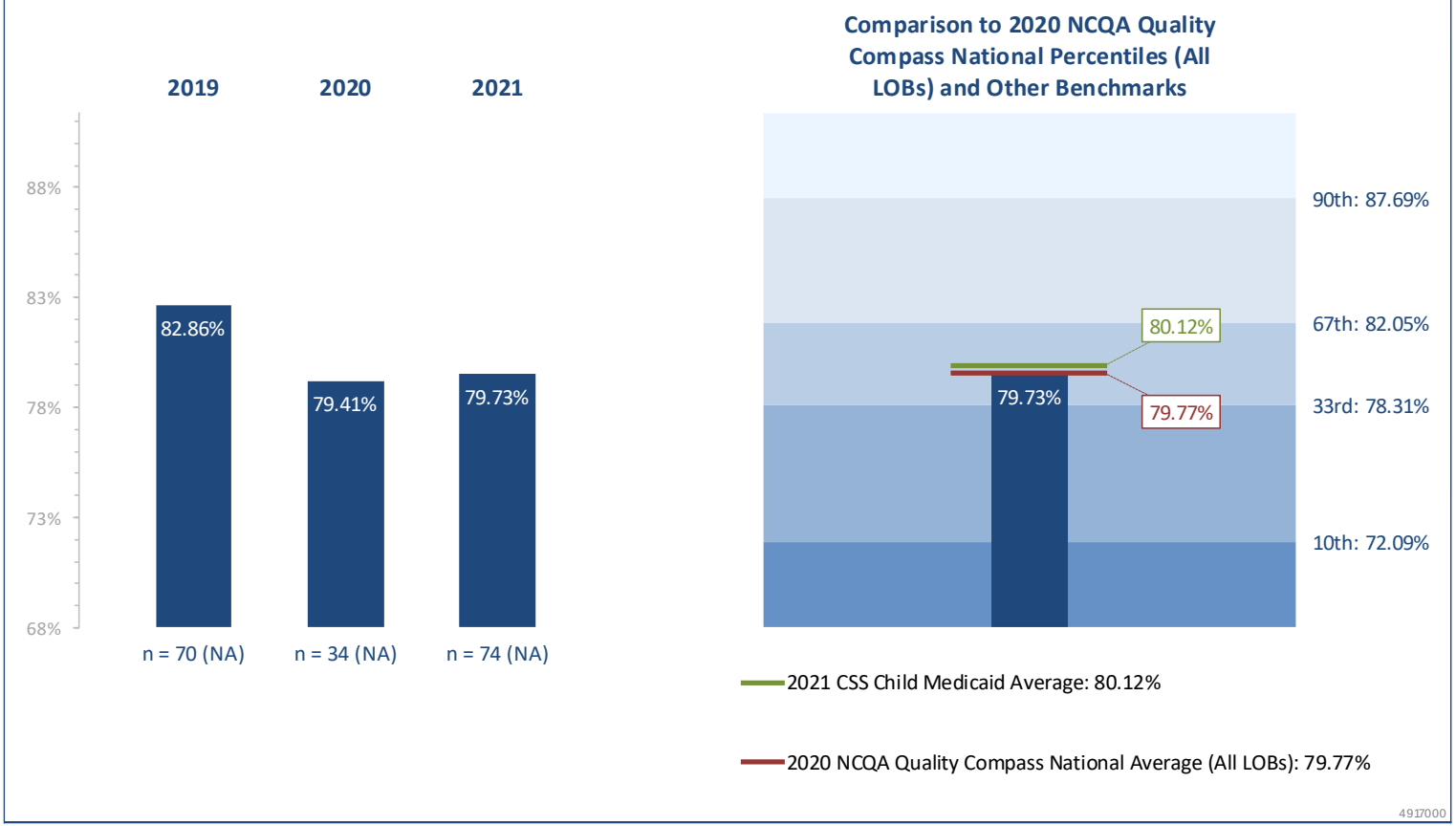
This measure is not included in NCQA's Health Plan Ratings.

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 the 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



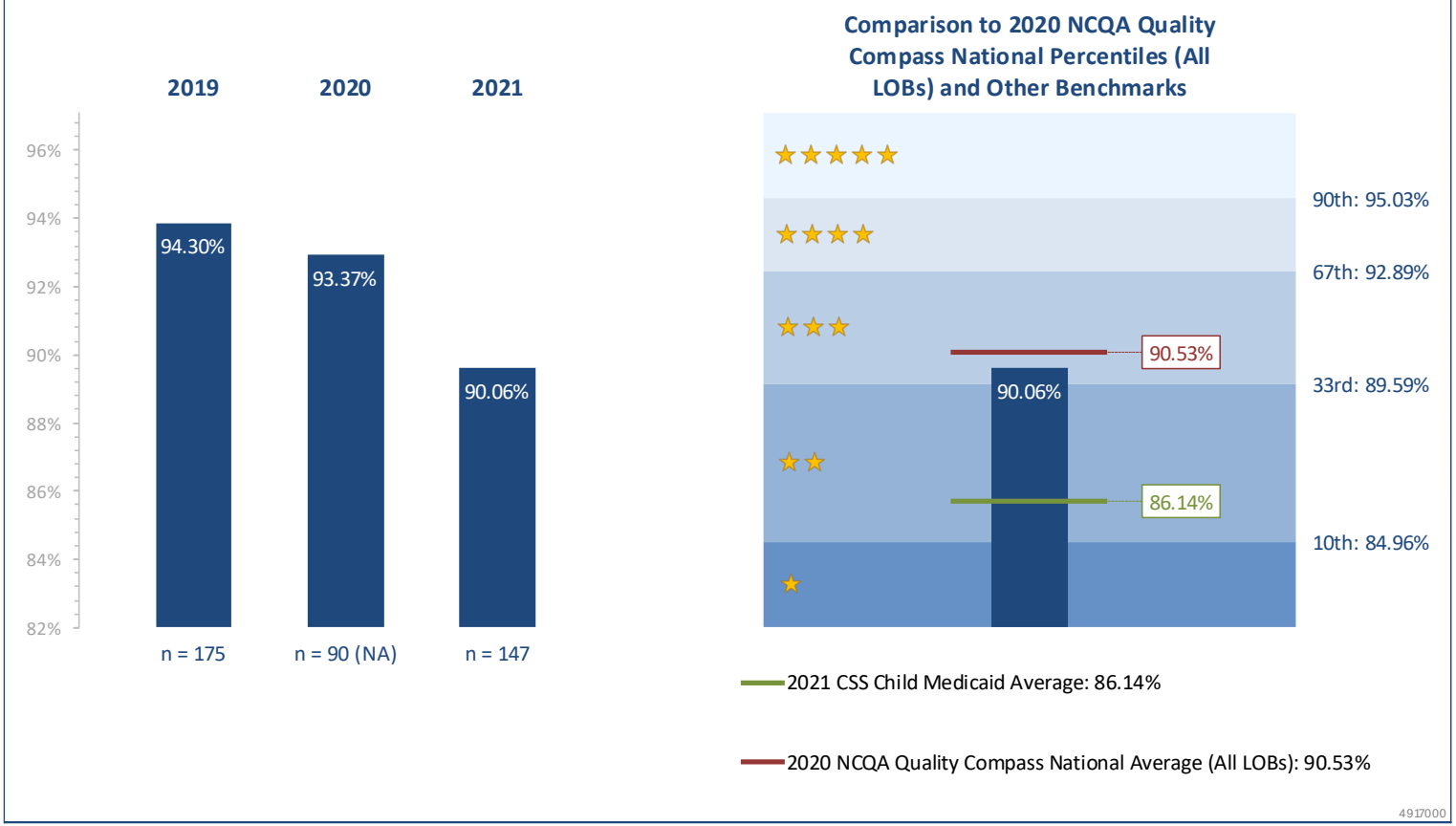
This measure is not included in NCQA's Health Plan Ratings.

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 the 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



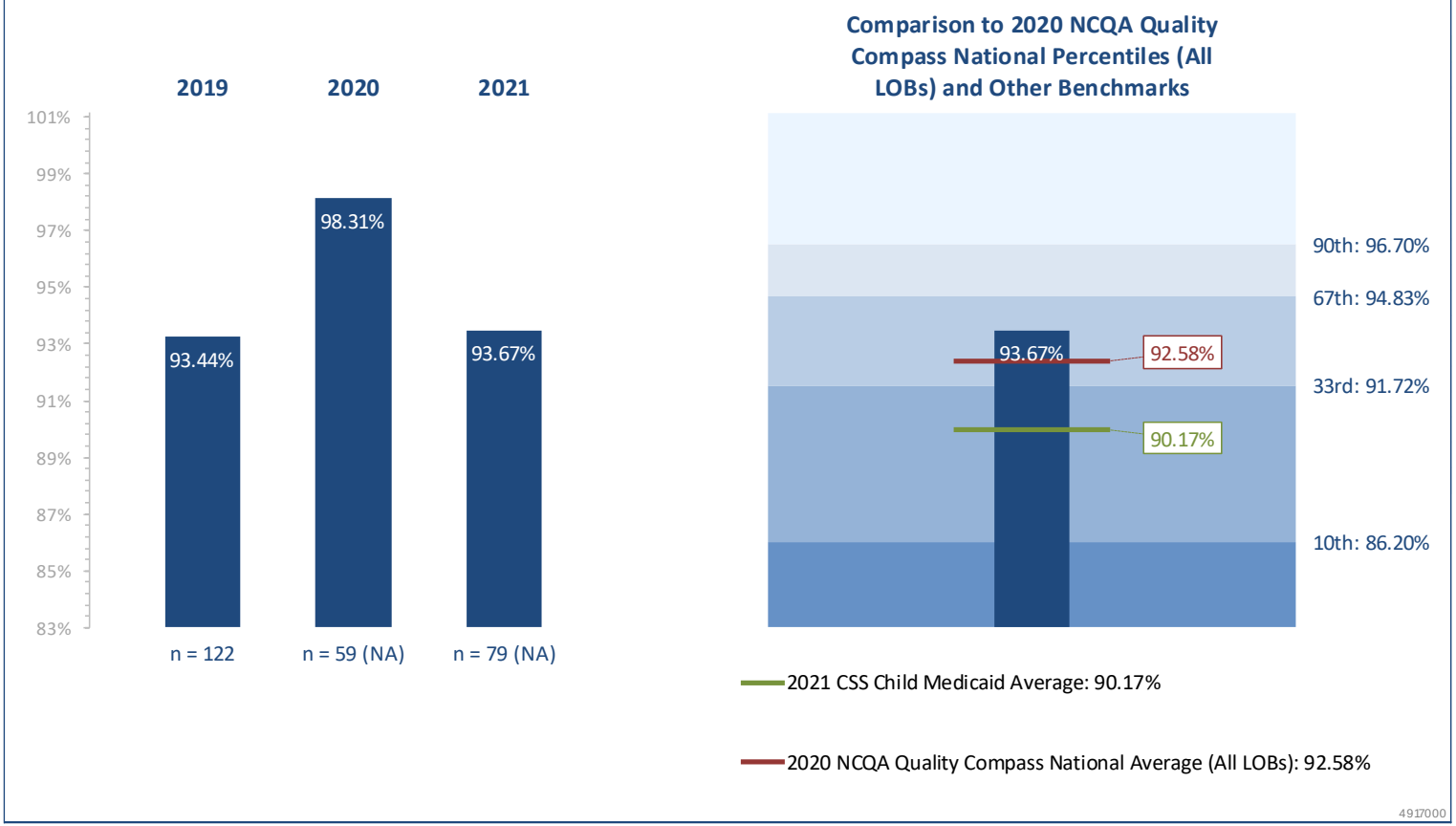
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

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 the 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



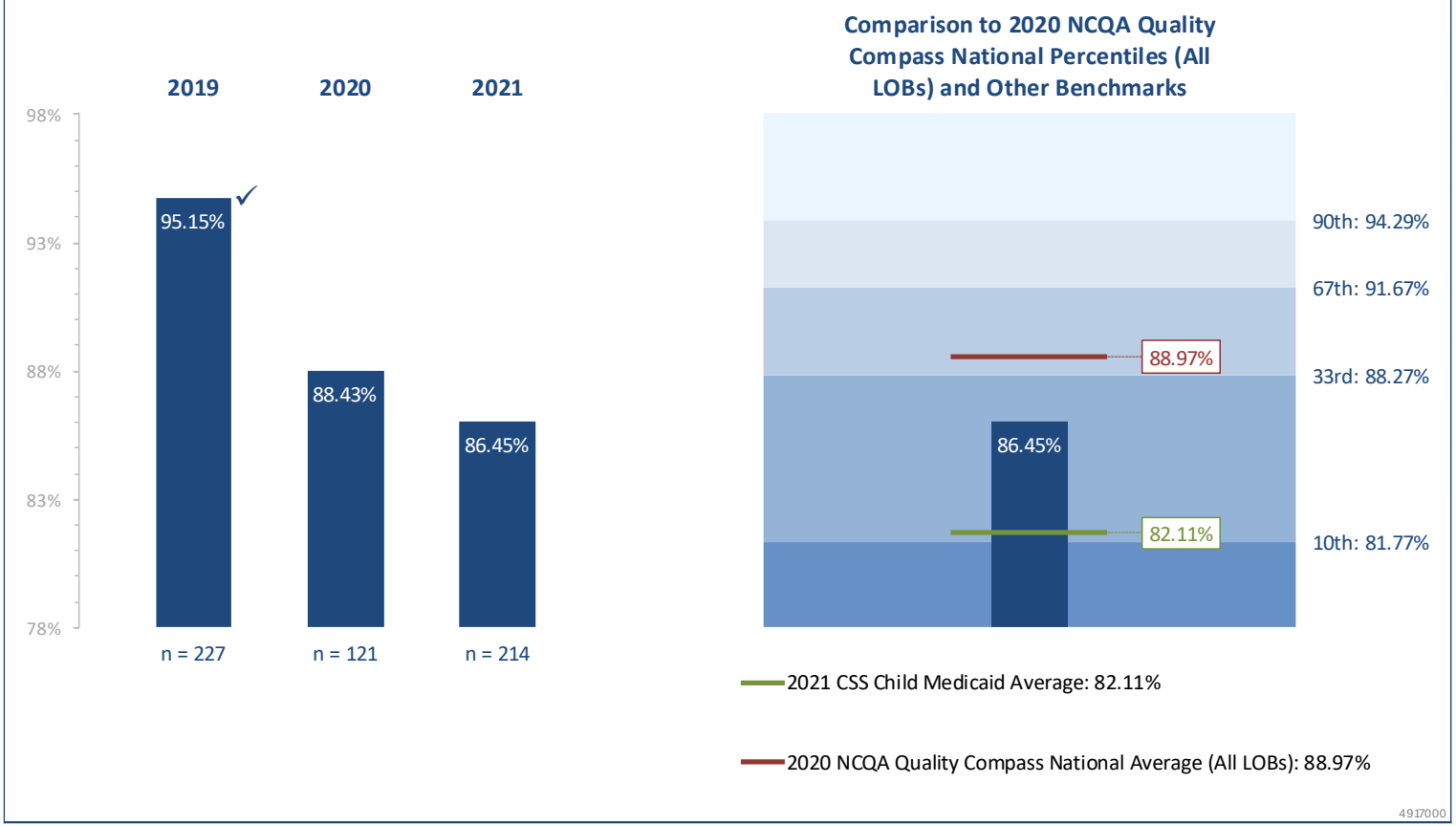
This measure is not included in NCQA's Health Plan Ratings.

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 the 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



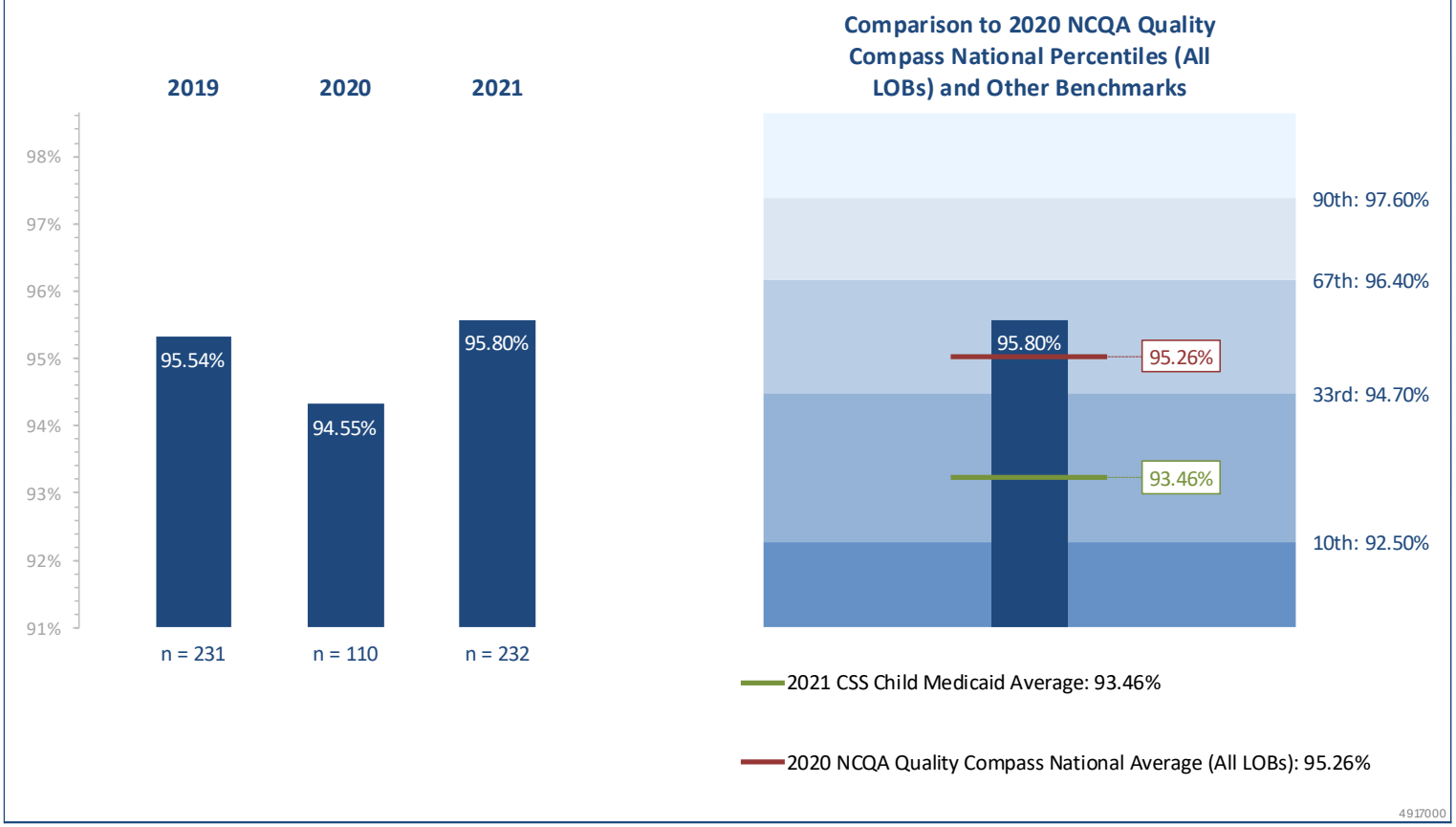
This measure is not included in NCQA's Health Plan Ratings.

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 the 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



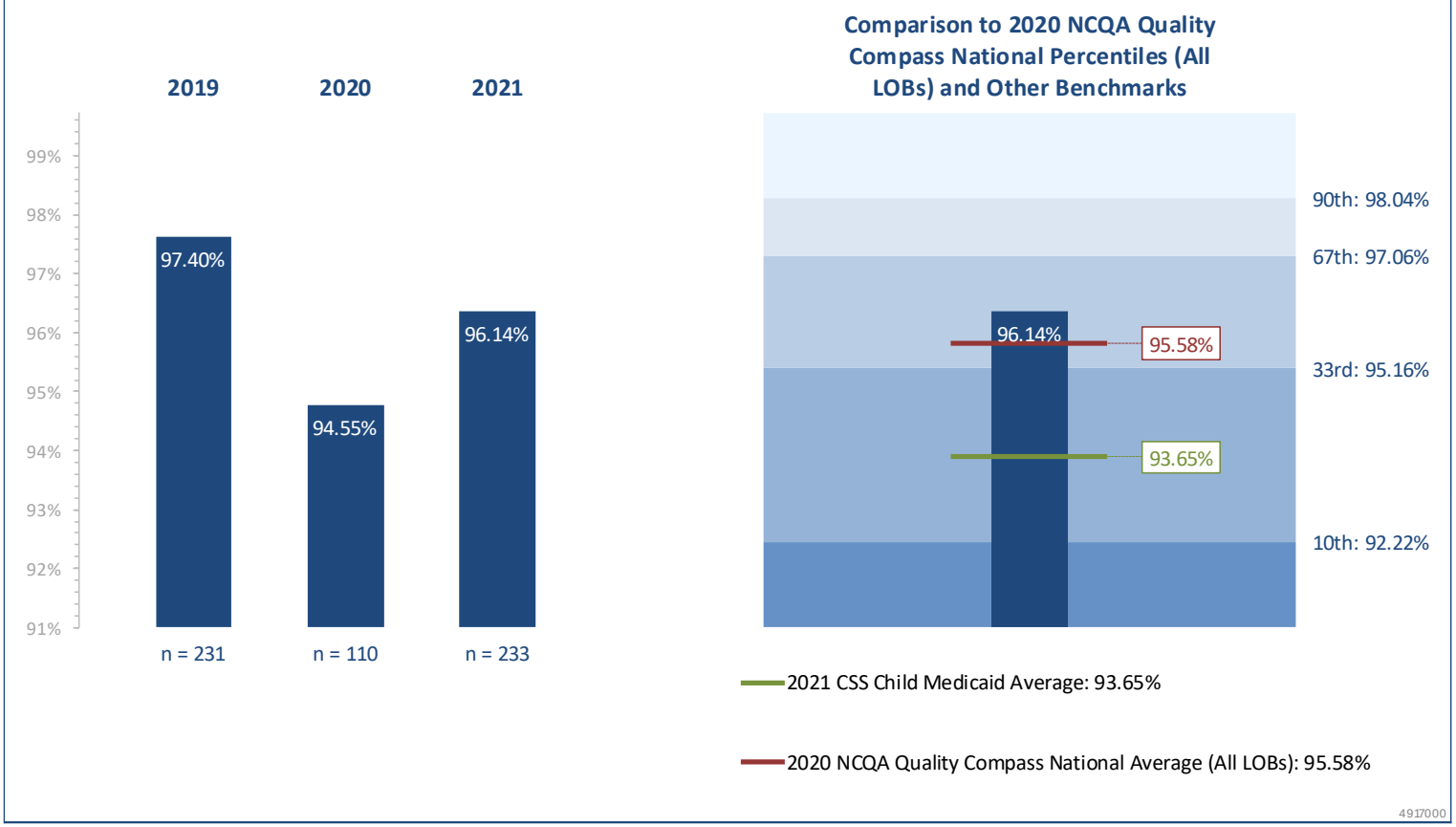
This measure is not included in NCQA's Health Plan Ratings.

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 the 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



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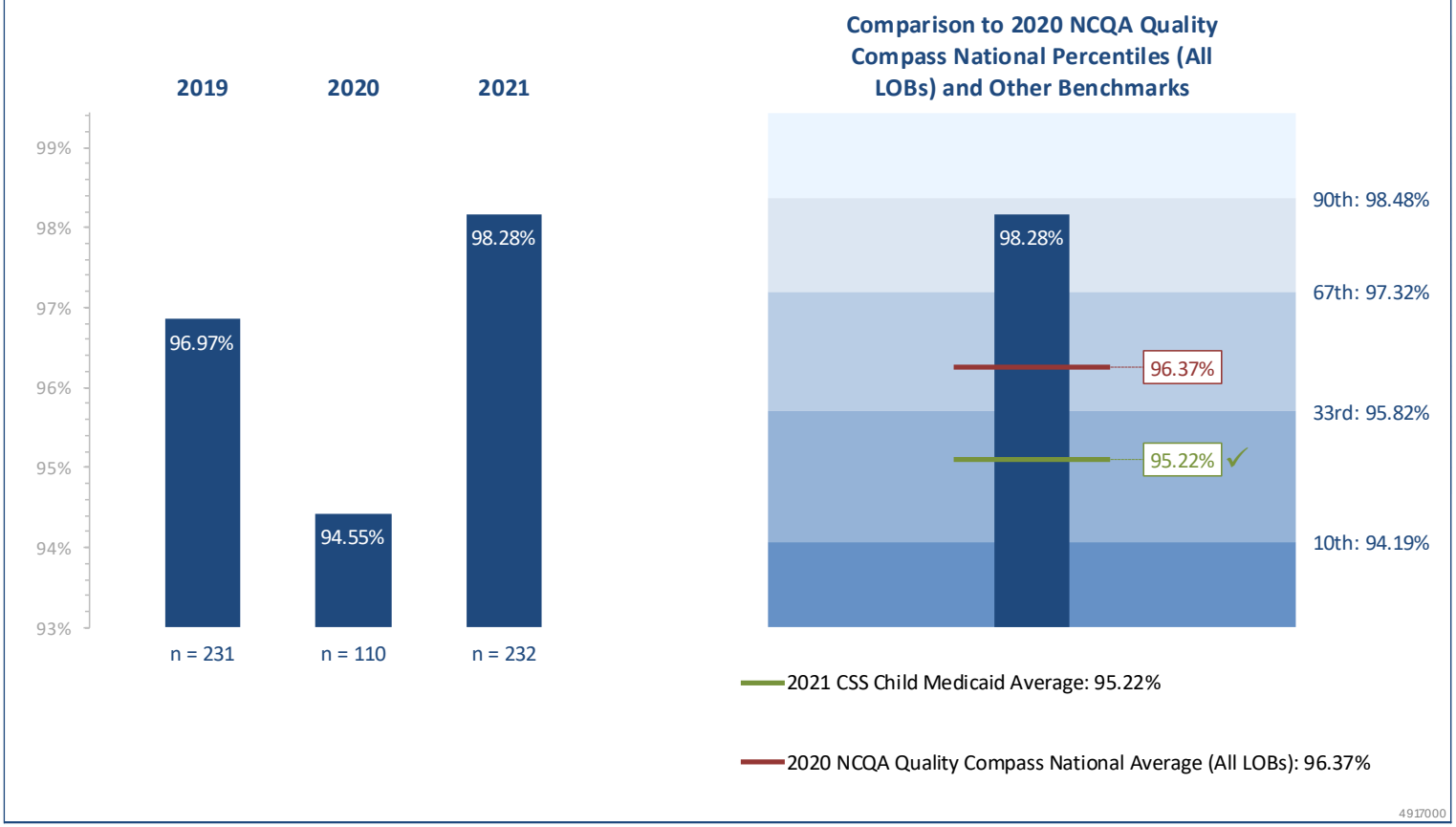
How Well Doctors Communicate: Doctor Listened Carefully (Q28)

Percent Responding Always or Usually



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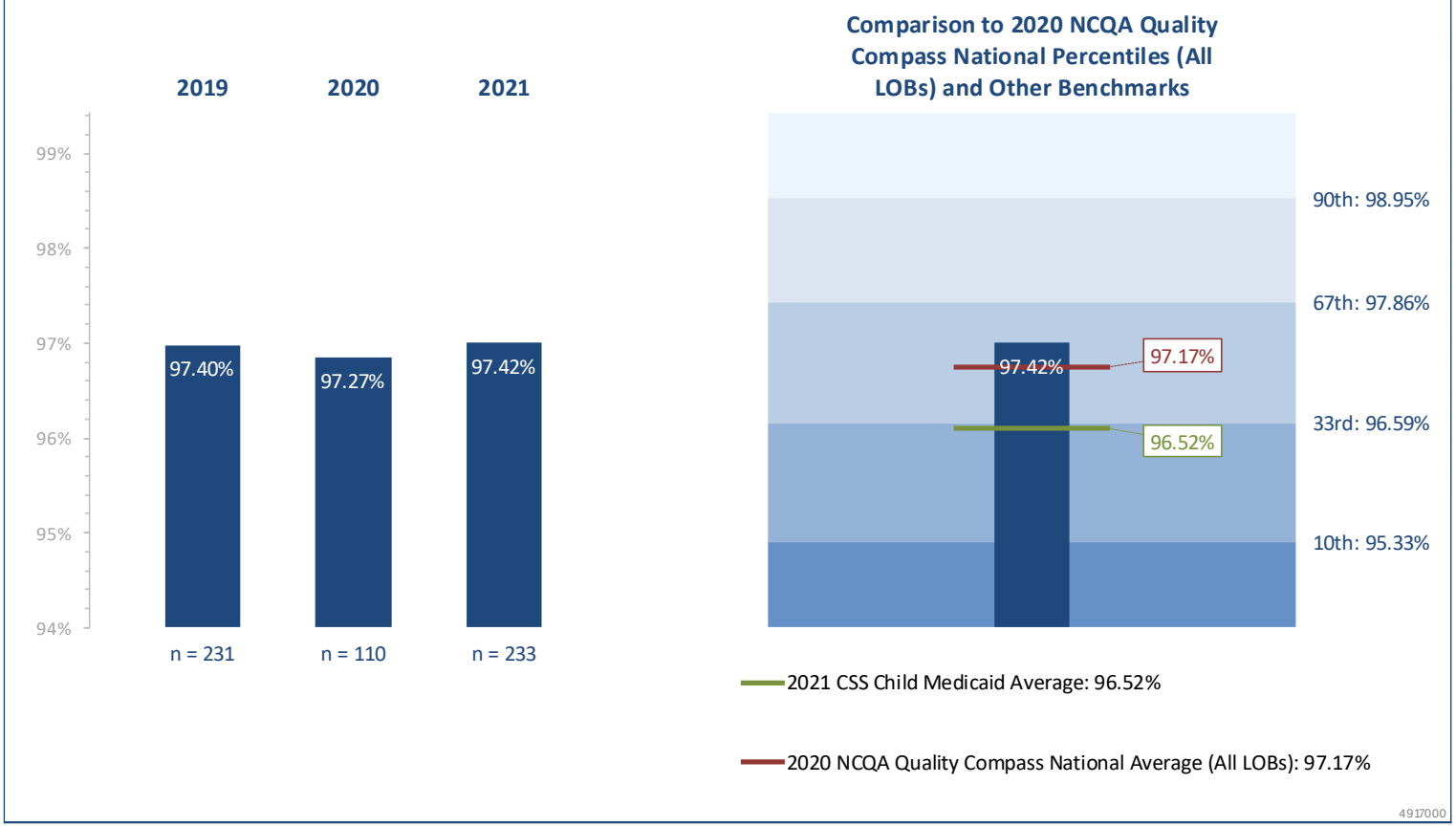
How Well Doctors Communicate: Doctor Showed Respect (Q29)

Percent Responding Always or Usually



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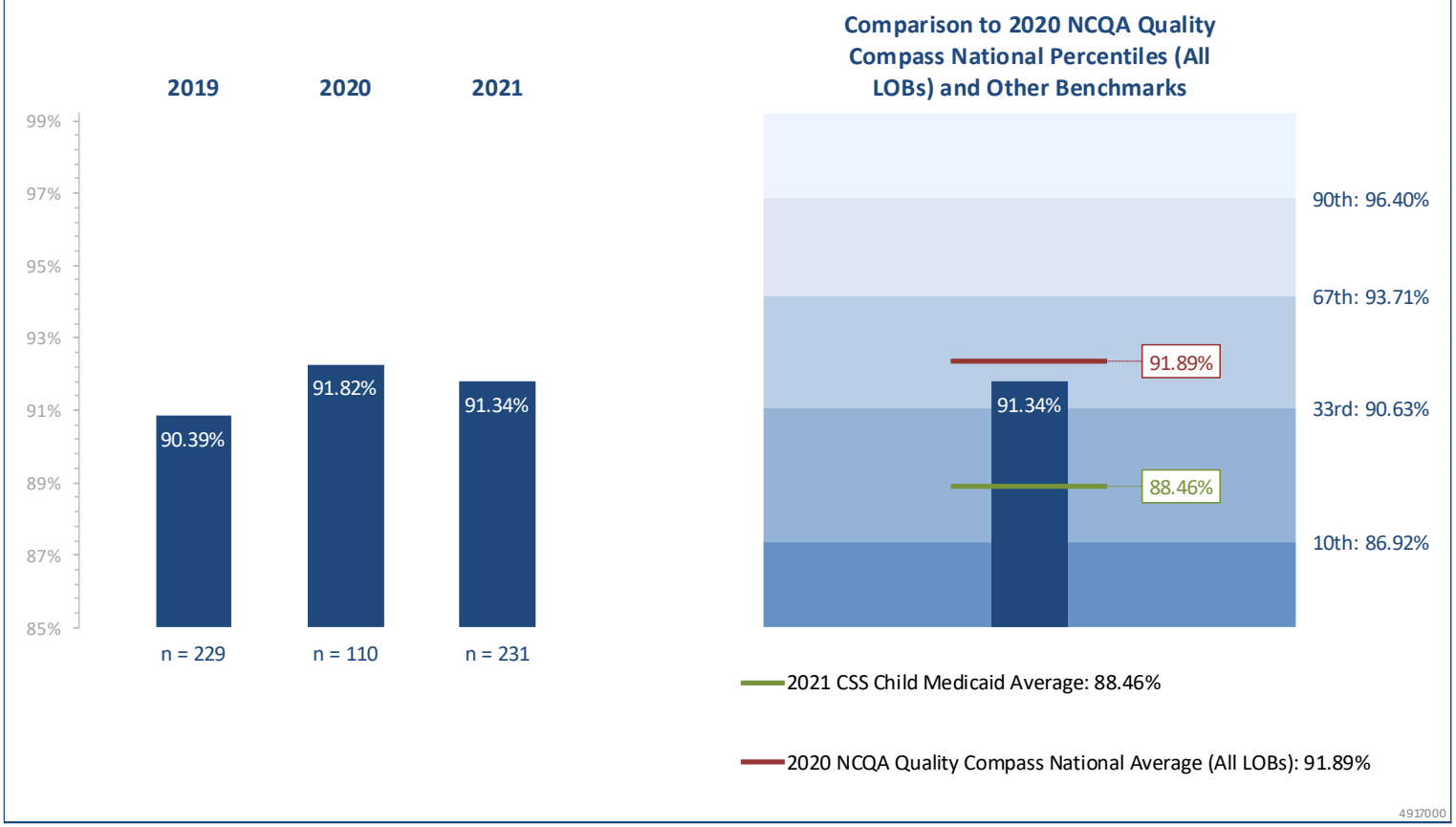
How Well Doctors Communicate: Doctor Spent Enough Time (Q32)

Percent Responding Always or Usually



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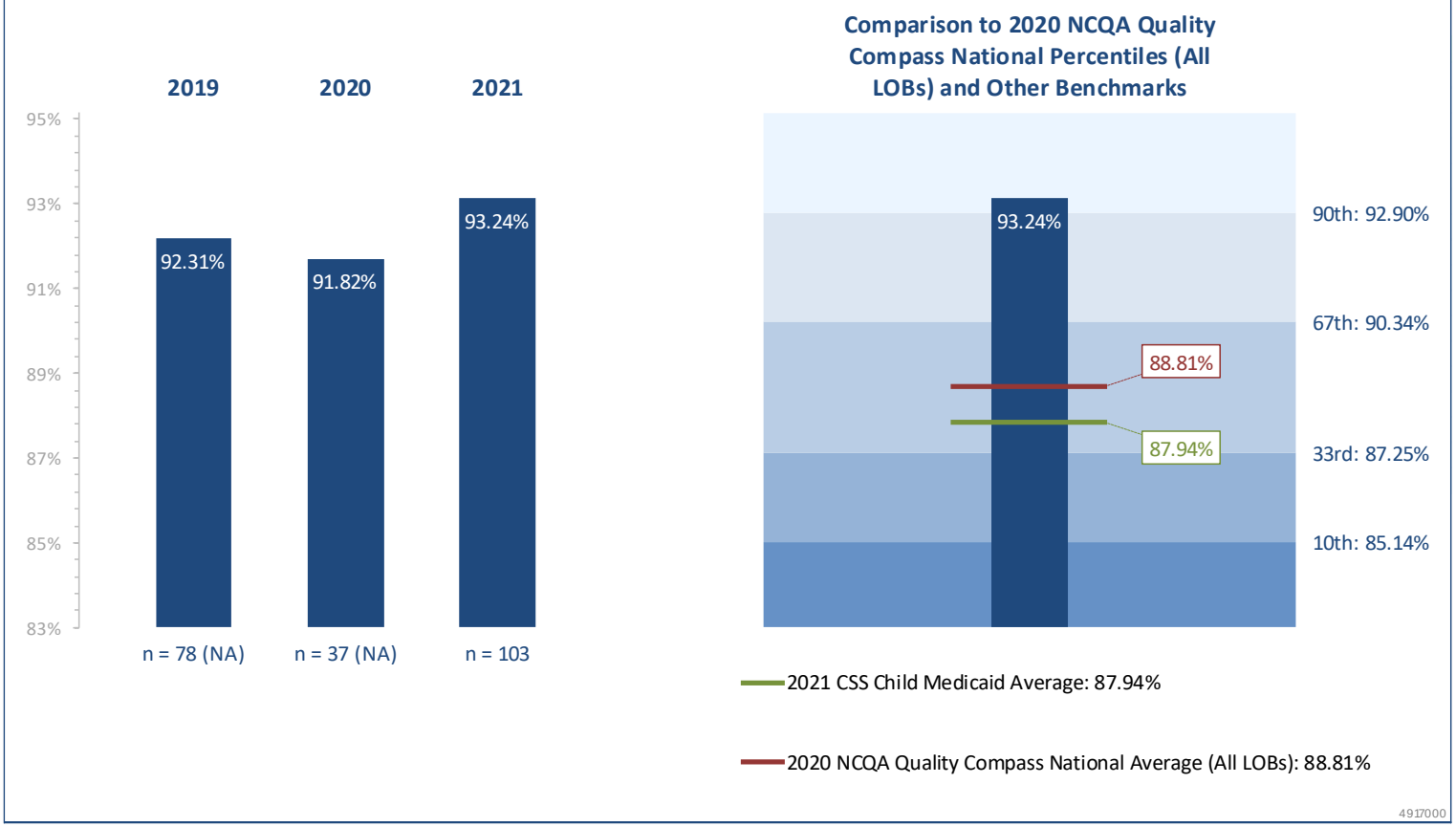
Customer Service

Percent Responding Always or Usually



This measure is not included in NCQA's Health Plan Ratings.

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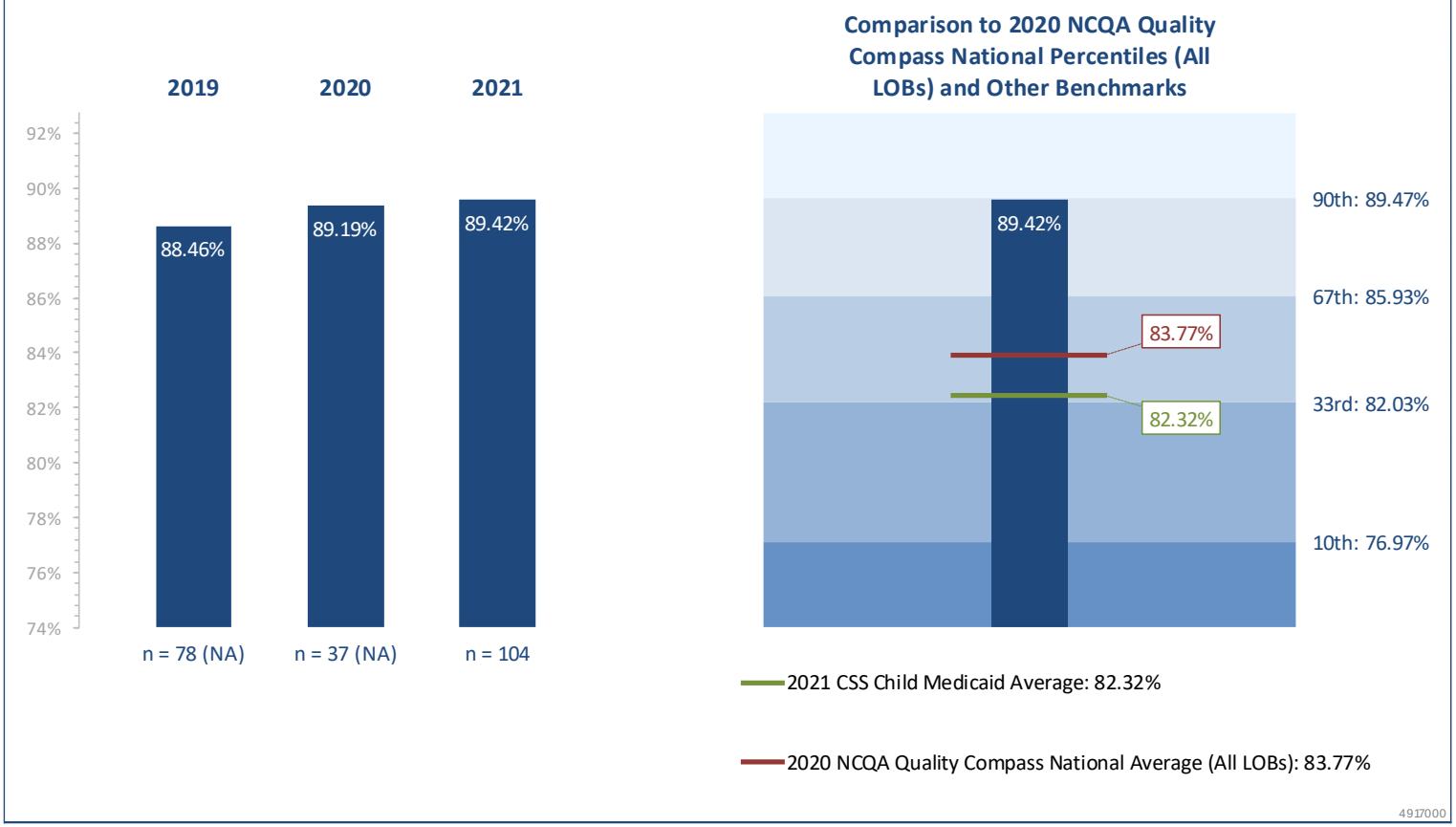
Customer Service: Customer Service Provided Information/Help (Q45)

Percent Responding Always or Usually



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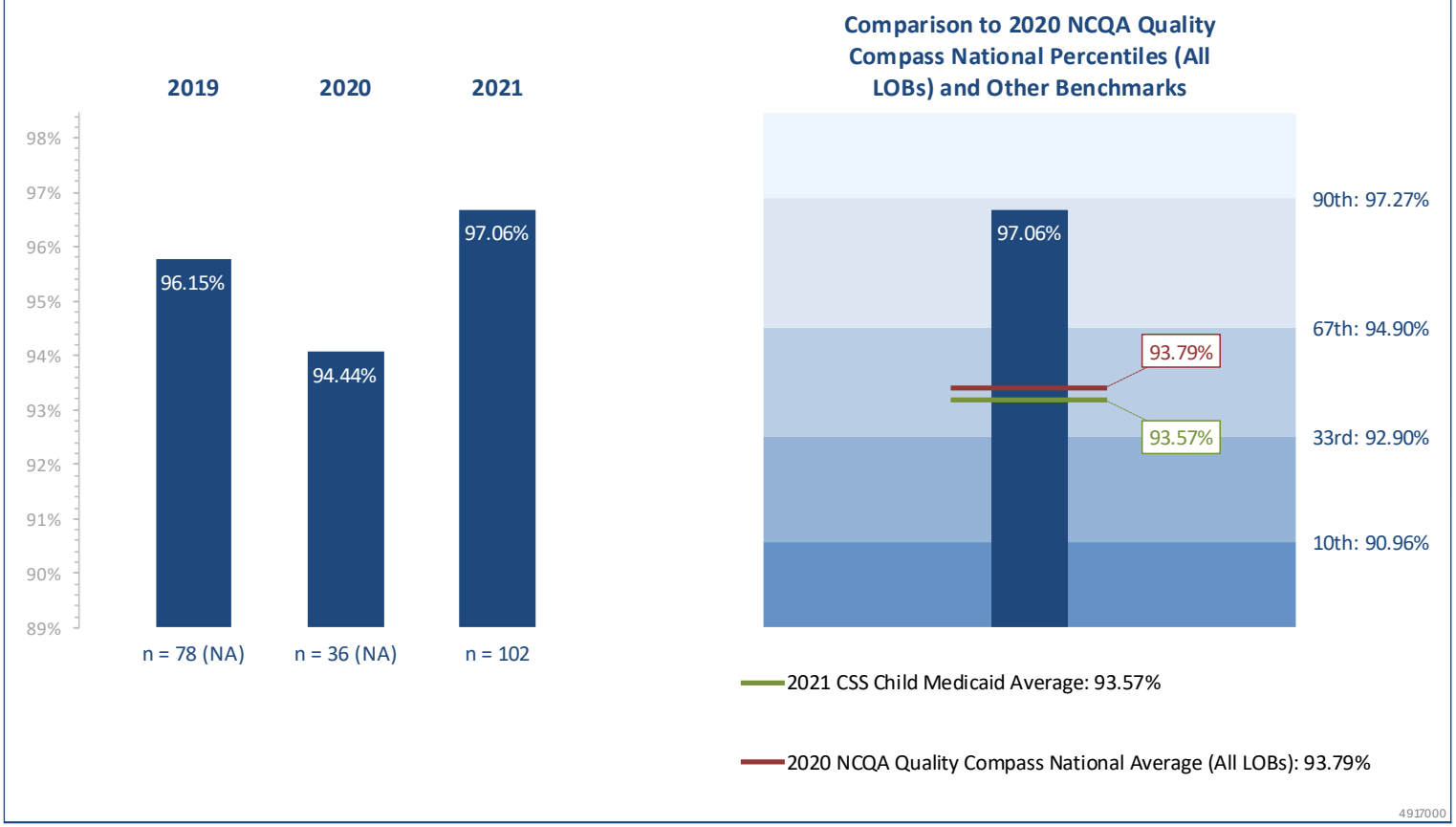
Customer Service: Customer Service Was Courteous/Respectful (Q46)

Percent Responding Always or Usually



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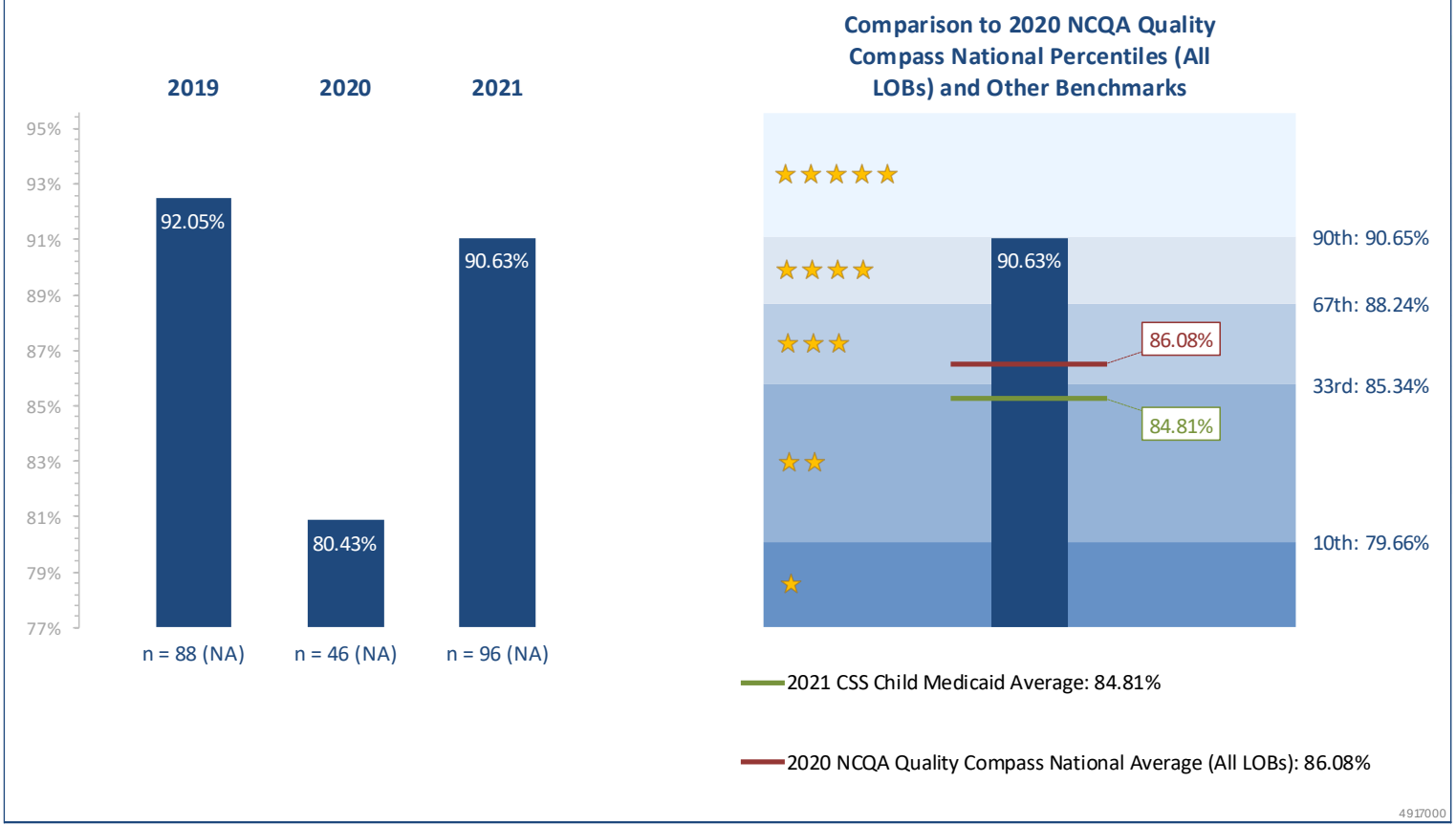
Coordination of Care

Percent Responding Always or Usually



Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

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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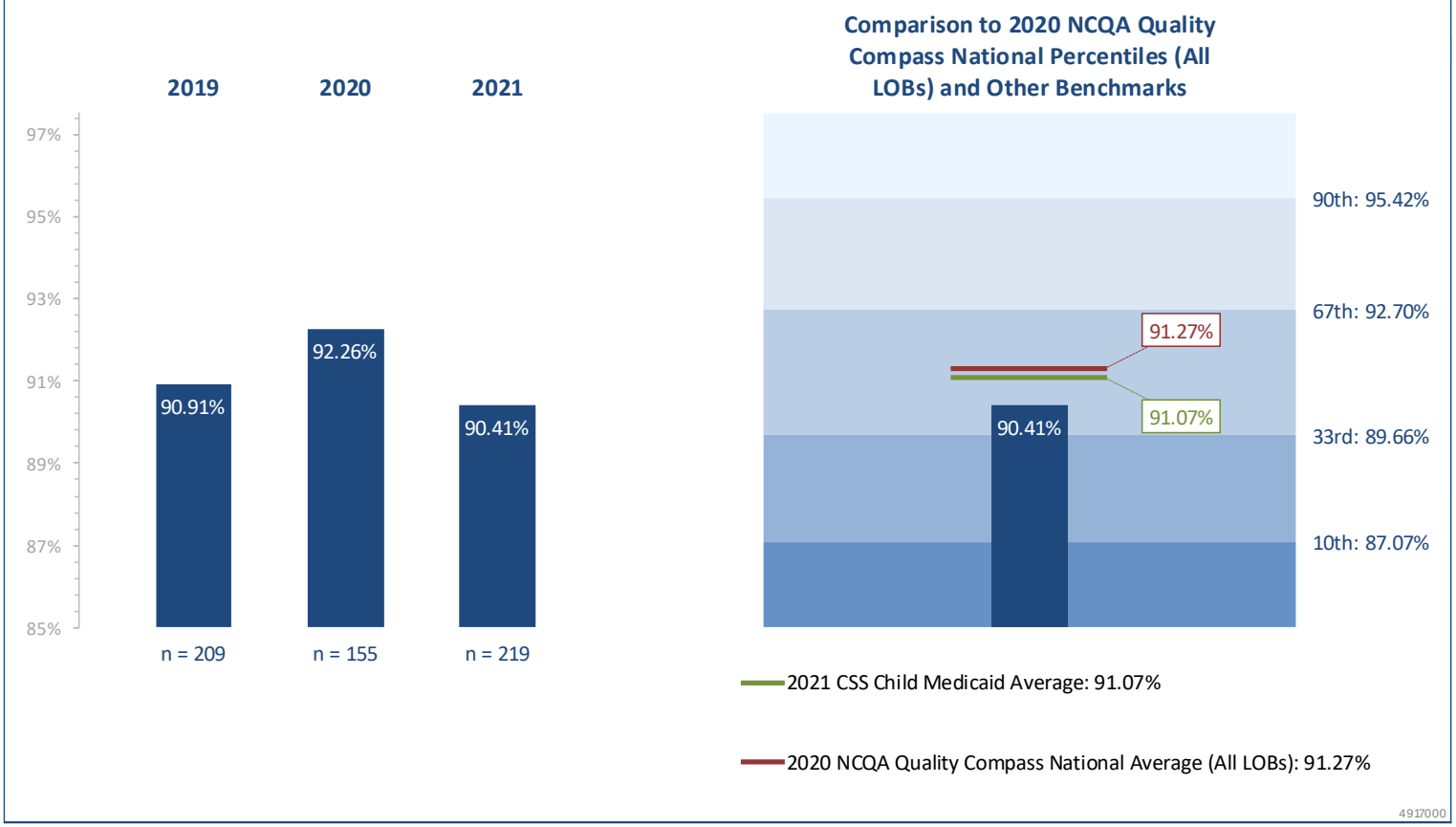
Access to Prescription Medicines

Percent Responding Always or Usually



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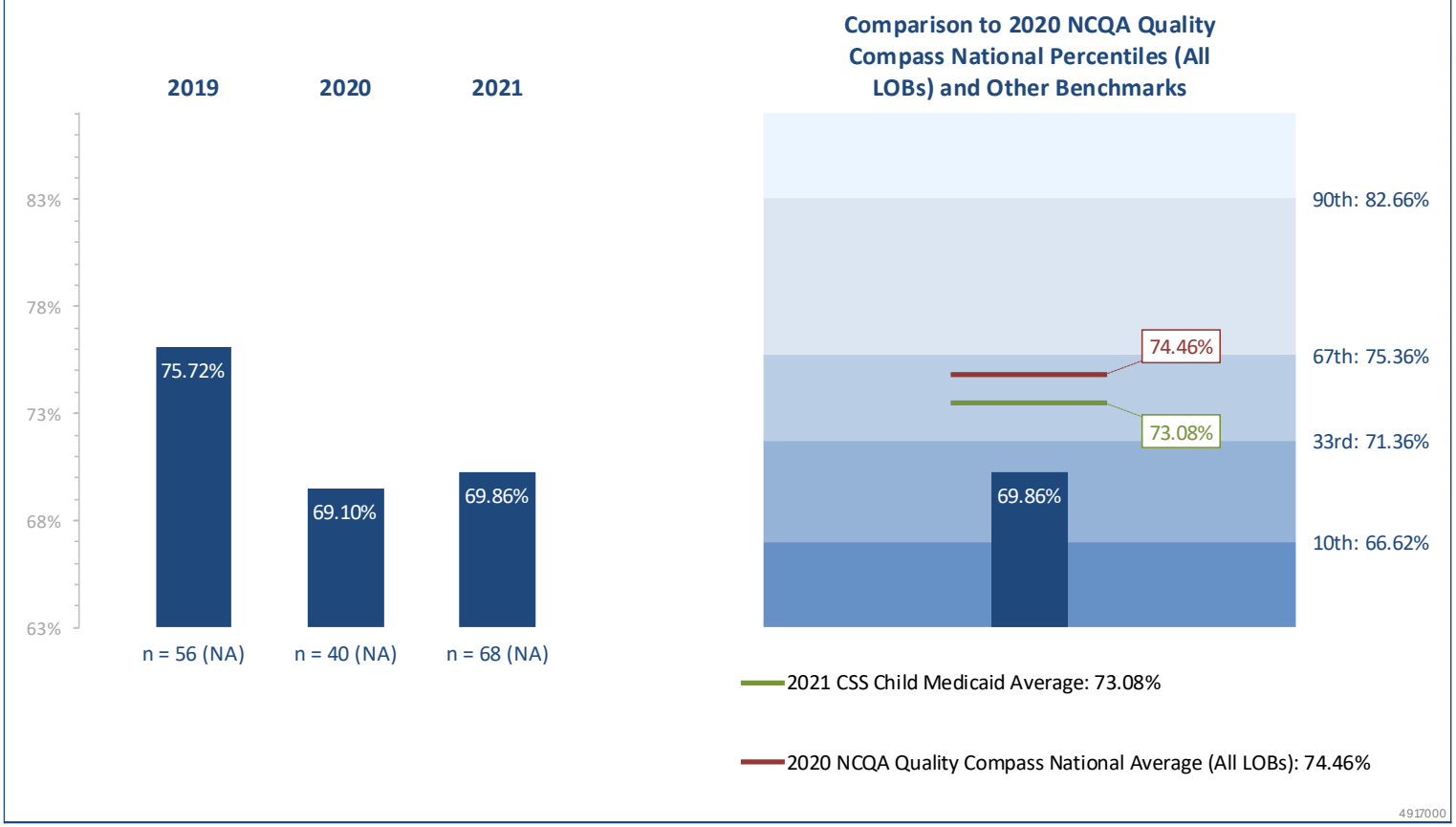
Access to Specialized Services

Percent Responding Always or Usually



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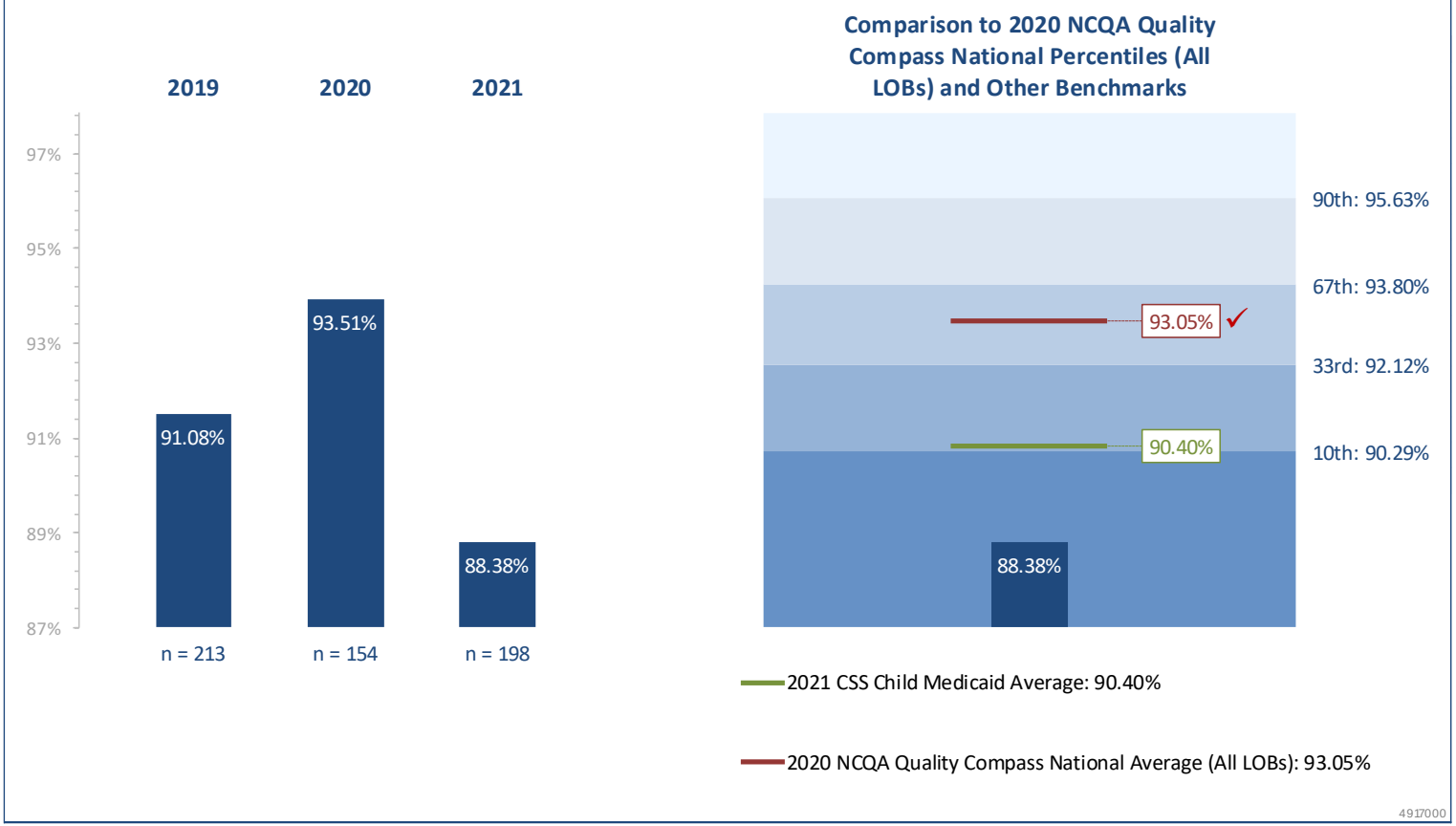
Getting Needed Information

Percent Responding Always or Usually



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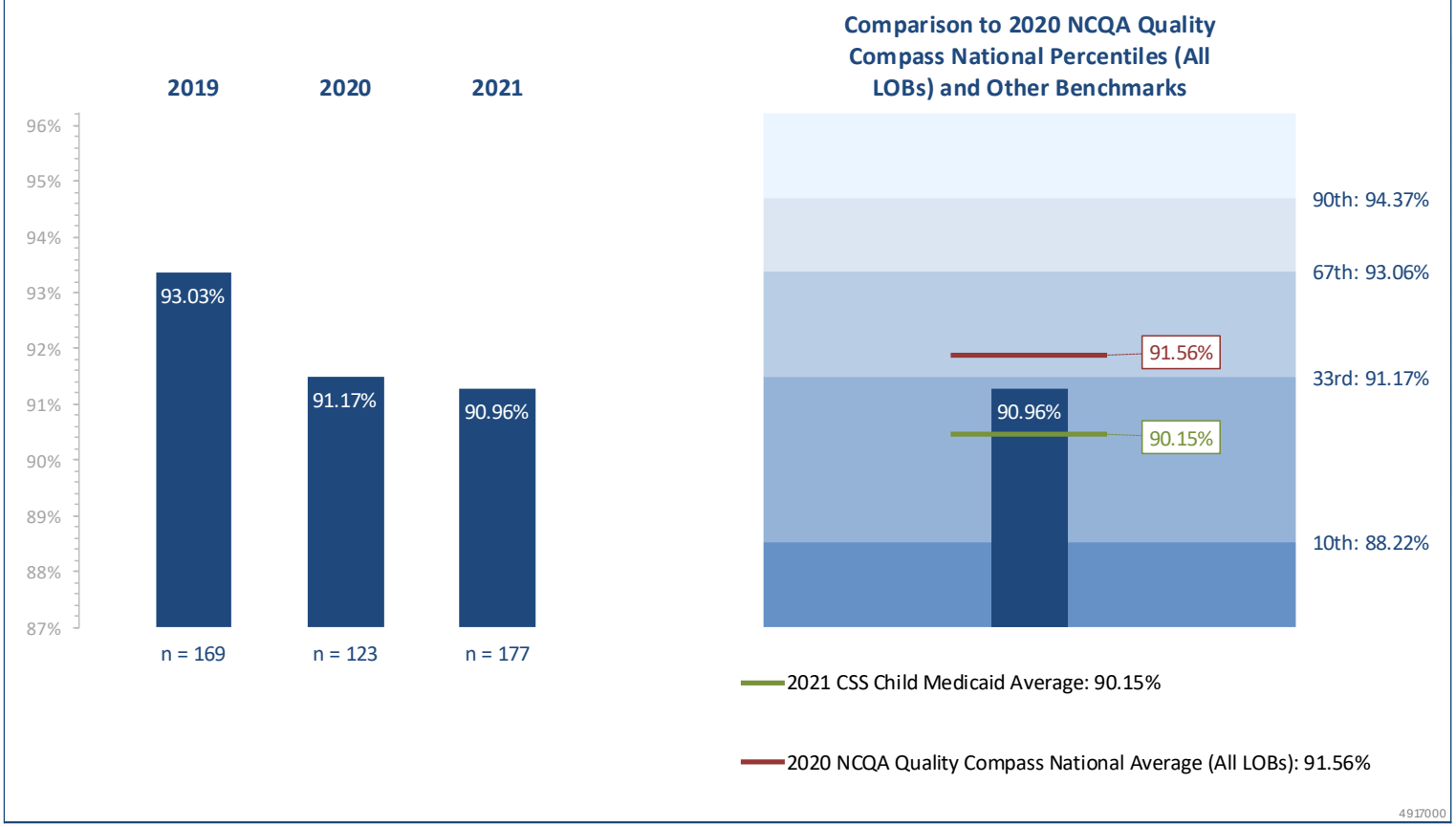
Personal Doctor Who Knows Child

Percent Responding Yes



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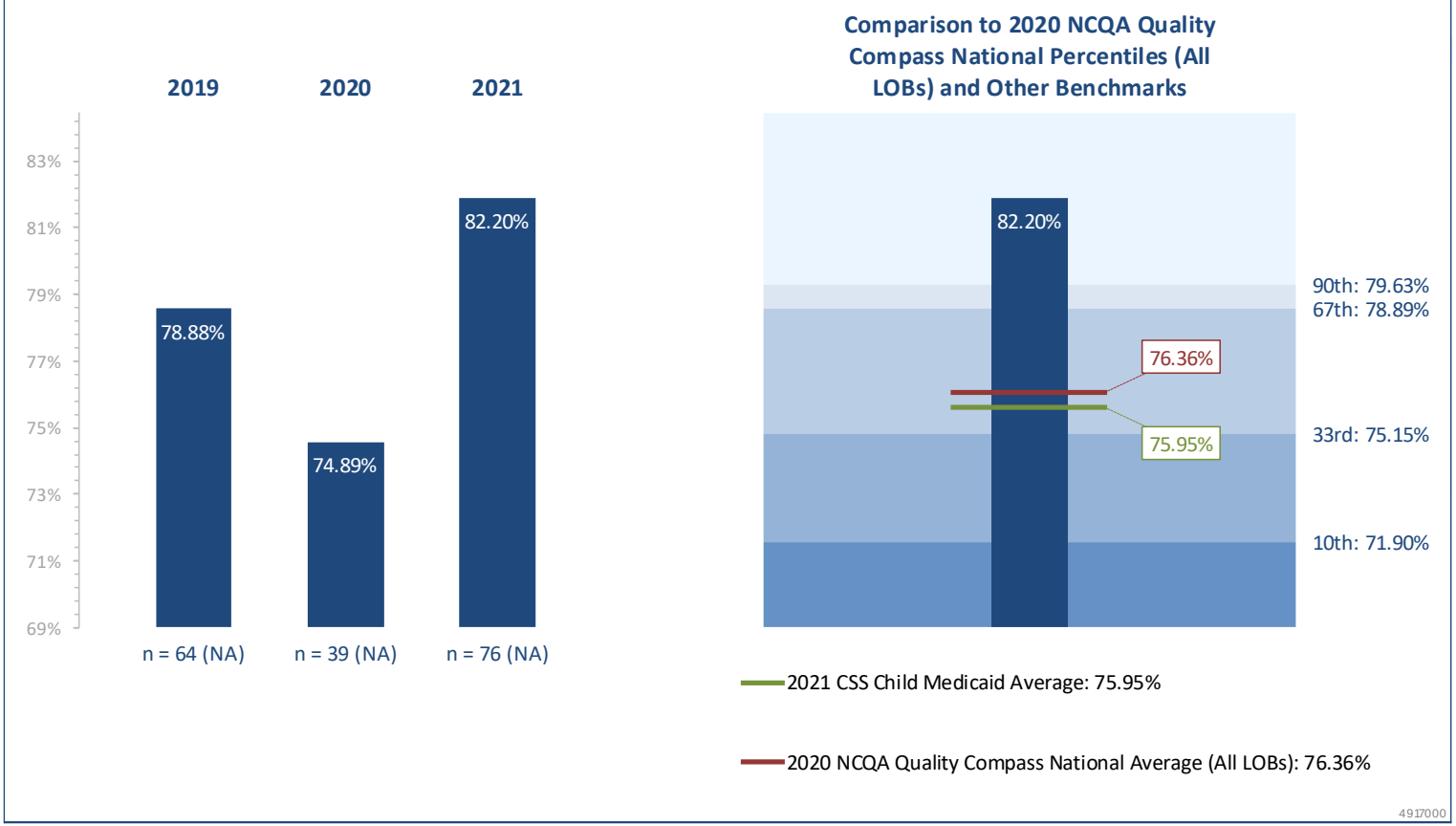
Coordination of Care for Children With Chronic Conditions

Percent Responding Yes



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MEMBERSHIP PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the ABH of LA membership, including demographics, self-reported health status, and responses to survey questions 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.

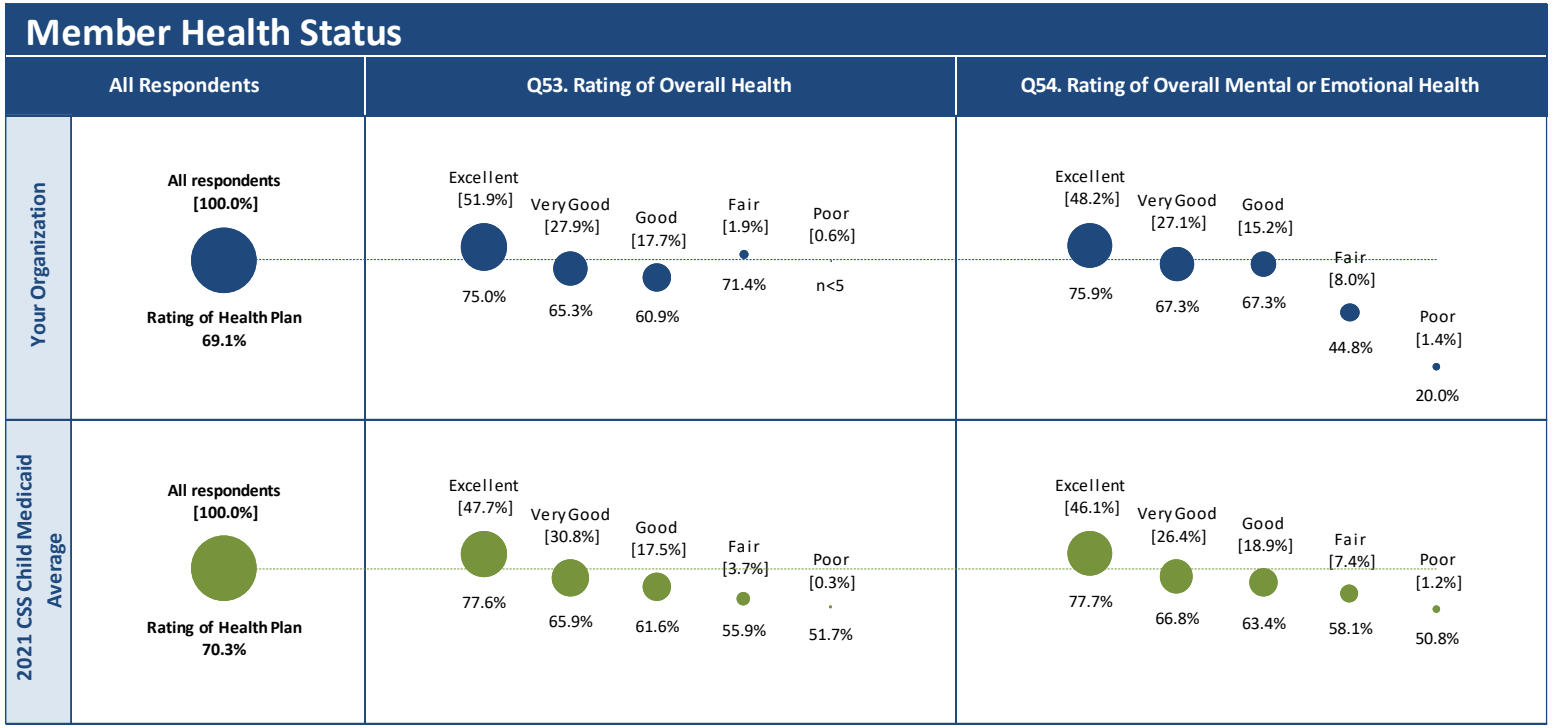
While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers to gain insight into possible sources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

The charts on the following pages show how *Rating of Health Plan* (% *9* or *10*) varies by the member subgroup of ABH of LA 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 visually represents the size of the subgroup. 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

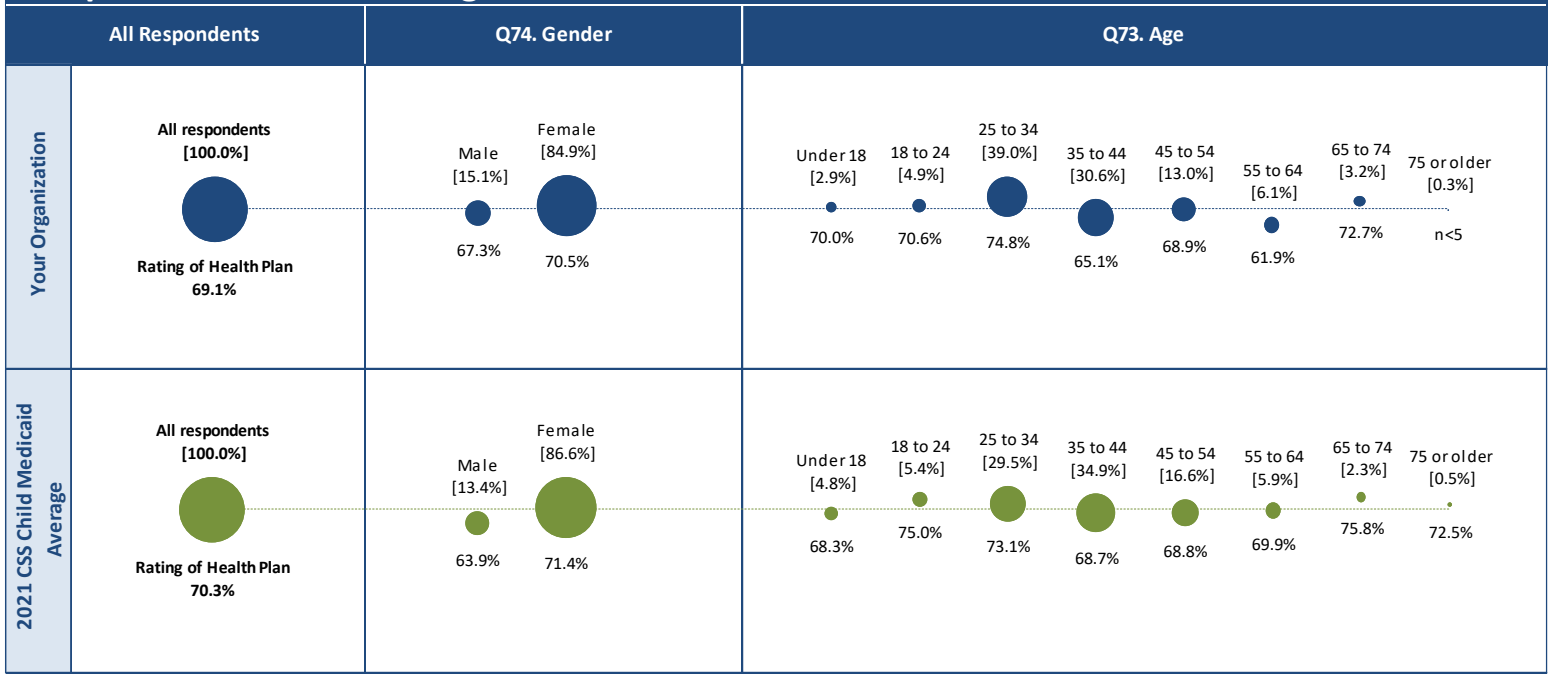
The following characteristics are profiled in this section:

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



Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Respondent Gender and Age



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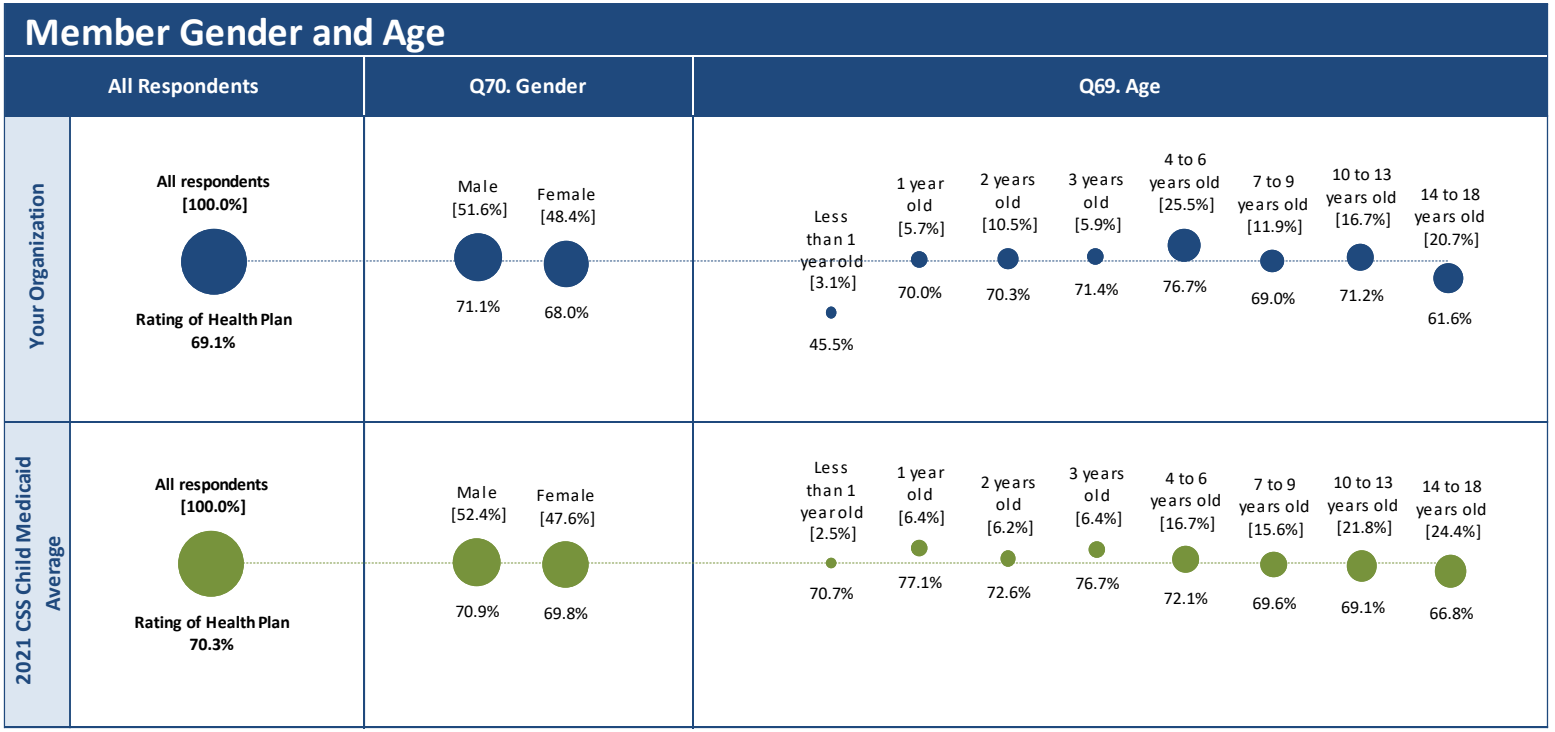
Member Gender and Age



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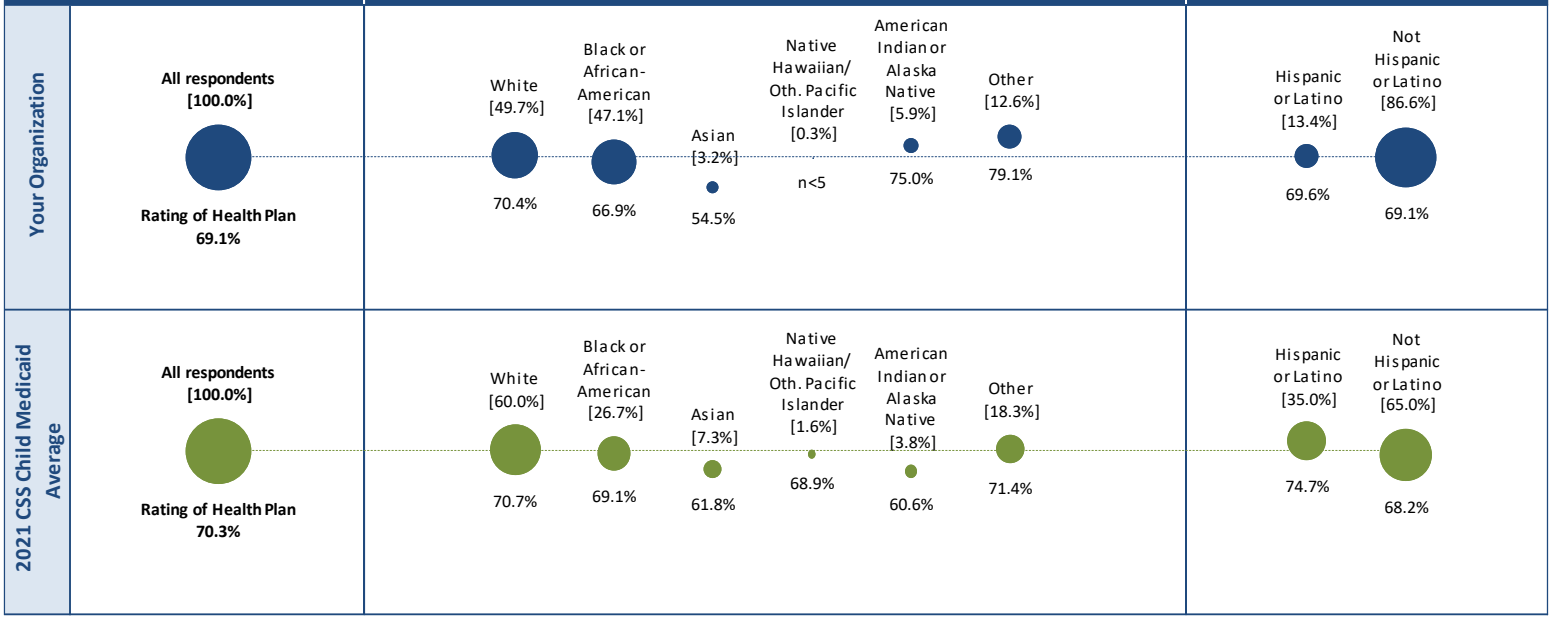
Member Race and Ethnicity



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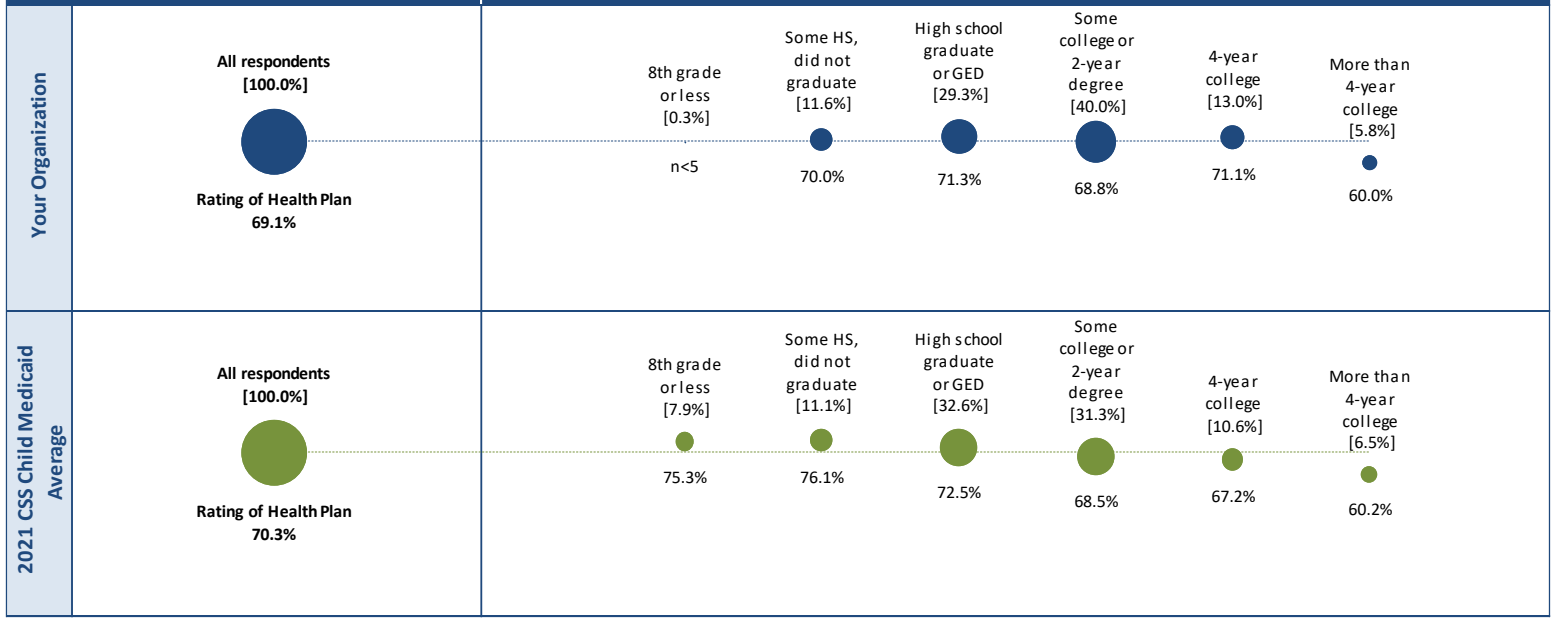
Respondent Education Level



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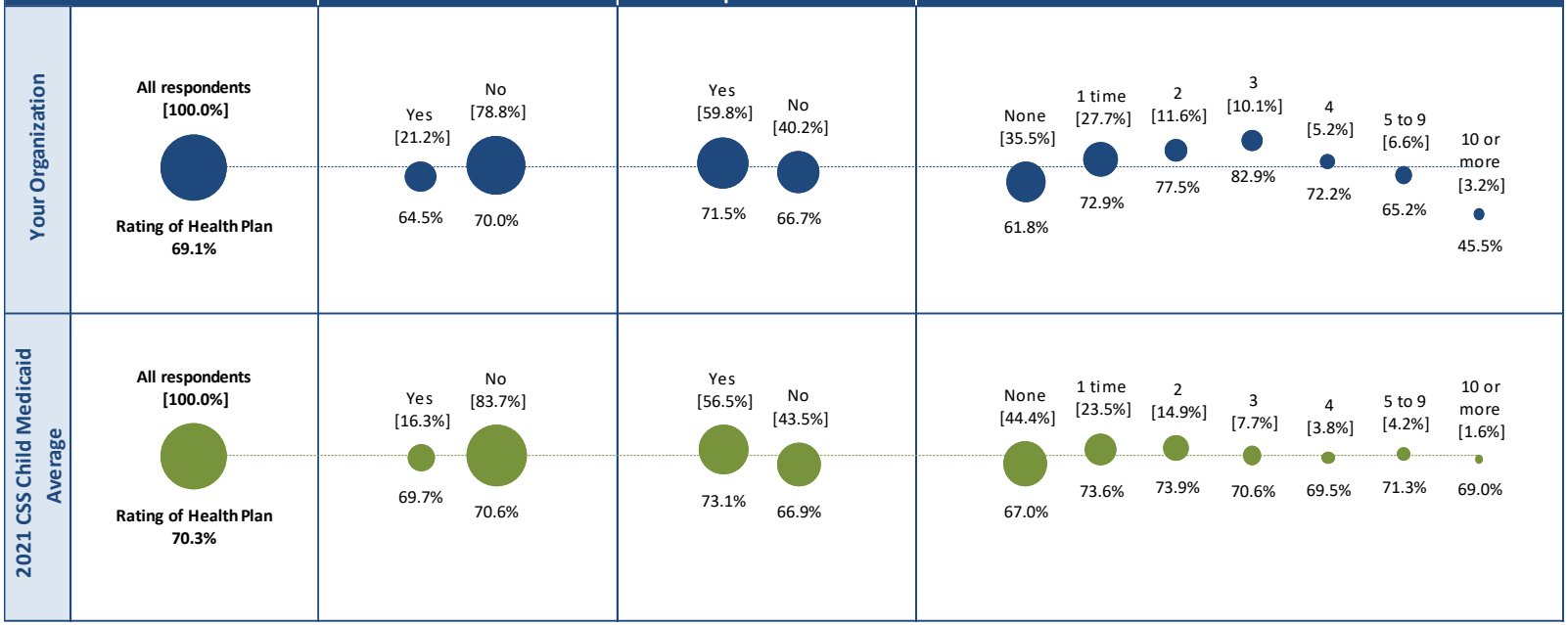
USE OF SERVICES

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

Type of Care Received



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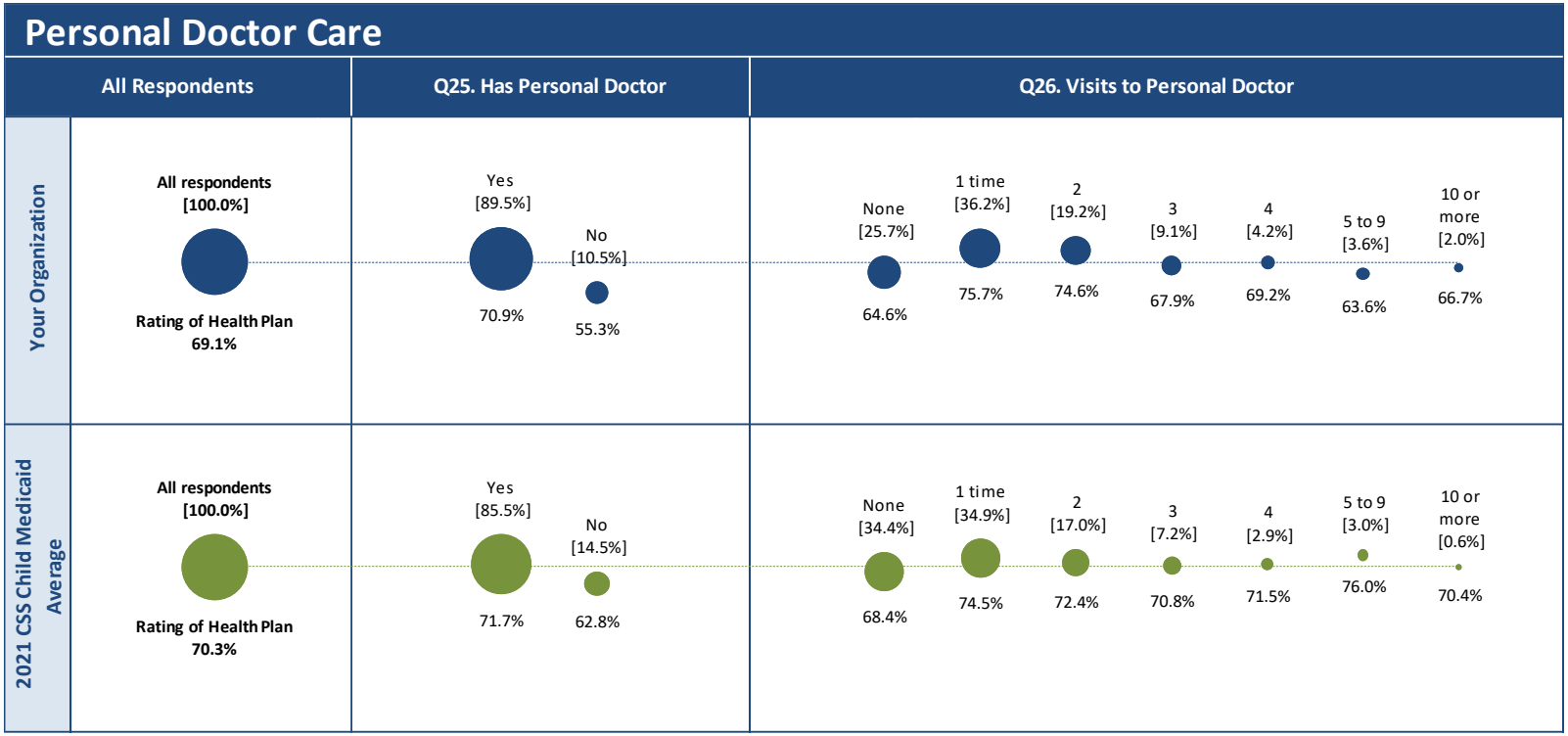
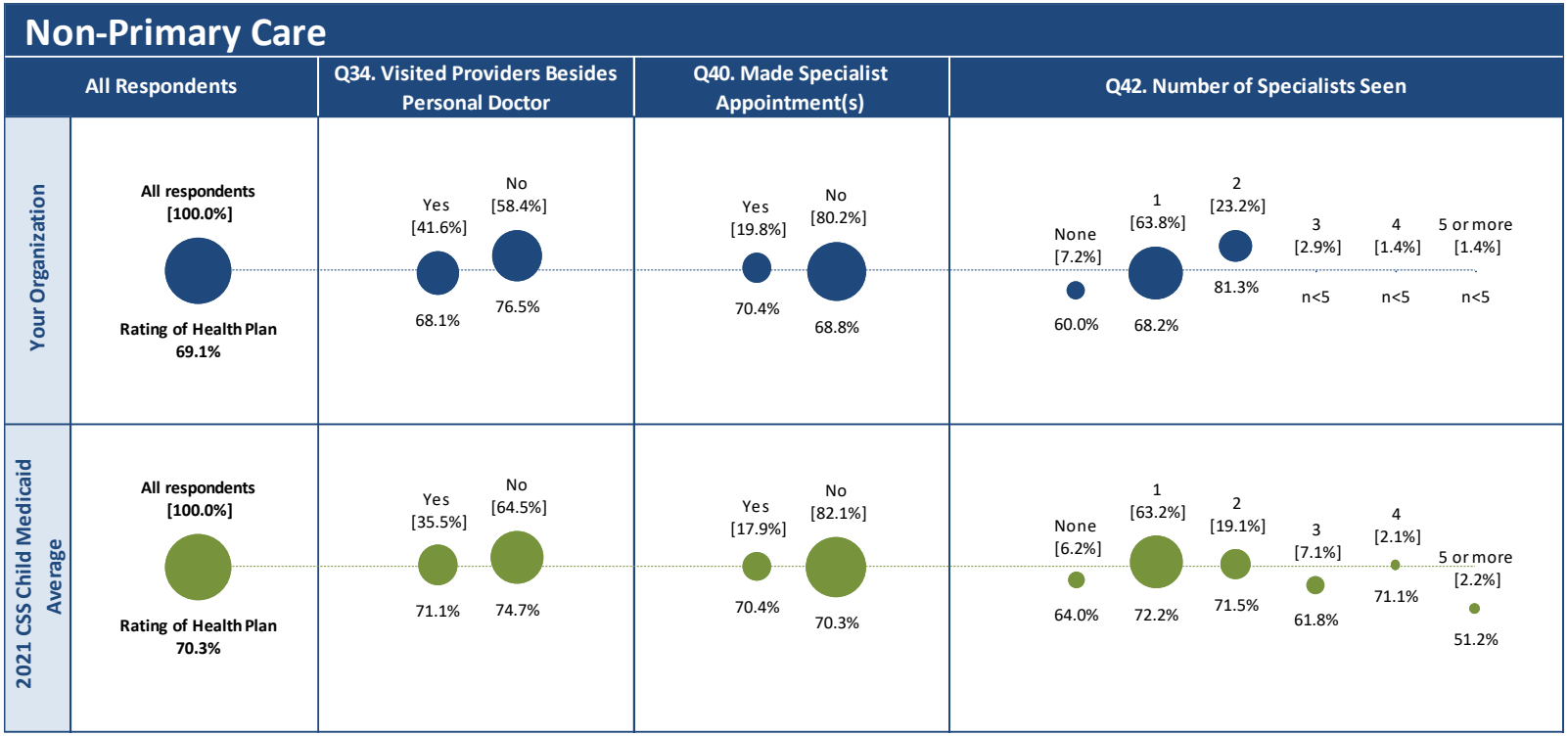


Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question 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 the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question 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 ABH of LA 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.

IMPACT OF COVID-19 ON KEY DRIVER MODEL DEVELOPMENT AND RESULTS

Historically, CSS has relied on publicly available CAHPS survey data for insight into sources of variation in consumer ratings of health plans. Because NCQA did not release CAHPS results on individual health plans last year, CSS used its own Book-of-Business data collected during the past two survey cycles (2020 and 2021) as a substitute for the industry-wide dataset. Since the onset of the COVID-19 pandemic, countless factors have contributed to the evolution of the U.S. healthcare system, drastically influencing member experience and reshaping the performance measurement environment. The past two years have seen wide regional variation in infection rates, stay-at-home orders, mask mandates, and vaccine availably; systemic shifts in consumer and provider behavior; and changes in member interactions and experiences with the healthcare system. Variation in survey vendor practices in response to the pandemic as well as health plan decisions regarding survey protocols have further complicated the task of performance measurement. Importantly, the CAHPS survey instrument itself has been modified between 2020 and 2021 to account for the increased adoption of telemedicine tools during the pandemic. Since we do not have a way of quantifying these factors at the member or health plan level, our analysis of the key drivers of member experience is inherently limited.

The 2021 CSS *Key Driver Model* was developed using our 2020–2021 Book-of-Business plan-level dataset of Medicaid CAHPS survey results. The dataset comprised all Medicaid plans surveyed by CSS in 2020 and 2021, for a total of 277 observations. CSS performed regression analysis of health plan ratings to identify 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 member experience (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 four key drivers of 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 72 percent of the industry variation in 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 ABH of LA is currently performing on these measures. Improvement targets identified specifically for ABH of LA, 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.

Medicaid member ratings of the plan are strongly related to members' ability to get the care they need when they need it (Q10). Being able to obtain needed information from customer service (Q45) and access to highly rated providers (Q36 and Q43) are all significant drivers of member experience.

Key Driver	Interpretation
Q36. 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
Q10. Ease of getting needed care, tests, or treatment (percent *Usually or Always*)	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
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
Q45. Health plan customer service provided needed information or help (percent *Usually or Always*)	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

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for ABH of LA 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 ABH of LA is currently performing on each measure.

The middle panel of the chart compares how ABH of LA is performing compared to the *Best Practice* score on each key driver. CSS defined the *Best Practice* score as the highest score among the 21 plans contributing to the 2021 CSS Child Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of ABH of LA performance and the *Best Practice* score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score ABH of LA 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. 2021 ABH OF LA 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
Your Organization's 2021 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
Q36. Rating of Personal Doctor (percent *9* or *10*)	**79.28%**	+4.25% →	**83.53%**	**+1.76%**
Q45. Customer service provided information or help (percent *Usually* or *Always*)	**89.42%**	+5.96% →	**95.38%**	**+0.70%**
Q10. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	**94.74%**	+1.90% →	**96.63%**	**+0.47%**
Q43. Rating of Specialist Seen Most Often (percent *9* or *10*)	**77.61%**	+3.03% →	**80.65%**	**+0.40%**

* Best score on the key driver measure among all plans included in the 2021 CSS Child Medicaid Average

4917000

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for ABH of LA. 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 plan managers in their quality improvement efforts. Some of these resources may be more applicable to your organization 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 (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 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 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 (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: 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 www.pcmh.ahrq.gov/.

- *Alternative Access Centers* – This brief (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 (www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/).

- *Telehealth Solutions to Pandemic-Related Issues* – The COVID-19 Pandemic has accelerated the usage and acceptance of telehealth by providers and patients alike. This article (www.thelancet.com/journals/langlo/article/PIIS2214-109X(20)30362-4/fulltext) details opportunities to expand telehealth beyond the pandemic. Telehealth can also be implemented to solve deferral of care issues brought about by the pandemic (publichealth.jmir.org/2020/3/e21607?utm_source=TrendMD&utm_medium=cpc&utm_campaign=JMIR_TrendMD_1).

IMPROVING HEALTH PLAN PROVIDER 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 (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 www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf). For general recommendations related to physician communication, see 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 www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html and 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 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 (www.ncbi.nlm.nih.gov/pubmed/18416910/), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (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 www.ahrq.gov/innovations/index.html.

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 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 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 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 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 (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 (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 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 (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 health.gov/our-work/health-literacy/resources. AHRQ has also developed its own health literacy toolkit to support physicians: www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html.

APPENDIX A. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2021, 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: all questions in a composite are weighted equally, regardless of how many members respond.

Example:

Response option	Q4	Q6	Global Proportion
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Usually or Always	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.

NCQA HEALTH PLAN RATINGS METHODOLOGY

BACKGROUND: HEALTH PLAN ACCREDITATION (HPA) VS. HEALTH PLAN RATINGS (HPR) PRIOR TO 2020

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 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), reported on NCQA's *Health Insurance Plan Ratings* website (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 ratings 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*.

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

Prior to the 2020 survey cycle, which coincided with the COVID-19 pandemic, NCQA had taken steps to align HPA (*Health Plan Report Cards*) and HPR (*Health Insurance Plan Ratings*). Below are some highlights of the HPR methodology introduced in 2020:

- The 4-point Accreditation star ratings (previously reported in *Health Plan Report Cards)*, based on the percentage of total Accreditation points earned, were discontinued.

- Accredited plans must report CAHPS scores, but these scores do not directly affect the plan's Accreditation status. 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.

- The original (2020) version of the methodology benchmarked health plan performance against prior-year National All-Lines-of-Business 10th, 33.33rd, 66.67th, and 90th measure percentiles in assigning star ratings. **NCQA adjusted the benchmarking methodology for the 2021 Health Plan Ratings due to COVID-19.** Citing trending concerns, NCQA decided to base the 2021 Health Plan Ratings on the current-year (2021) national benchmarks, expected to be released in September.

- The 2022 Health Plan Ratings methodology has not been finalized. NCQA may choose to continue using current-year benchmarks for HPR 2022 or revert to the original methodology. NCQA expects to make this decision in the summer of 2021.

CALCULATION OF HPR STARS

Below is the list of CAHPS survey measures[5] included in NCQA's Medicaid 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 Domain	Individual Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (percent *Usually* or *Always*)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (percent *9* or *10*) Coordination of Care (percent *Usually* or *Always*)
Satisfaction with Plan Services	Rating of Health Plan (percent *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.

[5] Source: www.ncqa.org/wp-content/uploads/2020/12/20201218_2021_Health_Plan_Ratings_Methodology.pdf and www.ncqa.org/wp-content/uploads/2021/03/20210316_List_of_Required_Performance_Measures.pdf

Step 1: Compare reported rates to the 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 unless the measure has a trending concern. Due to trending concerns with 2020 data collected during the COVID-19 pandemic, NCQA is using current-year percentiles for all measures.

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
- 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:

Domain or Sub-Domain Measure Rating Score = ∑ (Measure rating * Measure Weight) / ∑ 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 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 5.1H 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 to create national benchmarks for care and to report health plan performance to consumers. 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 *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, 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.)

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., *Usually or Always*) averaged across the questions that make up the composite.
Health Plan Ratings	NCQA rates health plans in three categories: private/commercial plans in which people enroll through work or on their own; plans that serve Medicare beneficiaries in the Medicare Advantage program (not supplemental plans); and plans that serve Medicaid beneficiaries. NCQA ratings are based on three types of quality measures: measures of clinical quality from NCQA's Healthcare Effectiveness Data and Information Set (HEDIS); measures of patient experience using the Consumer Assessment of Healthcare Providers and Systems (CAHPS); and results from NCQA's review of a health plan's health quality processes (NCQA Accreditation). NCQA rates health plans that choose to report measures publicly. The overall rating is the weighted average of a plan's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the plan is Accredited by NCQA), rounded to the nearest half point displayed as stars. The overall rating is based on performance on dozens of measures of care and is calculated on a 0–5 (5 is highest) scale in half points. Performance includes three subcategories (also scored 0–5 in half points): - Patient Experience: Patient-reported experience of care, including experience with doctors, services and customer service (measures in the Patient Experience category). - Rates for Clinical Measures: The proportion of eligible members who received preventive services (prevention measures) and the proportion of eligible members who received recommended care for certain conditions (treatment measures). - NCQA Health Plan Accreditation: For a plan with an Accredited or Provisional status, 0.5 bonus points are added to the overall rating before rounded to the nearest half point and displayed as stars. A plan with an Interim status receives 0.15 bonus points added to the overall rating before rounded to the nearest half point and displayed as stars.
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	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 performing plans.
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 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 *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.
Response Rate	Survey response rate is calculated by NCQA using the following formula: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{\text{[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts +Added to Do Not Call (DNC) List]}}$
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 (*n*)	See *Denominator*
Valid Response	Any acceptable response to a survey question (i.e., falling within a predefined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

APPENDIX B. SURVEY RESULTS AT A GLANCE

2021 (MY2020) CAHPS® 5.1H Survey Results at a Glance

Aetna Better Health of Louisiana (Child Medicaid with CCC Measure Survey)

Survey Measures	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2021 NCQA Health Plan (Star) Rating
	2021		2020		2019		2021 CSS Child Medicaid Average		2020 NCQA Quality Compass National Average (All LOBs)		
	Rate	(n)	Rate	Point Change	Rate	Point Change	Rate	Point Diff.	Rate	Point Diff.	
Patient Experience Measures Reported in NCQA Health Plan Ratings (General Population)											★★★½☆
Getting Care											★★★☆☆
Getting Needed Care Composite (% Always or Usually)	**87.23%**	**(151)**	84.87%	[+2.37]	89.16%	[-1.92]	85.00%	[+2.23]	86.03%	[+1.20]	★★★☆☆
Ease of Getting Needed Care (% Always or Usually)	**94.74%**	**(228)**	90.32%	[+4.41]	95.45%	[-0.72]	89.88%	[+4.85] ✓	91.23%	[+3.51]	Not calculated
Ease of Seeing a Specialist (% Always or Usually)	**79.73%**	**(74)**	79.41%	[+0.32]	82.86%	[-3.13]	80.12%	[-0.39]	79.77%	[-0.04]	
Getting Care Quickly Composite (% Always or Usually)	**90.06%**	**(147)**	93.37%	[-3.31]	94.30%	[-4.24]	86.14%	[+3.92]	90.53%	[-0.47]	★★★☆☆
Ease of Getting Urgent Care (% Always or Usually)	**93.67%**	**(79)**	98.31%	[-4.63]	93.44%	[+0.23]	90.17%	[+3.50]	92.58%	[+1.09]	Not calculated
Ease of Getting a Check-up or Routine Care (% Always or Usually)	**86.45%**	**(214)**	88.43%	[-1.98]	95.15%	[-8.71] ✓	82.11%	[+4.34]	88.97%	[-2.52]	
Satisfaction With Plan Physicians											★★★★½
Rating of Personal Doctor (% 9 or 10)	**79.28%**	**(333)**	79.71%	[-0.43]	81.18%	[-1.90]	76.30%	[+2.98]	78.57%	[+0.71]	★★★☆☆
Rating of Specialist Seen Most Often (% 9 or 10)	**77.61%**	**(67)**	65.52%	[+12.09]	74.60%	[+3.01]	73.00%	[+4.61]	73.36%	[+4.25]	★★★★★
Rating of All Health Care (% 9 or 10)	**78.41%**	**(227)**	73.60%	[+4.81]	76.45%	[+1.97]	73.23%	[+5.19]	71.92%	[+6.49] ✓	★★★★★
Coordination of Care (% Always or Usually)	**90.63%**	**(96)**	80.43%	[+10.19]	92.05%	[-1.42]	84.81%	[+5.82]	86.08%	[+4.55]	★★★★☆
Satisfaction With Plan Services											★★☆☆☆
Rating of Health Plan (% 9 or 10)	**69.15%**	**(363)**	75.76%	[-6.61]	73.52%	[-4.37]	70.33%	[-1.19]	71.90%	[-2.75]	★★☆☆☆
Overall Ratings (% 8, 9, or 10) NOT Reported in NCQA Health Plan Ratings (General Population)											
Rating of All Health Care (% 8, 9 or 10)	**92.07%**	**(227)**	88.00%	[+4.07]	87.60%	[+4.47]	89.37%	[+2.70]	88.01%	[+4.06]	Not calculated
Rating of Personal Doctor (% 8, 9 or 10)	**90.39%**	**(333)**	89.13%	[+1.26]	90.20%	[+0.19]	89.98%	[+0.41]	90.85%	[-0.46]	
Rating of Specialist Seen Most Often (% 8, 9 or 10)	**88.06%**	**(67)**	82.76%	[+5.30]	85.71%	[+2.35]	86.64%	[+1.42]	87.01%	[+1.05]	
Rating of Health Plan (% 8, 9 or 10)	**83.75%**	**(363)**	84.24%	[-0.50]	85.02%	[-1.27]	86.45%	[-2.71]	86.50%	[-2.75]	
Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)											
How Well Doctors Communicate Composite (% Always or Usually)	**95.80%**	**(232)**	94.55%	[+1.25]	95.54%	[+0.25]	93.46%	[+2.33]	95.26%	[+0.54]	Not calculated
Doctor Explained Things (% Always or Usually)	**96.14%**	**(233)**	94.55%	[+1.59]	97.40%	[-1.27]	93.65%	[+2.48]	95.58%	[+0.56]	
Doctor Listened Carefully (% Always or Usually)	**98.28%**	**(232)**	94.55%	[+3.73]	96.97%	[+1.31]	95.22%	[+3.06] ✓	96.37%	[+1.91]	
Doctor Showed Respect (% Always or Usually)	**97.42%**	**(233)**	97.27%	[+0.15]	97.40%	[+0.02]	96.52%	[+0.90]	97.17%	[+0.25]	
Doctor Spent Enough Time (% Always or Usually)	**91.34%**	**(231)**	91.82%	[-0.48]	90.39%	[+0.95]	88.46%	[+2.89]	91.89%	[-0.55]	
Customer Service Composite (% Always or Usually)	**93.24%**	**(103)**	91.82%	[+1.42]	92.31%	[+0.93]	87.94%	[+5.30]	88.81%	[+4.43]	
Customer Service Provided Information/Help (% Always or Usually)	**89.42%**	**(104)**	89.19%	[+0.23]	88.46%	[+0.96]	82.32%	[+7.10]	83.77%	[+5.65]	
Customer Service Was Courteous/Respectful (% Always or Usually)	**97.06%**	**(102)**	94.44%	[+2.61]	96.15%	[+0.90]	93.57%	[+3.49]	93.79%	[+3.27]	
Children with Chronic Conditions Measures (CCC Population)											
Access to Prescription Medicines (% Always or Usually)	**90.41%**	**(219)**	92.26%	[-1.85]	90.91%	[-0.50]	91.07%	[-0.66]	91.27%	[-0.86]	Not calculated
Access to Specialized Services (% Always or Usually)	**69.86%**	**(68)**	69.10%	[+0.76]	75.72%	[-5.86]	73.08%	[-3.21]	74.46%	[-4.60]	
Getting Needed Information (% Always or Usually)	**88.38%**	**(198)**	93.51%	[-5.12]	91.08%	[-2.70]	90.40%	[-2.02]	93.05%	[-4.67] ✓	
Personal Doctor Who Knows Child (% Yes)	**90.96%**	**(177)**	91.17%	[-0.21]	93.03%	[-2.07]	90.15%	[+0.81]	91.56%	[-0.60]	
Coordination of Care for Children With Chronic Conditions (% Yes)	**82.20%**	**(76)**	74.89%	[+7.31]	78.88%	[+3.32]	75.95%	[+6.25]	76.36%	[+5.84]	

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Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark 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 current-year rate and the comparison rate are marked with a ✓ symbol.

Health Plan Ratings (HPR)

Estimated HPR stars for applicable measures, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scored directly to plans in September of 2021.

APPENDIX C. CROSS-TABULATIONS

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 3

In the last 6 months, did your child have an illness, injury, or condition that needed care right away?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	144	**4**	3	4	0	3	2	0	1	0	0	3	3	1	0	0	3	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	10,631	**376**	164	290	54	295	166	119	74	41	103	206	292	65	10	134	190	35	5	66	1
	98.7%	**98.9%**	98.2%	98.6%	100.0%	99.0%	98.8%	100.0%	98.7%	100.0%	100.0%	98.6%	99.0%	98.5%	100.0%	100.0%	98.4%	100.0%	100.0%	98.5%	100.0%
Yes	1,732	**79**	60	126	7	68	34	20	23	9	21	46	50	20	7	9	48	15	2	30	1
	16.3%	**21.0%**	36.6%	43.4%	13.0%	23.1%	20.5%	16.8%	31.1%	22.0%	20.4%	22.3%	17.1%	30.8%	70.0%	6.7%	25.3%	42.9%	40.0%	45.5%	100.0%
No	8,899	**297**	104	164	47	227	132	99	51	32	82	160	242	45	3	125	142	20	3	36	0
	83.7%	**79.0%**	63.4%	56.6%	87.0%	76.9%	79.5%	83.2%	68.9%	78.0%	79.6%	77.7%	82.9%	69.2%	30.0%	93.3%	74.7%	57.1%	60.0%	54.5%	0.0%
Significantly different from column:*		**ACD**						I	H				N	M		Q	PR	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	1,732	**79**	60	126	7	68	34	20	23	9	21	46	50	20	7	9	48	15	2	30	1
Number missing or multiple answer	33	**0**	1	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	1,699	**79**	59	122	7	68	34	20	23	9	21	46	50	20	7	9	48	15	2	30	1
	98.1%	**100.0%**	98.3%	96.8%	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%
Never	25	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	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%	0.0%
Sometimes	142	**5**	1	8	0	5	2	2	1	1	1	3	2	1	2	0	3	2	0	4	0
	8.4%	**6.3%**	1.7%	6.6%	0.0%	7.4%	5.9%	10.0%	4.3%	11.1%	4.8%	6.5%	4.0%	5.0%	28.6%	0.0%	6.3%	13.3%	0.0%	13.3%	0.0%
Usually	199	**4**	5	7	0	3	0	0	3	0	0	4	1	1	1	0	3	1	0	2	1
	11.7%	**5.1%**	8.5%	5.7%	0.0%	4.4%	0.0%	0.0%	13.0%	0.0%	0.0%	8.7%	2.0%	5.0%	14.3%	0.0%	6.3%	6.7%	0.0%	6.7%	100.0%
Always	1,333	**70**	53	107	7	60	32	18	19	8	20	39	47	18	4	9	42	12	2	24	0
	78.5%	**88.6%**	89.8%	87.7%	100.0%	88.2%	94.1%	90.0%	82.6%	88.9%	95.2%	84.8%	94.0%	90.0%	57.1%	100.0%	87.5%	80.0%	100.0%	80.0%	0.0%
Significantly different from column:*		**A**																			
Usually or Always	1,532	**74**	58	114	7	63	32	18	22	8	20	43	48	19	5	9	45	13	2	26	1
	90.2%	**93.7%**	98.3%	93.4%	100.0%	92.6%	94.1%	90.0%	95.7%	88.9%	95.2%	93.5%	96.0%	95.0%	71.4%	100.0%	93.8%	86.7%	100.0%	86.7%	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 5

In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	140	**6**	2	4	0	6	4	1	1	1	2	3	5	1	0	2	2	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	10,635	**374**	165	290	54	292	164	118	74	40	101	206	290	65	10	132	191	35	5	67	1
	98.7%	**98.4%**	98.8%	98.6%	100.0%	98.0%	97.6%	99.2%	98.7%	97.6%	98.1%	98.6%	98.3%	98.5%	100.0%	98.5%	99.0%	100.0%	100.0%	100.0%	100.0%
Yes	5,971	**216**	126	229	30	175	106	64	40	29	51	126	169	39	6	30	144	30	4	49	1
	56.1%	**57.8%**	76.4%	79.0%	55.6%	59.9%	64.6%	54.2%	54.1%	72.5%	50.5%	61.2%	58.3%	60.0%	60.0%	22.7%	75.4%	85.7%	80.0%	73.1%	100.0%
No	4,664	**158**	39	61	24	117	58	54	34	11	50	80	121	26	4	102	47	5	1	18	0
	43.9%	**42.2%**	23.6%	21.0%	44.4%	40.1%	35.4%	45.8%	45.9%	27.5%	49.5%	38.8%	41.7%	40.0%	40.0%	77.3%	24.6%	14.3%	20.0%	26.9%	0.0%
Significantly different from column:*		**CD**								K	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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 6

In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

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

	2021 CSS Average	2021	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	5,971	**216**	126	229	30	175	106	64	40	29	51	126	169	39	6	30	144	30	4	49	1
Number missing or multiple answer	176	**2**	5	2	1	1	1	1	0	0	0	2	2	0	0	0	2	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	5,795	**214**	121	227	29	174	105	63	40	29	51	124	167	39	6	30	142	30	4	49	1
	97.1%	**99.1%**	96.0%	99.1%	96.7%	99.4%	99.1%	98.4%	100.0%	100.0%	100.0%	98.4%	98.8%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%
Never	135	**3**	2	2	0	3	2	0	1	3	0	0	2	1	0	2	1	0	0	0	0
	2.3%	**1.4%**	1.7%	0.9%	0.0%	1.7%	1.9%	0.0%	2.5%	10.3%	0.0%	0.0%	1.2%	2.6%	0.0%	6.7%	0.7%	0.0%	0.0%	0.0%	0.0%
Sometimes	902	**26**	12	9	6	19	9	9	8	11	6	8	18	8	0	11	12	2	0	6	0
	15.6%	**12.1%**	9.9%	4.0%	20.7%	10.9%	8.6%	14.3%	20.0%	37.9%	11.8%	6.5%	10.8%	20.5%	0.0%	36.7%	8.5%	6.7%	0.0%	12.2%	0.0%
Usually	935	**20**	17	33	3	16	6	6	7	2	6	11	14	6	0	1	14	4	0	8	0
	16.1%	**9.3%**	14.0%	14.5%	10.3%	9.2%	5.7%	9.5%	17.5%	6.9%	11.8%	8.9%	8.4%	15.4%	0.0%	3.3%	9.9%	13.3%	0.0%	16.3%	0.0%
Always	3,823	**165**	90	183	20	136	88	48	24	13	39	105	133	24	6	16	115	24	4	35	1
	66.0%	**77.1%**	74.4%	80.6%	69.0%	78.2%	83.8%	76.2%	60.0%	44.8%	76.5%	84.7%	79.6%	61.5%	100.0%	53.3%	81.0%	80.0%	100.0%	71.4%	100.0%
Significantly different from column:*		**A**					I		G	KL	J	J	N	M		QR	P	P			
Usually or Always	4,758	**185**	107	216	23	152	94	54	31	15	45	116	147	30	6	17	129	28	4	43	1
	82.1%	**86.4%**	88.4%	95.2%	79.3%	87.4%	89.5%	85.7%	77.5%	51.7%	88.2%	93.5%	88.0%	76.9%	100.0%	56.7%	90.8%	93.3%	100.0%	87.8%	100.0%
Significantly different from column:*		**D**								K	J					R		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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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 get health care in person, by phone, or by video?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	313	**18**	4	5	1	17	11	4	3	2	5	11	14	4	0	0	0	0	0	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	10,462	**362**	163	289	53	281	157	115	72	39	98	198	281	62	10	134	193	35	5	63	1
	97.1%	**95.3%**	97.6%	98.3%	98.1%	94.3%	93.5%	96.6%	96.0%	95.1%	95.1%	94.7%	95.3%	93.9%	100.0%	100.0%	100.0%	100.0%	100.0%	94.0%	100.0%
None	4,687	**134**	37	43	24	94	54	42	27	15	38	66	105	20	3	134	0	0	0	16	0
	44.8%	**37.0%**	22.7%	14.9%	45.3%	33.5%	34.4%	36.5%	37.5%	38.5%	38.8%	33.3%	37.4%	32.3%	30.0%	100.0%	0.0%	0.0%	0.0%	25.4%	0.0%
1 time	2,433	**98**	33	56	15	76	45	38	11	9	15	67	83	14	0	0	98	0	4	8	0
	23.3%	**27.1%**	20.2%	19.4%	28.3%	27.0%	28.7%	33.0%	15.3%	23.1%	15.3%	33.8%	29.5%	22.6%	0.0%	0.0%	50.8%	0.0%	80.0%	12.7%	0.0%
2	1,545	**41**	42	67	7	31	16	14	9	3	16	18	31	8	1	0	41	0	0	7	0
	14.8%	**11.3%**	25.8%	23.2%	13.2%	11.0%	10.2%	12.2%	12.5%	7.7%	16.3%	9.1%	11.0%	12.9%	10.0%	0.0%	21.2%	0.0%	0.0%	11.1%	0.0%
3	809	**36**	20	46	4	32	16	9	11	6	5	25	29	5	2	0	36	0	0	12	0
	7.7%	**9.9%**	12.3%	15.9%	7.5%	11.4%	10.2%	7.8%	15.3%	15.4%	5.1%	12.6%	10.3%	8.1%	20.0%	0.0%	18.7%	0.0%	0.0%	19.0%	0.0%
4	393	**18**	18	33	0	17	11	3	3	2	8	8	11	5	1	0	18	0	0	6	0
	3.8%	**5.0%**	11.0%	11.4%	0.0%	6.0%	7.0%	2.6%	4.2%	5.1%	8.2%	4.0%	3.9%	8.1%	10.0%	0.0%	9.3%	0.0%	0.0%	9.5%	0.0%
5 to 9	435	**23**	13	39	3	19	8	8	7	3	10	9	13	10	0	0	0	23	0	10	0
	4.2%	**6.4%**	8.0%	13.5%	5.7%	6.8%	5.1%	7.0%	9.7%	7.7%	10.2%	4.5%	4.6%	16.1%	0.0%	0.0%	0.0%	65.7%	0.0%	15.9%	0.0%
10 or more times	160	**12**	0	5	0	12	7	1	4	1	6	5	9	0	3	0	0	12	1	4	1
	1.5%	**3.3%**	0.0%	1.7%	0.0%	4.3%	4.5%	0.9%	5.6%	2.6%	6.1%	2.5%	3.2%	0.0%	30.0%	0.0%	0.0%	34.3%	20.0%	6.3%	100.0%
5 or more times	595	**35**	13	44	3	31	15	9	11	4	16	14	22	10	3	0	0	35	1	14	1
	5.7%	**9.7%**	8.0%	15.2%	5.7%	11.0%	9.6%	7.8%	15.3%	10.3%	16.3%	7.1%	7.8%	16.1%	30.0%	0.0%	0.0%	100.0%	20.0%	22.2%	100.0%
Significantly different from column:*		**AD**									L	K	N	M		R	R	PQ			

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	4,154	**228**	126	246	29	187	103	73	45	24	60	132	176	42	7	0	193	35	5	47	1
Number missing or multiple answer	54	**2**	0	3	1	1	0	2	0	0	0	2	2	0	0	0	2	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	4,100	**226**	126	243	28	186	103	71	45	24	60	130	174	42	7	0	191	35	5	47	1
	98.7%	**99.1%**	100.0%	98.8%	96.6%	99.5%	100.0%	97.3%	100.0%	100.0%	100.0%	98.5%	98.9%	100.0%	100.0%	---	99.0%	100.0%	100.0%	100.0%	100.0%
Never	114	**11**	4	3	1	9	2	5	4	1	1	8	5	5	1	0	10	1	0	1	1
	2.8%	**4.9%**	3.2%	1.2%	3.6%	4.8%	1.9%	7.0%	8.9%	4.2%	1.7%	6.2%	2.9%	11.9%	14.3%	---	5.2%	2.9%	0.0%	2.1%	100.0%
Sometimes	359	**23**	10	21	4	18	6	11	6	7	7	8	15	4	4	0	19	4	0	6	0
	8.8%	**10.2%**	7.9%	8.6%	14.3%	9.7%	5.8%	15.5%	13.3%	29.2%	11.7%	6.2%	8.6%	9.5%	57.1%	---	9.9%	11.4%	0.0%	12.8%	0.0%
Usually	543	**24**	15	22	3	19	12	5	5	2	8	12	14	7	2	0	17	7	0	9	0
	13.2%	**10.6%**	11.9%	9.1%	10.7%	10.2%	11.7%	7.0%	11.1%	8.3%	13.3%	9.2%	8.0%	16.7%	28.6%	---	8.9%	20.0%	0.0%	19.1%	0.0%
Always	3,084	**168**	97	197	20	140	83	50	30	14	44	102	140	26	0	0	145	23	5	31	0
	75.2%	**74.3%**	77.0%	81.1%	71.4%	75.3%	80.6%	70.4%	66.7%	58.3%	73.3%	78.5%	80.5%	61.9%	0.0%	---	75.9%	65.7%	100.0%	66.0%	0.0%
Significantly different from column:*										L		J	N	M							
Usually or Always	3,627	**192**	112	219	23	159	95	55	35	16	52	114	154	33	2	0	162	30	5	40	0
	88.5%	**85.0%**	88.9%	90.1%	82.1%	85.5%	92.2%	77.5%	77.8%	66.7%	86.7%	87.7%	88.5%	78.6%	28.6%	---	84.8%	85.7%	100.0%	85.1%	0.0%
Significantly different from column:*							HI	G	G												

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	5,775	**228**	126	246	29	187	103	73	45	24	60	132	176	42	7	0	193	35	5	47	1
Number missing or multiple answer	64	**1**	1	4	0	0	0	1	0	0	0	0	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	NA	NA	NA
Usable responses	5,711	**227**	125	242	29	187	103	72	45	24	60	132	175	42	7	0	192	35	5	47	1
	98.9%	**99.6%**	99.2%	98.4%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	---	99.5%	100.0%	100.0%	100.0%	100.0%
0 Worst health care possible	11	**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%	0.4%	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%
1	11	**1**	0	1	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0
	0.2%	**0.4%**	0.0%	0.4%	0.0%	0.5%	1.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.6%	0.0%	0.0%	---	0.5%	0.0%	0.0%	0.0%	0.0%
2	9	**1**	0	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0
	0.2%	**0.4%**	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	2.2%	0.0%	0.0%	0.8%	0.0%	2.4%	0.0%	---	0.5%	0.0%	0.0%	0.0%	0.0%
3	20	**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%
4	21	**1**	2	2	0	1	0	1	0	1	0	0	1	0	0	0	1	0	0	0	0
	0.4%	**0.4%**	1.6%	0.8%	0.0%	0.5%	0.0%	1.4%	0.0%	4.2%	0.0%	0.0%	0.6%	0.0%	0.0%	---	0.5%	0.0%	0.0%	0.0%	0.0%
5	93	**2**	2	4	1	1	1	1	0	1	0	1	2	0	0	0	2	0	1	0	0
	1.6%	**0.9%**	1.6%	1.7%	3.4%	0.5%	1.0%	1.4%	0.0%	4.2%	0.0%	0.8%	1.1%	0.0%	0.0%	---	1.0%	0.0%	20.0%	0.0%	0.0%
6	109	**3**	3	6	0	2	0	1	1	0	1	2	1	1	0	0	3	0	0	1	0
	1.9%	**1.3%**	2.4%	2.5%	0.0%	1.1%	0.0%	1.4%	2.2%	0.0%	1.7%	1.5%	0.6%	2.4%	0.0%	---	1.6%	0.0%	0.0%	2.1%	0.0%
7	333	**10**	8	16	2	8	8	1	1	1	2	7	8	2	0	0	10	0	0	0	0
	5.8%	**4.4%**	6.4%	6.6%	6.9%	4.3%	7.8%	1.4%	2.2%	4.2%	3.3%	5.3%	4.6%	4.8%	0.0%	---	5.2%	0.0%	0.0%	0.0%	0.0%
8	922	**31**	18	27	4	25	13	8	9	5	5	19	21	7	2	0	19	12	0	10	0
	16.1%	**13.7%**	14.4%	11.2%	13.8%	13.4%	12.6%	11.1%	20.0%	20.8%	8.3%	14.4%	12.0%	16.7%	28.6%	---	9.9%	34.3%	0.0%	21.3%	0.0%
9	917	**28**	19	35	0	26	11	9	6	3	8	15	22	5	0	0	24	4	1	9	0
	16.1%	**12.3%**	15.2%	14.5%	0.0%	13.9%	10.7%	12.5%	13.3%	12.5%	13.3%	11.4%	12.6%	11.9%	0.0%	---	12.5%	11.4%	20.0%	19.1%	0.0%
10 Best health care possible	3,265	**150**	73	150	22	122	69	51	27	13	44	86	119	26	5	0	131	19	3	27	1
	57.2%	**66.1%**	58.4%	62.0%	75.9%	65.2%	67.0%	70.8%	60.0%	54.2%	73.3%	65.2%	68.0%	61.9%	71.4%	---	68.2%	54.3%	60.0%	57.4%	100.0%

NA - Not applicable

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	5,775	**228**	126	246	29	187	103	73	45	24	60	132	176	42	7	0	193	35	5	47	1
Number missing or multiple answer	64	**1**	1	4	0	0	0	1	0	0	0	0	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	NA	NA	NA
Usable responses	5,711	**227**	125	242	29	187	103	72	45	24	60	132	175	42	7	0	192	35	5	47	1
	98.9%	**99.6%**	99.2%	98.4%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	---	99.5%	100.0%	100.0%	100.0%	100.0%
0 to 4	72	**3**	2	4	0	3	1	1	1	1	0	2	2	1	0	0	3	0	0	0	0
	1.3%	**1.3%**	1.6%	1.7%	0.0%	1.6%	1.0%	1.4%	2.2%	4.2%	0.0%	1.5%	1.1%	2.4%	0.0%	---	1.6%	0.0%	0.0%	0.0%	0.0%
5	93	**2**	2	4	1	1	1	1	0	1	0	1	2	0	0	0	2	0	1	0	0
	1.6%	**0.9%**	1.6%	1.7%	3.4%	0.5%	1.0%	1.4%	0.0%	4.2%	0.0%	0.8%	1.1%	0.0%	0.0%	---	1.0%	0.0%	20.0%	0.0%	0.0%
6 or 7	442	**13**	11	22	2	10	8	2	2	1	3	9	9	3	0	0	13	0	0	1	0
	7.7%	**5.7%**	8.8%	9.1%	6.9%	5.3%	7.8%	2.8%	4.4%	4.2%	5.0%	6.8%	5.1%	7.1%	0.0%	---	6.8%	0.0%	0.0%	2.1%	0.0%
8 to 10	5,104	**209**	110	212	26	173	93	68	42	21	57	120	162	38	7	0	174	35	4	46	1
	89.4%	**92.1%**	88.0%	87.6%	89.7%	92.5%	90.3%	94.4%	93.3%	87.5%	95.0%	90.9%	92.6%	90.5%	100.0%	---	90.6%	100.0%	80.0%	97.9%	100.0%
Significantly different from column:*																					
0 to 6	274	**8**	7	14	1	6	2	3	2	2	1	5	5	2	0	0	8	0	1	1	0
	4.8%	**3.5%**	5.6%	5.8%	3.4%	3.2%	1.9%	4.2%	4.4%	8.3%	1.7%	3.8%	2.9%	4.8%	0.0%	---	4.2%	0.0%	20.0%	2.1%	0.0%
7 to 8	1,255	**41**	26	43	6	33	21	9	10	6	7	26	29	9	2	0	29	12	0	10	0
	22.0%	**18.1%**	20.8%	17.8%	20.7%	17.6%	20.4%	12.5%	22.2%	25.0%	11.7%	19.7%	16.6%	21.4%	28.6%	---	15.1%	34.3%	0.0%	21.3%	0.0%
9 to 10	4,182	**178**	92	185	22	148	80	60	33	16	52	101	141	31	5	0	155	23	4	36	1
	73.2%	**78.4%**	73.6%	76.4%	75.9%	79.1%	77.7%	83.3%	73.3%	66.7%	86.7%	76.5%	80.6%	73.8%	71.4%	---	80.7%	65.7%	80.0%	76.6%	100.0%
Significantly different from column:*																	R	Q			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	5,775	**228**	126	246	29	187	103	73	45	24	60	132	176	42	7	0	193	35	5	47	1
Number missing or multiple answer	72	**0**	2	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	5,703	**228**	124	242	29	187	103	73	45	24	60	132	176	42	7	0	193	35	5	47	1
	98.8%	**100.0%**	98.4%	98.4%	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%
Never	94	**2**	3	3	1	1	1	1	0	1	0	1	2	0	0	0	2	0	0	0	0
	1.6%	**0.9%**	2.4%	1.2%	3.4%	0.5%	1.0%	1.4%	0.0%	4.2%	0.0%	0.8%	1.1%	0.0%	0.0%	---	1.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	483	**10**	9	8	0	10	2	3	5	3	4	3	4	4	2	0	8	2	0	2	0
	8.5%	**4.4%**	7.3%	3.3%	0.0%	5.3%	1.9%	4.1%	11.1%	12.5%	6.7%	2.3%	2.3%	9.5%	28.6%	---	4.1%	5.7%	0.0%	4.3%	0.0%
Usually	1,101	**34**	20	38	4	28	14	10	8	2	10	20	22	9	2	0	23	11	0	9	1
	19.3%	**14.9%**	16.1%	15.7%	13.8%	15.0%	13.6%	13.7%	17.8%	8.3%	16.7%	15.2%	12.5%	21.4%	28.6%	---	11.9%	31.4%	0.0%	19.1%	100.0%
Always	4,025	**182**	92	193	24	148	86	59	32	18	46	108	148	29	3	0	160	22	5	36	0
	70.6%	**79.8%**	74.2%	79.8%	82.8%	79.1%	83.5%	80.8%	71.1%	75.0%	76.7%	81.8%	84.1%	69.0%	42.9%	---	82.9%	62.9%	100.0%	76.6%	0.0%
Significantly different from column:*		**A**											N	M			R	Q			
Usually or Always	5,126	**216**	112	231	28	176	100	69	40	20	56	128	170	38	5	0	183	33	5	45	1
	89.9%	**94.7%**	90.3%	95.5%	96.6%	94.1%	97.1%	94.5%	88.9%	83.3%	93.3%	97.0%	96.6%	90.5%	71.4%	---	94.8%	94.3%	100.0%	95.7%	100.0%
Significantly different from column:*		**A**																			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 11

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

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	7,992	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	88	**1**	2	4	0	1	1	0	0	0	0	1	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
Usable responses	7,904	**379**	165	290	54	297	167	119	75	41	103	208	294	66	10	134	192	35	5	66	1
	98.9%	**99.7%**	98.8%	98.6%	100.0%	99.7%	99.4%	100.0%	100.0%	100.0%	100.0%	99.5%	99.7%	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%	98.5%	100.0%
Yes	5,371	**264**	116	179	44	200	81	107	65	24	68	153	196	55	8	95	133	24	4	52	1
	68.0%	**69.7%**	70.3%	61.7%	81.5%	67.3%	48.5%	89.9%	86.7%	58.5%	66.0%	73.6%	66.7%	83.3%	80.0%	70.9%	69.3%	68.6%	80.0%	78.8%	100.0%
No	2,533	**115**	49	111	10	97	86	12	10	17	35	55	98	11	2	39	59	11	1	14	0
	32.0%	**30.3%**	29.7%	38.3%	18.5%	32.7%	51.5%	10.1%	13.3%	41.5%	34.0%	26.4%	33.3%	16.7%	20.0%	29.1%	30.7%	31.4%	20.0%	21.2%	0.0%
Significantly different from column:*		**D**			F	E	HI	G	G				N	M							

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	5,371	**264**	116	179	44	200	81	107	65	24	68	153	196	55	8	95	133	24	4	52	1
Number missing or multiple answer	109	**2**	5	4	0	2	1	0	1	0	1	1	1	1	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
Usable responses	5,262	**262**	111	175	44	198	80	107	64	24	67	152	195	54	8	95	133	23	4	51	1
	98.0%	**99.2%**	95.7%	97.8%	100.0%	99.0%	98.8%	100.0%	98.5%	100.0%	98.5%	99.3%	99.5%	98.2%	100.0%	100.0%	100.0%	95.8%	100.0%	98.1%	100.0%
Yes	411	**24**	8	22	5	17	9	10	4	3	6	14	10	9	4	3	12	8	0	11	1
	7.8%	**9.2%**	7.2%	12.6%	11.4%	8.6%	11.3%	9.3%	6.3%	12.5%	9.0%	9.2%	5.1%	16.7%	50.0%	3.2%	9.0%	34.8%	0.0%	21.6%	100.0%
No	4,851	**238**	103	153	39	181	71	97	60	21	61	138	185	45	4	92	121	15	4	40	0
	92.2%	**90.8%**	92.8%	87.4%	88.6%	91.4%	88.8%	90.7%	93.8%	87.5%	91.0%	90.8%	94.9%	83.3%	50.0%	96.8%	91.0%	65.2%	100.0%	78.4%	0.0%
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	411	**24**	8	22	5	17	9	10	4	3	6	14	10	9	4	3	12	8	0	11	1
Number missing or multiple answer	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
Usable responses	405	**24**	8	22	5	17	9	10	4	3	6	14	10	9	4	3	12	8	0	11	1
	98.5%	**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%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Yes	356	**24**	8	22	5	17	9	10	4	3	6	14	10	9	4	3	12	8	0	11	1
	87.9%	**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%
No	49	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	12.1%	**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%
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	7,992	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	85	**1**	4	1	0	1	0	1	0	0	1	0	1	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	7,907	**379**	163	293	54	297	168	118	75	41	102	209	294	66	10	134	193	35	5	67	1
	98.9%	**99.7%**	97.6%	99.7%	100.0%	99.7%	100.0%	99.2%	100.0%	100.0%	99.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	245	**15**	9	20	2	12	5	6	3	2	6	6	7	4	3	6	6	2	0	6	0
	3.1%	**4.0%**	5.5%	6.8%	3.7%	4.0%	3.0%	5.1%	4.0%	4.9%	5.9%	2.9%	2.4%	6.1%	30.0%	4.5%	3.1%	5.7%	0.0%	9.0%	0.0%
No	7,662	**364**	154	273	52	285	163	112	72	39	96	203	287	62	7	128	187	33	5	61	1
	96.9%	**96.0%**	94.5%	93.2%	96.3%	96.0%	97.0%	94.9%	96.0%	95.1%	94.1%	97.1%	97.6%	93.9%	70.0%	95.5%	96.9%	94.3%	100.0%	91.0%	100.0%
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	245	**15**	9	20	2	12	5	6	3	2	6	6	7	4	3	6	6	2	0	6	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
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	238	**15**	9	20	2	12	5	6	3	2	6	6	7	4	3	6	6	2	0	6	0
	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%	---
Never	33	**4**	1	2	1	3	1	2	1	1	1	2	2	2	0	2	1	1	0	2	0
	13.9%	**26.7%**	11.1%	10.0%	50.0%	25.0%	20.0%	33.3%	33.3%	50.0%	16.7%	33.3%	28.6%	50.0%	0.0%	33.3%	16.7%	50.0%	---	33.3%	---
Sometimes	38	**1**	0	3	0	1	0	0	1	1	0	0	0	0	1	0	0	1	0	0	0
	16.0%	**6.7%**	0.0%	15.0%	0.0%	8.3%	0.0%	0.0%	33.3%	50.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	50.0%	---	0.0%	---
Usually	42	**5**	0	2	1	3	0	3	1	0	2	2	2	1	1	3	1	0	0	2	0
	17.6%	**33.3%**	0.0%	10.0%	50.0%	25.0%	0.0%	50.0%	33.3%	0.0%	33.3%	33.3%	28.6%	25.0%	33.3%	50.0%	16.7%	0.0%	---	33.3%	---
Always	125	**5**	8	13	0	5	4	1	0	0	3	2	3	1	1	1	4	0	0	2	0
	52.5%	**33.3%**	88.9%	65.0%	0.0%	41.7%	80.0%	16.7%	0.0%	0.0%	50.0%	33.3%	42.9%	25.0%	33.3%	16.7%	66.7%	0.0%	---	33.3%	---
Significantly different from column:*																					
Usually or Always	167	**10**	8	15	1	8	4	4	1	0	5	4	5	2	2	4	5	0	0	4	0
	70.2%	**66.7%**	88.9%	75.0%	50.0%	66.7%	80.0%	66.7%	33.3%	0.0%	83.3%	66.7%	71.4%	50.0%	66.7%	66.7%	83.3%	0.0%	---	66.7%	---
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	245	**15**	9	20	2	12	5	6	3	2	6	6	7	4	3	6	6	2	0	6	0
Number missing or multiple answer	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
Usable responses	241	**15**	9	20	2	12	5	6	3	2	6	6	7	4	3	6	6	2	0	6	0
	98.4%	**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%	---	100.0%	---
Yes	183	**12**	8	18	1	10	5	5	1	1	6	4	6	3	2	4	6	1	0	6	0
	75.9%	**80.0%**	88.9%	90.0%	50.0%	83.3%	100.0%	83.3%	33.3%	50.0%	100.0%	66.7%	85.7%	75.0%	66.7%	66.7%	100.0%	50.0%	---	100.0%	---
No	58	**3**	1	2	1	2	0	1	2	1	0	2	1	1	1	2	0	1	0	0	0
	24.1%	**20.0%**	11.1%	10.0%	50.0%	16.7%	0.0%	16.7%	66.7%	50.0%	0.0%	33.3%	14.3%	25.0%	33.3%	33.3%	0.0%	50.0%	---	0.0%	---
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	7,992	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	84	**3**	1	1	0	2	1	1	1	0	1	1	2	0	1	1	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	7,908	**377**	166	293	54	296	167	118	74	41	102	208	293	66	9	133	193	34	5	66	1
	98.9%	**99.2%**	99.4%	99.7%	100.0%	99.3%	99.4%	99.2%	98.7%	100.0%	99.0%	99.5%	99.3%	100.0%	90.0%	99.3%	100.0%	97.1%	100.0%	98.5%	100.0%
Yes	727	**44**	13	30	4	39	24	12	7	7	17	19	27	13	3	15	18	8	0	19	0
	9.2%	**11.7%**	7.8%	10.2%	7.4%	13.2%	14.4%	10.2%	9.5%	17.1%	16.7%	9.1%	9.2%	19.7%	33.3%	11.3%	9.3%	23.5%	0.0%	28.8%	0.0%
No	7,181	**333**	153	263	50	257	143	106	67	34	85	189	266	53	6	118	175	26	5	47	1
	90.8%	**88.3%**	92.2%	89.8%	92.6%	86.8%	85.6%	89.8%	90.5%	82.9%	83.3%	90.9%	90.8%	80.3%	66.7%	88.7%	90.7%	76.5%	100.0%	71.2%	100.0%
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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	727	**44**	13	30	4	39	24	12	7	7	17	19	27	13	3	15	18	8	0	19	0
Number missing or multiple answer	24	**1**	0	1	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	703	**43**	13	29	4	39	24	12	7	7	17	19	27	13	3	14	18	8	0	19	0
	96.7%	**97.7%**	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%	93.3%	100.0%	100.0%	---	100.0%	---
Never	85	**7**	2	7	0	7	4	3	0	3	2	2	4	2	1	2	3	2	0	3	0
	12.1%	**16.3%**	15.4%	24.1%	0.0%	17.9%	16.7%	25.0%	0.0%	42.9%	11.8%	10.5%	14.8%	15.4%	33.3%	14.3%	16.7%	25.0%	---	15.8%	---
Sometimes	114	**4**	3	5	1	3	1	1	2	1	3	0	2	2	0	1	3	0	0	1	0
	16.2%	**9.3%**	23.1%	17.2%	25.0%	7.7%	4.2%	8.3%	28.6%	14.3%	17.6%	0.0%	7.4%	15.4%	0.0%	7.1%	16.7%	0.0%	---	5.3%	---
Usually	124	**7**	0	3	0	7	6	0	1	1	0	6	5	2	0	0	3	3	0	2	0
	17.6%	**16.3%**	0.0%	10.3%	0.0%	17.9%	25.0%	0.0%	14.3%	14.3%	0.0%	31.6%	18.5%	15.4%	0.0%	0.0%	16.7%	37.5%	---	10.5%	---
Always	380	**25**	8	14	3	22	13	8	4	2	12	11	16	7	2	11	9	3	0	13	0
	54.1%	**58.1%**	61.5%	48.3%	75.0%	56.4%	54.2%	66.7%	57.1%	28.6%	70.6%	57.9%	59.3%	53.8%	66.7%	78.6%	50.0%	37.5%	---	68.4%	---
Significantly different from column:*																					
Usually or Always	504	**32**	8	17	3	29	19	8	5	3	12	17	21	9	2	11	12	6	0	15	0
	71.7%	**74.4%**	61.5%	58.6%	75.0%	74.4%	79.2%	66.7%	71.4%	42.9%	70.6%	89.5%	77.8%	69.2%	66.7%	78.6%	66.7%	75.0%	---	78.9%	---
Significantly different from column:*																					

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	727	**44**	13	30	4	39	24	12	7	7	17	19	27	13	3	15	18	8	0	19	0
Number missing or multiple answer	23	**4**	0	1	0	4	3	0	1	0	2	2	3	1	0	3	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	704	**40**	13	29	4	35	21	12	6	7	15	17	24	12	3	12	18	8	0	18	0
	96.8%	**90.9%**	100.0%	96.7%	100.0%	89.7%	87.5%	100.0%	85.7%	100.0%	88.2%	89.5%	88.9%	92.3%	100.0%	80.0%	100.0%	100.0%	---	94.7%	---
Yes	430	**27**	7	23	3	24	17	6	4	3	10	14	13	11	3	5	14	6	0	15	0
	61.1%	**67.5%**	53.8%	79.3%	75.0%	68.6%	81.0%	50.0%	66.7%	42.9%	66.7%	82.4%	54.2%	91.7%	100.0%	41.7%	77.8%	75.0%	---	83.3%	---
No	274	**13**	6	6	1	11	4	6	2	4	5	3	11	1	0	7	4	2	0	3	0
	38.9%	**32.5%**	46.2%	20.7%	25.0%	31.4%	19.0%	50.0%	33.3%	57.1%	33.3%	17.6%	45.8%	8.3%	0.0%	58.3%	22.2%	25.0%	---	16.7%	---
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	7,992	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	94	**2**	2	0	0	2	1	1	0	1	1	0	2	0	0	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
Usable responses	7,898	**378**	165	294	54	296	167	118	75	40	102	209	293	66	10	133	193	35	5	67	1
	98.8%	**99.5%**	98.8%	100.0%	100.0%	99.3%	99.4%	99.2%	100.0%	97.6%	99.0%	100.0%	99.3%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	935	**53**	19	33	10	39	13	17	20	4	15	31	33	12	6	15	26	10	0	20	1
	11.8%	**14.0%**	11.5%	11.2%	18.5%	13.2%	7.8%	14.4%	26.7%	10.0%	14.7%	14.8%	11.3%	18.2%	60.0%	11.3%	13.5%	28.6%	0.0%	29.9%	100.0%
No	6,963	**325**	146	261	44	257	154	101	55	36	87	178	260	54	4	118	167	25	5	47	0
	88.2%	**86.0%**	88.5%	88.8%	81.5%	86.8%	92.2%	85.6%	73.3%	90.0%	85.3%	85.2%	88.7%	81.8%	40.0%	88.7%	86.5%	71.4%	100.0%	70.1%	0.0%
Significantly different from column:*							I	I	GH							R	R	PQ			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	935	**53**	19	33	10	39	13	17	20	4	15	31	33	12	6	15	26	10	0	20	1
Number missing or multiple answer	24	**2**	0	0	1	1	0	1	1	0	0	2	1	0	1	0	1	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
Usable responses	911	**51**	19	33	9	38	13	16	19	4	15	29	32	12	5	15	25	9	0	20	0
	97.4%	**96.2%**	100.0%	100.0%	90.0%	97.4%	100.0%	94.1%	95.0%	100.0%	100.0%	93.5%	97.0%	100.0%	83.3%	100.0%	96.2%	90.0%	---	100.0%	0.0%
Never	129	**4**	5	6	0	3	3	0	0	0	1	2	2	1	0	1	1	2	0	2	0
	14.2%	**7.8%**	26.3%	18.2%	0.0%	7.9%	23.1%	0.0%	0.0%	0.0%	6.7%	6.9%	6.3%	8.3%	0.0%	6.7%	4.0%	22.2%	---	10.0%	---
Sometimes	140	**9**	3	9	2	7	2	3	4	1	3	5	6	3	0	4	2	2	0	2	0
	15.4%	**17.6%**	15.8%	27.3%	22.2%	18.4%	15.4%	18.8%	21.1%	25.0%	20.0%	17.2%	18.8%	25.0%	0.0%	26.7%	8.0%	22.2%	---	10.0%	---
Usually	189	**7**	5	5	2	5	0	3	4	1	2	4	3	3	1	1	3	3	0	3	0
	20.7%	**13.7%**	26.3%	15.2%	22.2%	13.2%	0.0%	18.8%	21.1%	25.0%	13.3%	13.8%	9.4%	25.0%	20.0%	6.7%	12.0%	33.3%	---	15.0%	---
Always	453	**31**	6	13	5	23	8	10	11	2	9	18	21	5	4	9	19	2	0	13	0
	49.7%	**60.8%**	31.6%	39.4%	55.6%	60.5%	61.5%	62.5%	57.9%	50.0%	60.0%	62.1%	65.6%	41.7%	80.0%	60.0%	76.0%	22.2%	---	65.0%	---
Significantly different from column:*		**C**																			
Usually or Always	642	**38**	11	18	7	28	8	13	15	3	11	22	24	8	5	10	22	5	0	16	0
	70.5%	**74.5%**	57.9%	54.5%	77.8%	73.7%	61.5%	81.3%	78.9%	75.0%	73.3%	75.9%	75.0%	66.7%	100.0%	66.7%	88.0%	55.6%	---	80.0%	---
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	935	**53**	19	33	10	39	13	17	20	4	15	31	33	12	6	15	26	10	0	20	1
Number missing or multiple answer	22	**2**	0	0	0	1	0	0	1	0	0	1	0	0	1	1	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
Usable responses	913	**51**	19	33	10	38	13	17	19	4	15	30	33	12	5	14	26	9	0	20	0
	97.6%	**96.2%**	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%	95.0%	100.0%	100.0%	96.8%	100.0%	100.0%	83.3%	93.3%	100.0%	90.0%	---	100.0%	0.0%
Yes	493	**25**	9	25	4	19	7	9	7	1	7	16	14	8	2	6	13	5	0	11	0
	54.0%	**49.0%**	47.4%	75.8%	40.0%	50.0%	53.8%	52.9%	36.8%	25.0%	46.7%	53.3%	42.4%	66.7%	40.0%	42.9%	50.0%	55.6%	---	55.0%	---
No	420	**26**	10	8	6	19	6	8	12	3	8	14	19	4	3	8	13	4	0	9	0
	46.0%	**51.0%**	52.6%	24.2%	60.0%	50.0%	46.2%	47.1%	63.2%	75.0%	53.3%	46.7%	57.6%	33.3%	60.0%	57.1%	50.0%	44.4%	---	45.0%	---
Significantly different from column:*		**D**																			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	7,992	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	107	**7**	3	6	0	6	1	2	3	0	2	4	4	2	1	1	2	2	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	7,885	**373**	164	288	54	292	167	117	72	41	101	205	291	64	9	133	191	33	5	64	1
	98.7%	**98.2%**	98.2%	98.0%	100.0%	98.0%	99.4%	98.3%	96.0%	100.0%	98.1%	98.1%	98.6%	97.0%	90.0%	99.3%	99.0%	94.3%	100.0%	95.5%	100.0%
Yes	1,256	**88**	34	68	9	76	34	25	26	12	25	49	57	24	5	8	53	24	2	38	1
	15.9%	**23.6%**	20.7%	23.6%	16.7%	26.0%	20.4%	21.4%	36.1%	29.3%	24.8%	23.9%	19.6%	37.5%	55.6%	6.0%	27.7%	72.7%	40.0%	59.4%	100.0%
No	6,629	**285**	130	220	45	216	133	92	46	29	76	156	234	40	4	125	138	9	3	26	0
	84.1%	**76.4%**	79.3%	76.4%	83.3%	74.0%	79.6%	78.6%	63.9%	70.7%	75.2%	76.1%	80.4%	62.5%	44.4%	94.0%	72.3%	27.3%	60.0%	40.6%	0.0%
Significantly different from column:*		**A**					I	I	GH				N	M		QR	PR	PQ			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	1,256	**88**	34	68	9	76	34	25	26	12	25	49	57	24	5	8	53	24	2	38	1
Number missing or multiple answer	34	**1**	2	0	0	1	1	0	0	0	0	1	1	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	1,222	**87**	32	68	9	75	33	25	26	12	25	48	56	24	5	8	53	24	2	38	1
	97.3%	**98.9%**	94.1%	100.0%	100.0%	98.7%	97.1%	100.0%	100.0%	100.0%	100.0%	98.0%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	722	**48**	19	36	7	39	18	14	14	7	16	24	27	15	4	3	30	14	1	26	1
	59.1%	**55.2%**	59.4%	52.9%	77.8%	52.0%	54.5%	56.0%	53.8%	58.3%	64.0%	50.0%	48.2%	62.5%	80.0%	37.5%	56.6%	58.3%	50.0%	68.4%	100.0%
No	500	**39**	13	32	2	36	15	11	12	5	9	24	29	9	1	5	23	10	1	12	0
	40.9%	**44.8%**	40.6%	47.1%	22.2%	48.0%	45.5%	44.0%	46.2%	41.7%	36.0%	50.0%	51.8%	37.5%	20.0%	62.5%	43.4%	41.7%	50.0%	31.6%	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 25

A personal doctor is the one your child would talk to 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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	141	**3**	1	3	1	2	1	1	1	0	2	1	2	1	0	1	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	NA	NA	NA
Usable responses	10,634	**377**	166	291	53	296	167	118	74	41	101	208	293	65	10	133	192	35	5	67	1
	98.7%	**99.2%**	99.4%	99.0%	98.1%	99.3%	99.4%	99.2%	98.7%	100.0%	98.1%	99.5%	99.3%	98.5%	100.0%	99.3%	99.5%	100.0%	100.0%	100.0%	100.0%
Yes	9,056	**338**	140	256	42	272	153	105	63	33	85	196	258	61	10	106	183	33	4	66	1
	85.2%	**89.7%**	84.3%	88.0%	79.2%	91.9%	91.6%	89.0%	85.1%	80.5%	84.2%	94.2%	88.1%	93.8%	100.0%	79.7%	95.3%	94.3%	80.0%	98.5%	100.0%
No	1,578	**39**	26	35	11	24	14	13	11	8	16	12	35	4	0	27	9	2	1	1	0
	14.8%	**10.3%**	15.7%	12.0%	20.8%	8.1%	8.4%	11.0%	14.9%	19.5%	15.8%	5.8%	11.9%	6.2%	0.0%	20.3%	4.7%	5.7%	20.0%	1.5%	0.0%
Significantly different from column:*		**A**			F	E					L	K				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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 26

In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

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

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	9,056	**338**	140	256	42	272	153	105	63	33	85	196	258	61	10	106	183	33	4	66	1
Number missing or multiple answer	222	**16**	3	4	2	14	7	6	3	1	3	12	13	3	0	4	5	2	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	8,834	**322**	137	252	40	258	146	99	60	32	82	184	245	58	10	102	178	31	4	63	1
	97.5%	**95.3%**	97.9%	98.4%	95.2%	94.9%	95.4%	94.3%	95.2%	97.0%	96.5%	93.9%	95.0%	95.1%	100.0%	96.2%	97.3%	93.9%	100.0%	95.5%	100.0%
None	3,064	**88**	26	21	11	66	28	35	17	6	23	48	66	15	2	68	15	1	0	9	0
	34.7%	**27.3%**	19.0%	8.3%	27.5%	25.6%	19.2%	35.4%	28.3%	18.8%	28.0%	26.1%	26.9%	25.9%	20.0%	66.7%	8.4%	3.2%	0.0%	14.3%	0.0%
1 time	3,066	**114**	39	66	15	92	61	35	14	10	25	72	91	19	3	20	87	5	2	15	0
	34.7%	**35.4%**	28.5%	26.2%	37.5%	35.7%	41.8%	35.4%	23.3%	31.3%	30.5%	39.1%	37.1%	32.8%	30.0%	19.6%	48.9%	16.1%	50.0%	23.8%	0.0%
2	1,498	**60**	29	69	8	49	26	19	12	8	18	31	45	11	3	9	44	4	1	22	0
	17.0%	**18.6%**	21.2%	27.4%	20.0%	19.0%	17.8%	19.2%	20.0%	25.0%	22.0%	16.8%	18.4%	19.0%	30.0%	8.8%	24.7%	12.9%	25.0%	34.9%	0.0%
3	631	**30**	19	35	1	28	16	4	9	3	4	21	20	8	1	4	21	5	0	12	1
	7.1%	**9.3%**	13.9%	13.9%	2.5%	10.9%	11.0%	4.0%	15.0%	9.4%	4.9%	11.4%	8.2%	13.8%	10.0%	3.9%	11.8%	16.1%	0.0%	19.0%	100.0%
4	253	**13**	12	32	1	11	4	3	5	3	5	5	9	2	1	0	9	4	0	2	0
	2.9%	**4.0%**	8.8%	12.7%	2.5%	4.3%	2.7%	3.0%	8.3%	9.4%	6.1%	2.7%	3.7%	3.4%	10.0%	0.0%	5.1%	12.9%	0.0%	3.2%	0.0%
5 to 9	266	**11**	12	28	3	7	6	3	2	1	4	5	8	3	0	1	2	6	0	2	0
	3.0%	**3.4%**	8.8%	11.1%	7.5%	2.7%	4.1%	3.0%	3.3%	3.1%	4.9%	2.7%	3.3%	5.2%	0.0%	1.0%	1.1%	19.4%	0.0%	3.2%	0.0%
10 or more times	56	**6**	0	1	1	5	5	0	1	1	3	2	6	0	0	0	0	6	1	1	0
	0.6%	**1.9%**	0.0%	0.4%	2.5%	1.9%	3.4%	0.0%	1.7%	3.1%	3.7%	1.1%	2.4%	0.0%	0.0%	0.0%	0.0%	19.4%	25.0%	1.6%	0.0%
2 or more times	2,704	**120**	72	165	14	100	57	29	29	16	34	64	88	24	5	14	76	25	2	39	1
	30.6%	**37.3%**	52.6%	65.5%	35.0%	38.8%	39.0%	29.3%	48.3%	50.0%	41.5%	34.8%	35.9%	41.4%	50.0%	13.7%	42.7%	80.6%	50.0%	61.9%	100.0%
Significantly different from column:*		**ACD**						I	H							QR	PR	PQ			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	5,770	**234**	111	231	29	192	118	64	43	26	59	136	179	43	8	34	163	30	4	54	1
Number missing or multiple answer	35	**1**	1	0	0	1	0	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
Usable responses	5,735	**233**	110	231	29	191	118	64	42	26	58	136	178	43	8	33	163	30	4	53	1
	99.4%	**99.6%**	99.1%	100.0%	100.0%	99.5%	100.0%	100.0%	97.7%	100.0%	98.3%	100.0%	99.4%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	98.1%	100.0%
Never	84	**1**	1	3	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0
	1.5%	**0.4%**	0.9%	1.3%	0.0%	0.5%	0.8%	0.0%	0.0%	0.0%	0.0%	0.7%	0.6%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%
Sometimes	280	**8**	5	3	0	7	2	3	3	3	1	3	5	3	0	3	3	2	0	1	0
	4.9%	**3.4%**	4.5%	1.3%	0.0%	3.7%	1.7%	4.7%	7.1%	11.5%	1.7%	2.2%	2.8%	7.0%	0.0%	9.1%	1.8%	6.7%	0.0%	1.9%	0.0%
Usually	681	**21**	9	19	3	17	10	6	4	2	6	12	12	6	2	2	14	5	0	3	1
	11.9%	**9.0%**	8.2%	8.2%	10.3%	8.9%	8.5%	9.4%	9.5%	7.7%	10.3%	8.8%	6.7%	14.0%	25.0%	6.1%	8.6%	16.7%	0.0%	5.7%	100.0%
Always	4,690	**203**	95	206	26	166	105	55	35	21	51	120	160	34	6	28	145	23	4	49	0
	81.8%	**87.1%**	86.4%	89.2%	89.7%	86.9%	89.0%	85.9%	83.3%	80.8%	87.9%	88.2%	89.9%	79.1%	75.0%	84.8%	89.0%	76.7%	100.0%	92.5%	0.0%
Significantly different from column:*		**A**																			
Usually or Always	5,371	**224**	104	225	29	183	115	61	39	23	57	132	172	40	8	30	159	28	4	52	1
	93.7%	**96.1%**	94.5%	97.4%	100.0%	95.8%	97.5%	95.3%	92.9%	88.5%	98.3%	97.1%	96.6%	93.0%	100.0%	90.9%	97.5%	93.3%	100.0%	98.1%	100.0%
Significantly different from column:*																					

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	5,770	**234**	111	231	29	192	118	64	43	26	59	136	179	43	8	34	163	30	4	54	1
Number missing or multiple answer	19	**2**	1	0	0	2	0	0	2	0	1	1	1	1	0	2	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	5,751	**232**	110	231	29	190	118	64	41	26	58	135	178	42	8	32	163	30	4	53	1
	99.7%	**99.1%**	99.1%	100.0%	100.0%	99.0%	100.0%	100.0%	95.3%	100.0%	98.3%	99.3%	99.4%	97.7%	100.0%	94.1%	100.0%	100.0%	100.0%	98.1%	100.0%
Never	46	**1**	1	0	0	1	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0
	0.8%	**0.4%**	0.9%	0.0%	0.0%	0.5%	0.8%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	229	**3**	5	7	0	3	1	1	1	1	0	2	2	1	0	0	2	1	0	0	0
	4.0%	**1.3%**	4.5%	3.0%	0.0%	1.6%	0.8%	1.6%	2.4%	3.8%	0.0%	1.5%	1.1%	2.4%	0.0%	0.0%	1.2%	3.3%	0.0%	0.0%	0.0%
Usually	630	**17**	5	21	2	11	9	3	3	1	5	7	11	4	1	2	12	3	0	4	1
	11.0%	**7.3%**	4.5%	9.1%	6.9%	5.8%	7.6%	4.7%	7.3%	3.8%	8.6%	5.2%	6.2%	9.5%	12.5%	6.3%	7.4%	10.0%	0.0%	7.5%	100.0%
Always	4,846	**211**	99	203	27	175	107	60	37	24	53	125	165	36	7	30	149	26	4	49	0
	84.3%	**90.9%**	90.0%	87.9%	93.1%	92.1%	90.7%	93.8%	90.2%	92.3%	91.4%	92.6%	92.7%	85.7%	87.5%	93.8%	91.4%	86.7%	100.0%	92.5%	0.0%
Significantly different from column:*		**A**																			
Usually or Always	5,476	**228**	104	224	29	186	116	63	40	25	58	132	176	40	8	32	161	29	4	53	1
	95.2%	**98.3%**	94.5%	97.0%	100.0%	97.9%	98.3%	98.4%	97.6%	96.2%	100.0%	97.8%	98.9%	95.2%	100.0%	100.0%	98.8%	96.7%	100.0%	100.0%	100.0%
Significantly different from column:*		**A**																			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	5,770	**234**	111	231	29	192	118	64	43	26	59	136	179	43	8	34	163	30	4	54	1
Number missing or multiple answer	19	**1**	1	0	0	1	0	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
Usable responses	5,751	**233**	110	231	29	191	118	64	42	26	58	136	178	43	8	33	163	30	4	53	1
	99.7%	**99.6%**	99.1%	100.0%	100.0%	99.5%	100.0%	100.0%	97.7%	100.0%	98.3%	100.0%	99.4%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	98.1%	100.0%
Never	45	**1**	1	0	0	1	0	0	1	0	0	1	0	1	0	1	0	0	0	0	0
	0.8%	**0.4%**	0.9%	0.0%	0.0%	0.5%	0.0%	0.0%	2.4%	0.0%	0.0%	0.7%	0.0%	2.3%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	155	**5**	2	6	0	5	2	2	1	0	0	5	3	2	0	1	3	1	0	0	0
	2.7%	**2.1%**	1.8%	2.6%	0.0%	2.6%	1.7%	3.1%	2.4%	0.0%	0.0%	3.7%	1.7%	4.7%	0.0%	3.0%	1.8%	3.3%	0.0%	0.0%	0.0%
Usually	494	**14**	3	18	1	11	3	7	3	2	3	7	9	3	1	1	11	2	0	3	1
	8.6%	**6.0%**	2.7%	7.8%	3.4%	5.8%	2.5%	10.9%	7.1%	7.7%	5.2%	5.1%	5.1%	7.0%	12.5%	3.0%	6.7%	6.7%	0.0%	5.7%	100.0%
Always	5,057	**213**	104	207	28	174	113	55	37	24	55	123	166	37	7	30	149	27	4	50	0
	87.9%	**91.4%**	94.5%	89.6%	96.6%	91.1%	95.8%	85.9%	88.1%	92.3%	94.8%	90.4%	93.3%	86.0%	87.5%	90.9%	91.4%	90.0%	100.0%	94.3%	0.0%
Significantly different from column:*																					
Usually or Always	5,551	**227**	107	225	29	185	116	62	40	26	58	130	175	40	8	31	160	29	4	53	1
	96.5%	**97.4%**	97.3%	97.4%	100.0%	96.9%	98.3%	96.9%	95.2%	100.0%	100.0%	95.6%	98.3%	93.0%	100.0%	93.9%	98.2%	96.7%	100.0%	100.0%	100.0%
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	5,770	**234**	111	231	29	192	118	64	43	26	59	136	179	43	8	34	163	30	4	54	1
Number missing or multiple answer	52	**2**	2	2	0	2	2	0	0	0	0	2	2	0	0	0	2	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	5,718	**232**	109	229	29	190	116	64	43	26	59	134	177	43	8	34	161	30	4	53	1
	99.1%	**99.1%**	98.2%	99.1%	100.0%	99.0%	98.3%	100.0%	100.0%	100.0%	100.0%	98.5%	98.9%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	98.1%	100.0%
Yes	3,735	**134**	65	108	23	105	32	57	42	16	35	76	97	30	7	18	96	18	2	35	1
	65.3%	**57.8%**	59.6%	47.2%	79.3%	55.3%	27.6%	89.1%	97.7%	61.5%	59.3%	56.7%	54.8%	69.8%	87.5%	52.9%	59.6%	60.0%	50.0%	66.0%	100.0%
No	1,983	**98**	44	121	6	85	84	7	1	10	24	58	80	13	1	16	65	12	2	18	0
	34.7%	**42.2%**	40.4%	52.8%	20.7%	44.7%	72.4%	10.9%	2.3%	38.5%	40.7%	43.3%	45.2%	30.2%	12.5%	47.1%	40.4%	40.0%	50.0%	34.0%	0.0%
Significantly different from column:*		**AD**			F	E	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	3,735	**134**	65	108	23	105	32	57	42	16	35	76	97	30	7	18	96	18	2	35	1
Number missing or multiple answer	37	**0**	1	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	3,698	**134**	64	108	23	105	32	57	42	16	35	76	97	30	7	18	96	18	2	35	1
	99.0%	**100.0%**	98.5%	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%	100.0%	100.0%	100.0%	100.0%
Never	37	**1**	1	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0
	1.0%	**0.7%**	1.6%	0.0%	0.0%	1.0%	0.0%	0.0%	2.4%	0.0%	0.0%	1.3%	0.0%	3.3%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	218	**5**	4	5	0	5	1	3	1	2	0	3	2	3	0	1	1	3	0	2	0
	5.9%	**3.7%**	6.3%	4.6%	0.0%	4.8%	3.1%	5.3%	2.4%	12.5%	0.0%	3.9%	2.1%	10.0%	0.0%	5.6%	1.0%	16.7%	0.0%	5.7%	0.0%
Usually	557	**19**	9	12	3	16	4	11	4	0	6	13	10	7	2	1	14	4	0	4	1
	15.1%	**14.2%**	14.1%	11.1%	13.0%	15.2%	12.5%	19.3%	9.5%	0.0%	17.1%	17.1%	10.3%	23.3%	28.6%	5.6%	14.6%	22.2%	0.0%	11.4%	100.0%
Always	2,886	**109**	50	91	20	83	27	43	36	14	29	59	85	19	5	16	80	11	2	29	0
	78.0%	**81.3%**	78.1%	84.3%	87.0%	79.0%	84.4%	75.4%	85.7%	87.5%	82.9%	77.6%	87.6%	63.3%	71.4%	88.9%	83.3%	61.1%	100.0%	82.9%	0.0%
Significantly different from column:*													N	M							
Usually or Always	3,443	**128**	59	103	23	99	31	54	40	14	35	72	95	26	7	17	94	15	2	33	1
	93.1%	**95.5%**	92.2%	95.4%	100.0%	94.3%	96.9%	94.7%	95.2%	87.5%	100.0%	94.7%	97.9%	86.7%	100.0%	94.4%	97.9%	83.3%	100.0%	94.3%	100.0%
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	5,770	**234**	111	231	29	192	118	64	43	26	59	136	179	43	8	34	163	30	4	54	1
Number missing or multiple answer	61	**3**	1	2	0	3	2	0	1	0	2	1	3	0	0	1	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	5,709	**231**	110	229	29	189	116	64	42	26	57	135	176	43	8	33	162	29	4	53	1
	98.9%	**98.7%**	99.1%	99.1%	100.0%	98.4%	98.3%	100.0%	97.7%	100.0%	96.6%	99.3%	98.3%	100.0%	100.0%	97.1%	99.4%	96.7%	100.0%	98.1%	100.0%
Never	172	**7**	2	3	2	5	3	2	2	1	3	3	3	4	0	2	5	0	0	3	0
	3.0%	**3.0%**	1.8%	1.3%	6.9%	2.6%	2.6%	3.1%	4.8%	3.8%	5.3%	2.2%	1.7%	9.3%	0.0%	6.1%	3.1%	0.0%	0.0%	5.7%	0.0%
Sometimes	487	**13**	7	19	1	11	8	3	2	1	5	6	10	3	0	4	6	2	0	0	0
	8.5%	**5.6%**	6.4%	8.3%	3.4%	5.8%	6.9%	4.7%	4.8%	3.8%	8.8%	4.4%	5.7%	7.0%	0.0%	12.1%	3.7%	6.9%	0.0%	0.0%	0.0%
Usually	977	**33**	14	39	2	27	13	10	6	5	6	19	19	8	3	1	26	6	0	10	1
	17.1%	**14.3%**	12.7%	17.0%	6.9%	14.3%	11.2%	15.6%	14.3%	19.2%	10.5%	14.1%	10.8%	18.6%	37.5%	3.0%	16.0%	20.7%	0.0%	18.9%	100.0%
Always	4,073	**178**	87	168	24	146	92	49	32	19	43	107	144	28	5	26	125	21	4	40	0
	71.3%	**77.1%**	79.1%	73.4%	82.8%	77.2%	79.3%	76.6%	76.2%	73.1%	75.4%	79.3%	81.8%	65.1%	62.5%	78.8%	77.2%	72.4%	100.0%	75.5%	0.0%
Significantly different from column:*													N	M							
Usually or Always	5,050	**211**	101	207	26	173	105	59	38	24	49	126	163	36	8	27	151	27	4	50	1
	88.5%	**91.3%**	91.8%	90.4%	89.7%	91.5%	90.5%	92.2%	90.5%	92.3%	86.0%	93.3%	92.6%	83.7%	100.0%	81.8%	93.2%	93.1%	100.0%	94.3%	100.0%
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	5,770	**234**	111	231	29	192	118	64	43	26	59	136	179	43	8	34	163	30	4	54	1
Number missing or multiple answer	48	**2**	1	0	0	2	2	0	0	0	1	1	1	1	0	0	1	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	5,722	**232**	110	231	29	190	116	64	43	26	58	135	178	42	8	34	162	29	4	54	1
	99.2%	**99.1%**	99.1%	100.0%	100.0%	99.0%	98.3%	100.0%	100.0%	100.0%	98.3%	99.3%	99.4%	97.7%	100.0%	100.0%	99.4%	96.7%	100.0%	100.0%	100.0%
Yes	5,087	**206**	97	212	26	167	106	56	35	23	51	119	160	34	8	29	144	27	4	52	1
	88.9%	**88.8%**	88.2%	91.8%	89.7%	87.9%	91.4%	87.5%	81.4%	88.5%	87.9%	88.1%	89.9%	81.0%	100.0%	85.3%	88.9%	93.1%	100.0%	96.3%	100.0%
No	635	**26**	13	19	3	23	10	8	8	3	7	16	18	8	0	5	18	2	0	2	0
	11.1%	**11.2%**	11.8%	8.2%	10.3%	12.1%	8.6%	12.5%	18.6%	11.5%	12.1%	11.9%	10.1%	19.0%	0.0%	14.7%	11.1%	6.9%	0.0%	3.7%	0.0%
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	5,770	**234**	111	231	29	192	118	64	43	26	59	136	179	43	8	34	163	30	4	54	1
Number missing or multiple answer	46	**2**	3	0	0	2	0	0	2	0	1	1	0	2	0	1	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	5,724	**232**	108	231	29	190	118	64	41	26	58	135	179	41	8	33	163	29	4	53	1
	99.2%	**99.1%**	97.3%	100.0%	100.0%	99.0%	100.0%	100.0%	95.3%	100.0%	98.3%	99.3%	100.0%	95.3%	100.0%	97.1%	100.0%	96.7%	100.0%	98.1%	100.0%
Yes	2,044	**96**	47	90	8	86	44	26	24	13	25	57	61	26	8	5	67	20	4	43	1
	35.7%	**41.4%**	43.5%	39.0%	27.6%	45.3%	37.3%	40.6%	58.5%	50.0%	43.1%	42.2%	34.1%	63.4%	100.0%	15.2%	41.1%	69.0%	100.0%	81.1%	100.0%
No	3,680	**136**	61	141	21	104	74	38	17	13	33	78	118	15	0	28	96	9	0	10	0
	64.3%	**58.6%**	56.5%	61.0%	72.4%	54.7%	62.7%	59.4%	41.5%	50.0%	56.9%	57.8%	65.9%	36.6%	0.0%	84.8%	58.9%	31.0%	0.0%	18.9%	0.0%
Significantly different from column:*							I		G				N	M		QR	PR	PQ			

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	2,044	**96**	47	90	8	86	44	26	24	13	25	57	61	26	8	5	67	20	4	43	1
Number missing or multiple answer	30	**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	2,014	**96**	46	88	8	86	44	26	24	13	25	57	61	26	8	5	67	20	4	43	1
	98.5%	**100.0%**	97.9%	97.8%	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%
Never	114	**3**	4	2	1	2	0	0	3	1	0	2	2	0	1	0	1	2	0	1	0
	5.7%	**3.1%**	8.7%	2.3%	12.5%	2.3%	0.0%	0.0%	12.5%	7.7%	0.0%	3.5%	3.3%	0.0%	12.5%	0.0%	1.5%	10.0%	0.0%	2.3%	0.0%
Sometimes	192	**6**	5	5	0	6	2	2	2	0	3	3	3	2	1	0	5	0	0	0	0
	9.5%	**6.3%**	10.9%	5.7%	0.0%	7.0%	4.5%	7.7%	8.3%	0.0%	12.0%	5.3%	4.9%	7.7%	12.5%	0.0%	7.5%	0.0%	0.0%	0.0%	0.0%
Usually	432	**23**	8	28	2	20	9	7	6	2	7	14	11	9	2	0	19	4	0	10	1
	21.4%	**24.0%**	17.4%	31.8%	25.0%	23.3%	20.5%	26.9%	25.0%	15.4%	28.0%	24.6%	18.0%	34.6%	25.0%	0.0%	28.4%	20.0%	0.0%	23.3%	100.0%
Always	1,276	**64**	29	53	5	58	33	17	13	10	15	38	45	15	4	5	42	14	4	32	0
	63.4%	**66.7%**	63.0%	60.2%	62.5%	67.4%	75.0%	65.4%	54.2%	76.9%	60.0%	66.7%	73.8%	57.7%	50.0%	100.0%	62.7%	70.0%	100.0%	74.4%	0.0%
Significantly different from column:*																					
Usually or Always	1,708	**87**	37	81	7	78	42	24	19	12	22	52	56	24	6	5	61	18	4	42	1
	84.8%	**90.6%**	80.4%	92.0%	87.5%	90.7%	95.5%	92.3%	79.2%	92.3%	88.0%	91.2%	91.8%	92.3%	75.0%	100.0%	91.0%	90.0%	100.0%	97.7%	100.0%
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	9,056	**338**	140	256	42	272	153	105	63	33	85	196	258	61	10	106	183	33	4	66	1
Number missing or multiple answer	183	**5**	2	1	0	5	2	3	0	0	0	5	4	1	0	2	3	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	8,873	**333**	138	255	42	267	151	102	63	33	85	191	254	60	10	104	180	33	4	65	1
	98.0%	**98.5%**	98.6%	99.6%	100.0%	98.2%	98.7%	97.1%	100.0%	100.0%	100.0%	97.4%	98.4%	98.4%	100.0%	98.1%	98.4%	100.0%	100.0%	98.5%	100.0%
0 Worst personal doctor possible	14	**1**	0	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0
	0.2%	**0.3%**	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	1.6%	0.0%	0.0%	0.5%	0.0%	1.7%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%
1	9	**2**	1	0	0	2	1	1	0	0	1	1	1	1	0	0	1	0	0	0	0
	0.1%	**0.6%**	0.7%	0.0%	0.0%	0.7%	0.7%	1.0%	0.0%	0.0%	1.2%	0.5%	0.4%	1.7%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%
2	24	**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	29	**1**	2	0	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0
	0.3%	**0.3%**	1.4%	0.0%	0.0%	0.4%	0.7%	0.0%	0.0%	0.0%	0.0%	0.5%	0.4%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%
4	53	**1**	2	2	0	1	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0
	0.6%	**0.3%**	1.4%	0.8%	0.0%	0.4%	0.0%	1.0%	0.0%	0.0%	0.0%	0.5%	0.4%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	174	**6**	2	5	0	5	2	1	2	0	1	4	5	0	0	2	3	1	0	0	0
	2.0%	**1.8%**	1.4%	2.0%	0.0%	1.9%	1.3%	1.0%	3.2%	0.0%	1.2%	2.1%	2.0%	0.0%	0.0%	1.9%	1.7%	3.0%	0.0%	0.0%	0.0%
6	161	**6**	3	2	0	5	1	2	2	1	1	3	2	3	0	3	3	0	0	2	0
	1.8%	**1.8%**	2.2%	0.8%	0.0%	1.9%	0.7%	2.0%	3.2%	3.0%	1.2%	1.6%	0.8%	5.0%	0.0%	2.9%	1.7%	0.0%	0.0%	3.1%	0.0%
7	425	**15**	5	16	2	12	8	3	4	0	4	10	9	4	2	5	6	3	0	4	1
	4.8%	**4.5%**	3.6%	6.3%	4.8%	4.5%	5.3%	2.9%	6.3%	0.0%	4.7%	5.2%	3.5%	6.7%	20.0%	4.8%	3.3%	9.1%	0.0%	6.2%	100.0%
8	1,214	**37**	13	23	8	27	15	13	7	3	8	24	24	10	2	12	17	7	0	4	0
	13.7%	**11.1%**	9.4%	9.0%	19.0%	10.1%	9.9%	12.7%	11.1%	9.1%	9.4%	12.6%	9.4%	16.7%	20.0%	11.5%	9.4%	21.2%	0.0%	6.2%	0.0%
9	1,287	**54**	18	37	6	43	26	15	9	5	14	31	43	7	2	17	31	6	1	10	0
	14.5%	**16.2%**	13.0%	14.5%	14.3%	16.1%	17.2%	14.7%	14.3%	15.2%	16.5%	16.2%	16.9%	11.7%	20.0%	16.3%	17.2%	18.2%	25.0%	15.4%	0.0%
10 Best personal doctor possible	5,483	**210**	92	170	26	170	97	66	38	24	56	115	168	34	4	64	117	16	3	45	0
	61.8%	**63.1%**	66.7%	66.7%	61.9%	63.7%	64.2%	64.7%	60.3%	72.7%	65.9%	60.2%	66.1%	56.7%	40.0%	61.5%	65.0%	48.5%	75.0%	69.2%	0.0%

NA - Not applicable

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	9,056	**338**	140	256	42	272	153	105	63	33	85	196	258	61	10	106	183	33	4	66	1
Number missing or multiple answer	183	**5**	2	1	0	5	2	3	0	0	0	5	4	1	0	2	3	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	8,873	**333**	138	255	42	267	151	102	63	33	85	191	254	60	10	104	180	33	4	65	1
	98.0%	**98.5%**	98.6%	99.6%	100.0%	98.2%	98.7%	97.1%	100.0%	100.0%	100.0%	97.4%	98.4%	98.4%	100.0%	98.1%	98.4%	100.0%	100.0%	98.5%	100.0%
0 to 4	129	**5**	5	2	0	5	2	2	1	0	1	4	3	2	0	1	3	0	0	0	0
	1.5%	**1.5%**	3.6%	0.8%	0.0%	1.9%	1.3%	2.0%	1.6%	0.0%	1.2%	2.1%	1.2%	3.3%	0.0%	1.0%	1.7%	0.0%	0.0%	0.0%	0.0%
5	174	**6**	2	5	0	5	2	1	2	0	1	4	5	0	0	2	3	1	0	0	0
	2.0%	**1.8%**	1.4%	2.0%	0.0%	1.9%	1.3%	1.0%	3.2%	0.0%	1.2%	2.1%	2.0%	0.0%	0.0%	1.9%	1.7%	3.0%	0.0%	0.0%	0.0%
6 or 7	586	**21**	8	18	2	17	9	5	6	1	5	13	11	7	2	8	9	3	0	6	1
	6.6%	**6.3%**	5.8%	7.1%	4.8%	6.4%	6.0%	4.9%	9.5%	3.0%	5.9%	6.8%	4.3%	11.7%	20.0%	7.7%	5.0%	9.1%	0.0%	9.2%	100.0%
8 to 10	7,984	**301**	123	230	40	240	138	94	54	32	78	170	235	51	8	93	165	29	4	59	0
	90.0%	**90.4%**	89.1%	90.2%	95.2%	89.9%	91.4%	92.2%	85.7%	97.0%	91.8%	89.0%	92.5%	85.0%	80.0%	89.4%	91.7%	87.9%	100.0%	90.8%	0.0%
Significantly different from column:*																					
0 to 6	464	**17**	10	9	0	15	5	5	5	1	3	11	10	5	0	6	9	1	0	2	0
	5.2%	**5.1%**	7.2%	3.5%	0.0%	5.6%	3.3%	4.9%	7.9%	3.0%	3.5%	5.8%	3.9%	8.3%	0.0%	5.8%	5.0%	3.0%	0.0%	3.1%	0.0%
7 to 8	1,639	**52**	18	39	10	39	23	16	11	3	12	34	33	14	4	17	23	10	0	8	1
	18.5%	**15.6%**	13.0%	15.3%	23.8%	14.6%	15.2%	15.7%	17.5%	9.1%	14.1%	17.8%	13.0%	23.3%	40.0%	16.3%	12.8%	30.3%	0.0%	12.3%	100.0%
9 to 10	6,770	**264**	110	207	32	213	123	81	47	29	70	146	211	41	6	81	148	22	4	55	0
	76.3%	**79.3%**	79.7%	81.2%	76.2%	79.8%	81.5%	79.4%	74.6%	87.9%	82.4%	76.4%	83.1%	68.3%	60.0%	77.9%	82.2%	66.7%	100.0%	84.6%	0.0%
Significantly different from column:*													N	M			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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	6,565	**338**	140	256	42	272	153	105	63	33	85	196	258	61	10	106	183	33	4	66	1
Number missing or multiple answer	92	**7**	3	3	0	7	4	2	1	0	0	7	5	2	0	1	5	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	6,473	**331**	137	253	42	265	149	103	62	33	85	189	253	59	10	105	178	33	4	63	1
	98.6%	**97.9%**	97.9%	98.8%	100.0%	97.4%	97.4%	98.1%	98.4%	100.0%	100.0%	96.4%	98.1%	96.7%	100.0%	99.1%	97.3%	100.0%	100.0%	95.5%	100.0%
Yes	1,335	**70**	31	66	7	59	25	23	19	6	19	42	36	25	7	13	34	21	2	28	1
	20.6%	**21.1%**	22.6%	26.1%	16.7%	22.3%	16.8%	22.3%	30.6%	18.2%	22.4%	22.2%	14.2%	42.4%	70.0%	12.4%	19.1%	63.6%	50.0%	44.4%	100.0%
No	5,138	**261**	106	187	35	206	124	80	43	27	66	147	217	34	3	92	144	12	2	35	0
	79.4%	**78.9%**	77.4%	73.9%	83.3%	77.7%	83.2%	77.7%	69.4%	81.8%	77.6%	77.8%	85.8%	57.6%	30.0%	87.6%	80.9%	36.4%	50.0%	55.6%	0.0%
Significantly different from column:*							I		G				N	M		R	R	PQ			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	1,335	**70**	31	66	7	59	25	23	19	6	19	42	36	25	7	13	34	21	2	28	1
Number missing or multiple answer	32	**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	1,303	**70**	30	65	7	59	25	23	19	6	19	42	36	25	7	13	34	21	2	28	1
	97.6%	**100.0%**	96.8%	98.5%	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%	100.0%	100.0%	100.0%
Yes	1,189	**65**	26	61	6	56	25	22	16	5	18	40	35	22	6	12	32	19	2	27	1
	91.3%	**92.9%**	86.7%	93.8%	85.7%	94.9%	100.0%	95.7%	84.2%	83.3%	94.7%	95.2%	97.2%	88.0%	85.7%	92.3%	94.1%	90.5%	100.0%	96.4%	100.0%
No	114	**5**	4	4	1	3	0	1	3	1	1	2	1	3	1	1	2	2	0	1	0
	8.7%	**7.1%**	13.3%	6.2%	14.3%	5.1%	0.0%	4.3%	15.8%	16.7%	5.3%	4.8%	2.8%	12.0%	14.3%	7.7%	5.9%	9.5%	0.0%	3.6%	0.0%
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	1,335	**70**	31	66	7	59	25	23	19	6	19	42	36	25	7	13	34	21	2	28	1
Number missing or multiple answer	38	**2**	0	1	0	2	1	0	1	1	0	1	2	0	0	0	1	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	1,297	**68**	31	65	7	57	24	23	18	5	19	41	34	25	7	13	33	20	2	28	1
	97.2%	**97.1%**	100.0%	98.5%	100.0%	96.6%	96.0%	100.0%	94.7%	83.3%	100.0%	97.6%	94.4%	100.0%	100.0%	100.0%	97.1%	95.2%	100.0%	100.0%	100.0%
Yes	1,139	**60**	23	59	6	53	22	21	16	4	18	37	31	22	6	12	29	17	2	26	1
	87.8%	**88.2%**	74.2%	90.8%	85.7%	93.0%	91.7%	91.3%	88.9%	80.0%	94.7%	90.2%	91.2%	88.0%	85.7%	92.3%	87.9%	85.0%	100.0%	92.9%	100.0%
No	158	**8**	8	6	1	4	2	2	2	1	1	4	3	3	1	1	4	3	0	2	0
	12.2%	**11.8%**	25.8%	9.2%	14.3%	7.0%	8.3%	8.7%	11.1%	20.0%	5.3%	9.8%	8.8%	12.0%	14.3%	7.7%	12.1%	15.0%	0.0%	7.1%	0.0%
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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 with a specialist?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	68	**4**	2	3	0	4	2	1	1	0	3	1	4	0	0	1	2	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	10,707	**376**	165	291	54	294	166	118	74	41	100	208	291	66	10	133	191	35	5	67	1
	99.4%	**98.9%**	98.8%	99.0%	100.0%	98.7%	98.8%	99.2%	98.7%	100.0%	97.1%	99.5%	98.6%	100.0%	100.0%	99.3%	99.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,917	**75**	34	71	9	61	26	24	20	8	18	45	41	24	7	17	37	16	5	67	1
	17.9%	**19.9%**	20.6%	24.4%	16.7%	20.7%	15.7%	20.3%	27.0%	19.5%	18.0%	21.6%	14.1%	36.4%	70.0%	12.8%	19.4%	45.7%	100.0%	100.0%	100.0%
No	8,790	**301**	131	220	45	233	140	94	54	33	82	163	250	42	3	116	154	19	0	0	0
	82.1%	**80.1%**	79.4%	75.6%	83.3%	79.3%	84.3%	79.7%	73.0%	80.5%	82.0%	78.4%	85.9%	63.6%	30.0%	87.2%	80.6%	54.3%	0.0%	0.0%	0.0%
Significantly different from column:*							I		G				N	M		R	R	PQ			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 41

In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	1,917	**75**	34	71	9	61	26	24	20	8	18	45	41	24	7	17	37	16	5	67	1
Number missing or multiple answer	36	**1**	0	1	0	1	0	1	0	0	0	1	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	1,881	**74**	34	70	9	60	26	23	20	8	18	44	40	24	7	16	37	16	5	66	1
	98.1%	**98.7%**	100.0%	98.6%	100.0%	98.4%	100.0%	95.8%	100.0%	100.0%	100.0%	97.8%	97.6%	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%	98.5%	100.0%
Never	82	**4**	1	4	0	3	0	3	0	0	0	3	3	1	0	1	3	0	1	3	0
	4.4%	**5.4%**	2.9%	5.7%	0.0%	5.0%	0.0%	13.0%	0.0%	0.0%	0.0%	6.8%	7.5%	4.2%	0.0%	6.3%	8.1%	0.0%	20.0%	4.5%	0.0%
Sometimes	292	**11**	6	8	1	9	4	4	2	2	3	5	8	2	0	4	6	1	2	8	0
	15.5%	**14.9%**	17.6%	11.4%	11.1%	15.0%	15.4%	17.4%	10.0%	25.0%	16.7%	11.4%	20.0%	8.3%	0.0%	25.0%	16.2%	6.3%	40.0%	12.1%	0.0%
Usually	386	**11**	9	14	4	6	4	1	5	3	1	6	6	2	3	2	4	4	1	9	1
	20.5%	**14.9%**	26.5%	20.0%	44.4%	10.0%	15.4%	4.3%	25.0%	37.5%	5.6%	13.6%	15.0%	8.3%	42.9%	12.5%	10.8%	25.0%	20.0%	13.6%	100.0%
Always	1,121	**48**	18	44	4	42	18	15	13	3	14	30	23	19	4	9	24	11	1	46	0
	59.6%	**64.9%**	52.9%	62.9%	44.4%	70.0%	69.2%	65.2%	65.0%	37.5%	77.8%	68.2%	57.5%	79.2%	57.1%	56.3%	64.9%	68.8%	20.0%	69.7%	0.0%
Significantly different from column:*																					
Usually or Always	1,507	**59**	27	58	8	48	22	16	18	6	15	36	29	21	7	11	28	15	2	55	1
	80.1%	**79.7%**	79.4%	82.9%	88.9%	80.0%	84.6%	69.6%	90.0%	75.0%	83.3%	81.8%	72.5%	87.5%	100.0%	68.8%	75.7%	93.8%	40.0%	83.3%	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 42

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

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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	1,917	**75**	34	71	9	61	26	24	20	8	18	45	41	24	7	17	37	16	5	67	1
Number missing or multiple answer	40	**2**	1	0	0	2	1	1	0	0	0	2	1	1	0	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
Usable responses	1,877	**73**	33	71	9	59	25	23	20	8	18	43	40	23	7	16	37	16	5	67	1
	97.9%	**97.3%**	97.1%	100.0%	100.0%	96.7%	96.2%	95.8%	100.0%	100.0%	100.0%	95.6%	97.6%	95.8%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%
None	115	**5**	1	7	0	5	3	1	1	2	0	3	5	0	0	0	4	1	5	0	0
	6.1%	**6.8%**	3.0%	9.9%	0.0%	8.5%	12.0%	4.3%	5.0%	25.0%	0.0%	7.0%	12.5%	0.0%	0.0%	0.0%	10.8%	6.3%	100.0%	0.0%	0.0%
1 specialist	1,186	**46**	19	44	8	34	12	20	10	4	10	29	26	15	3	13	25	5	0	46	0
	63.2%	**63.0%**	57.6%	62.0%	88.9%	57.6%	48.0%	87.0%	50.0%	50.0%	55.6%	67.4%	65.0%	65.2%	42.9%	81.3%	67.6%	31.3%	0.0%	68.7%	0.0%
2	361	**18**	8	10	1	16	7	2	8	1	7	9	9	6	2	3	5	9	0	18	0
	19.2%	**24.7%**	24.2%	14.1%	11.1%	27.1%	28.0%	8.7%	40.0%	12.5%	38.9%	20.9%	22.5%	26.1%	28.6%	18.8%	13.5%	56.3%	0.0%	26.9%	0.0%
3	134	**2**	4	2	0	2	2	0	0	1	1	0	0	2	0	0	2	0	0	2	0
	7.1%	**2.7%**	12.1%	2.8%	0.0%	3.4%	8.0%	0.0%	0.0%	12.5%	5.6%	0.0%	0.0%	8.7%	0.0%	0.0%	5.4%	0.0%	0.0%	3.0%	0.0%
4	40	**1**	1	1	0	1	1	0	0	0	0	1	0	0	1	0	1	0	0	1	0
	2.1%	**1.4%**	3.0%	1.4%	0.0%	1.7%	4.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	14.3%	0.0%	2.7%	0.0%	0.0%	1.5%	0.0%
5 or more specialists	41	**1**	0	7	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1
	2.2%	**1.4%**	0.0%	9.9%	0.0%	1.7%	0.0%	0.0%	5.0%	0.0%	0.0%	2.3%	0.0%	0.0%	14.3%	0.0%	0.0%	6.3%	0.0%	0.0%	100.0%
3 or more specialists	215	**4**	5	10	0	4	3	0	1	1	1	2	0	2	2	0	3	1	0	3	1
	11.5%	**5.5%**	15.2%	14.1%	0.0%	6.8%	12.0%	0.0%	5.0%	12.5%	5.6%	4.7%	0.0%	8.7%	28.6%	0.0%	8.1%	6.3%	0.0%	4.5%	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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 43

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

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

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	1,762	**68**	32	64	9	54	22	22	19	6	18	40	35	23	7	16	33	15	0	67	1
Number missing or multiple answer	25	**1**	3	1	0	0	0	0	0	0	0	0	0	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	1,737	**67**	29	63	9	54	22	22	19	6	18	40	35	23	7	15	33	15	0	66	1
	98.6%	**98.5%**	90.6%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	---	98.5%	100.0%
0 Worst specialist possible	10	**1**	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0
	0.6%	**1.5%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	6.7%	0.0%	0.0%	---	1.5%	0.0%
1	9	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	6.9%	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%
2	8	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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
	0.3%	**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	14	**1**	0	1	0	1	0	1	0	0	0	1	1	0	0	0	1	0	0	1	0
	0.8%	**1.5%**	0.0%	1.6%	0.0%	1.9%	0.0%	4.5%	0.0%	0.0%	0.0%	2.5%	2.9%	0.0%	0.0%	0.0%	3.0%	0.0%	---	1.5%	0.0%
5	48	**1**	0	2	0	1	0	0	1	0	1	0	0	1	0	1	0	0	0	1	0
	2.8%	**1.5%**	0.0%	3.2%	0.0%	1.9%	0.0%	0.0%	5.3%	0.0%	5.6%	0.0%	0.0%	4.3%	0.0%	6.7%	0.0%	0.0%	---	1.5%	0.0%
6	33	**1**	1	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	1	0
	1.9%	**1.5%**	3.4%	0.0%	0.0%	1.9%	0.0%	0.0%	5.3%	0.0%	5.6%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	---	1.5%	0.0%
7	104	**4**	2	6	0	3	1	1	1	0	0	3	1	1	1	2	0	2	0	4	0
	6.0%	**6.0%**	6.9%	9.5%	0.0%	5.6%	4.5%	4.5%	5.3%	0.0%	0.0%	7.5%	2.9%	4.3%	14.3%	13.3%	0.0%	13.3%	---	6.1%	0.0%
8	237	**7**	5	7	2	4	2	2	2	1	2	4	3	1	2	1	4	2	0	7	0
	13.6%	**10.4%**	17.2%	11.1%	22.2%	7.4%	9.1%	9.1%	10.5%	16.7%	11.1%	10.0%	8.6%	4.3%	28.6%	6.7%	12.1%	13.3%	---	10.6%	0.0%
9	258	**11**	2	4	0	10	5	2	3	1	2	7	6	5	0	2	7	2	0	11	0
	14.9%	**16.4%**	6.9%	6.3%	0.0%	18.5%	22.7%	9.1%	15.8%	16.7%	11.1%	17.5%	17.1%	21.7%	0.0%	13.3%	21.2%	13.3%	---	16.7%	0.0%
10 Best specialist possible	1,010	**41**	17	43	7	34	14	16	11	4	12	25	23	14	4	8	21	9	0	40	1
	58.1%	**61.2%**	58.6%	68.3%	77.8%	63.0%	63.6%	72.7%	57.9%	66.7%	66.7%	62.5%	65.7%	60.9%	57.1%	53.3%	63.6%	60.0%	---	60.6%	100.0%

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 43

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

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

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	1,762	**68**	32	64	9	54	22	22	19	6	18	40	35	23	7	16	33	15	0	67	1
Number missing or multiple answer	25	**1**	3	1	0	0	0	0	0	0	0	0	0	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	1,737	**67**	29	63	9	54	22	22	19	6	18	40	35	23	7	15	33	15	0	66	1
	98.6%	**98.5%**	90.6%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	---	98.5%	100.0%
0 to 4	47	**2**	2	1	0	1	0	1	0	0	0	1	2	0	0	1	1	0	0	2	0
	2.7%	**3.0%**	6.9%	1.6%	0.0%	1.9%	0.0%	4.5%	0.0%	0.0%	0.0%	2.5%	5.7%	0.0%	0.0%	6.7%	3.0%	0.0%	---	3.0%	0.0%
5	48	**1**	0	2	0	1	0	0	1	0	1	0	0	1	0	1	0	0	0	1	0
	2.8%	**1.5%**	0.0%	3.2%	0.0%	1.9%	0.0%	0.0%	5.3%	0.0%	5.6%	0.0%	0.0%	4.3%	0.0%	6.7%	0.0%	0.0%	---	1.5%	0.0%
6 or 7	137	**5**	3	6	0	4	1	1	2	0	1	3	1	2	1	2	0	2	0	5	0
	7.9%	**7.5%**	10.3%	9.5%	0.0%	7.4%	4.5%	4.5%	10.5%	0.0%	5.6%	7.5%	2.9%	8.7%	14.3%	13.3%	0.0%	13.3%	---	7.6%	0.0%
8 to 10	1,505	**59**	24	54	9	48	21	20	16	6	16	36	32	20	6	11	32	13	0	58	1
	86.6%	**88.1%**	82.8%	85.7%	100.0%	88.9%	95.5%	90.9%	84.2%	100.0%	88.9%	90.0%	91.4%	87.0%	85.7%	73.3%	97.0%	86.7%	---	87.9%	100.0%
Significantly different from column:*																					
0 to 6	128	**4**	3	3	0	3	0	1	2	0	2	1	2	2	0	2	1	0	0	4	0
	7.4%	**6.0%**	10.3%	4.8%	0.0%	5.6%	0.0%	4.5%	10.5%	0.0%	11.1%	2.5%	5.7%	8.7%	0.0%	13.3%	3.0%	0.0%	---	6.1%	0.0%
7 to 8	341	**11**	7	13	2	7	3	3	3	1	2	7	4	2	3	3	4	4	0	11	0
	19.6%	**16.4%**	24.1%	20.6%	22.2%	13.0%	13.6%	13.6%	15.8%	16.7%	11.1%	17.5%	11.4%	8.7%	42.9%	20.0%	12.1%	26.7%	---	16.7%	0.0%
9 to 10	1,268	**52**	19	47	7	44	19	18	14	5	14	32	29	19	4	10	28	11	0	51	1
	73.0%	**77.6%**	65.5%	74.6%	77.8%	81.5%	86.4%	81.8%	73.7%	83.3%	77.8%	80.0%	82.9%	82.6%	57.1%	66.7%	84.8%	73.3%	---	77.3%	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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	215	**11**	1	4	1	5	2	2	2	0	2	4	5	2	0	7	3	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	10,560	**369**	166	290	53	293	166	117	73	41	101	205	290	64	10	127	190	35	5	66	1
	98.0%	**97.1%**	99.4%	98.6%	98.1%	98.3%	98.8%	98.3%	97.3%	100.0%	98.1%	98.1%	98.3%	97.0%	100.0%	94.8%	98.4%	100.0%	100.0%	98.5%	100.0%
Yes	2,465	**105**	39	79	13	85	52	26	21	13	31	54	76	22	5	20	65	15	2	23	1
	23.3%	**28.5%**	23.5%	27.2%	24.5%	29.0%	31.3%	22.2%	28.8%	31.7%	30.7%	26.3%	26.2%	34.4%	50.0%	15.7%	34.2%	42.9%	40.0%	34.8%	100.0%
No	8,095	**264**	127	211	40	208	114	91	52	28	70	151	214	42	5	107	125	20	3	43	0
	76.7%	**71.5%**	76.5%	72.8%	75.5%	71.0%	68.7%	77.8%	71.2%	68.3%	69.3%	73.7%	73.8%	65.6%	50.0%	84.3%	65.8%	57.1%	60.0%	65.2%	0.0%
Significantly different from column:*		**A**														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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	2,465	**105**	39	79	13	85	52	26	21	13	31	54	76	22	5	20	65	15	2	23	1
Number missing or multiple answer	44	**1**	2	1	0	0	0	0	0	0	0	0	0	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	NA	NA	NA
Usable responses	2,421	**104**	37	78	13	85	52	26	21	13	31	54	76	22	5	20	64	15	2	23	1
	98.2%	**99.0%**	94.9%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%
Never	61	**3**	1	2	0	2	0	1	1	0	1	1	2	0	0	1	1	1	0	2	0
	2.5%	**2.9%**	2.7%	2.6%	0.0%	2.4%	0.0%	3.8%	4.8%	0.0%	3.2%	1.9%	2.6%	0.0%	0.0%	5.0%	1.6%	6.7%	0.0%	8.7%	0.0%
Sometimes	367	**8**	3	7	1	6	4	0	3	1	0	6	3	4	1	3	4	1	0	0	0
	15.2%	**7.7%**	8.1%	9.0%	7.7%	7.1%	7.7%	0.0%	14.3%	7.7%	0.0%	11.1%	3.9%	18.2%	20.0%	15.0%	6.3%	6.7%	0.0%	0.0%	0.0%
Usually	564	**21**	6	16	2	19	11	5	5	3	8	10	15	4	2	3	13	3	0	4	1
	23.3%	**20.2%**	16.2%	20.5%	15.4%	22.4%	21.2%	19.2%	23.8%	23.1%	25.8%	18.5%	19.7%	18.2%	40.0%	15.0%	20.3%	20.0%	0.0%	17.4%	100.0%
Always	1,429	**72**	27	53	10	58	37	20	12	9	22	37	56	14	2	13	46	10	2	17	0
	59.0%	**69.2%**	73.0%	67.9%	76.9%	68.2%	71.2%	76.9%	57.1%	69.2%	71.0%	68.5%	73.7%	63.6%	40.0%	65.0%	71.9%	66.7%	100.0%	73.9%	0.0%
Significantly different from column:*		**A**																			
Usually or Always	1,993	**93**	33	69	12	77	48	25	17	12	30	47	71	18	4	16	59	13	2	21	1
	82.3%	**89.4%**	89.2%	88.5%	92.3%	90.6%	92.3%	96.2%	81.0%	92.3%	96.8%	87.0%	93.4%	81.8%	80.0%	80.0%	92.2%	86.7%	100.0%	91.3%	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.

Aetna Better Health of Louisiana

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	2,465	**105**	39	79	13	85	52	26	21	13	31	54	76	22	5	20	65	15	2	23	1
Number missing or multiple answer	71	**3**	3	1	0	1	0	1	0	0	1	0	1	0	0	1	2	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	2,394	**102**	36	78	13	84	52	25	21	13	30	54	75	22	5	19	63	15	2	21	1
	97.1%	**97.1%**	92.3%	98.7%	100.0%	98.8%	100.0%	96.2%	100.0%	100.0%	96.8%	100.0%	98.7%	100.0%	100.0%	95.0%	96.9%	100.0%	100.0%	91.3%	100.0%
Never	55	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.3%	**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%
Sometimes	99	**3**	2	3	0	3	2	0	1	1	0	2	0	2	1	1	1	1	0	0	0
	4.1%	**2.9%**	5.6%	3.8%	0.0%	3.6%	3.8%	0.0%	4.8%	7.7%	0.0%	3.7%	0.0%	9.1%	20.0%	5.3%	1.6%	6.7%	0.0%	0.0%	0.0%
Usually	356	**10**	5	2	1	8	8	0	1	1	2	6	7	3	0	2	6	2	1	1	0
	14.9%	**9.8%**	13.9%	2.6%	7.7%	9.5%	15.4%	0.0%	4.8%	7.7%	6.7%	11.1%	9.3%	13.6%	0.0%	10.5%	9.5%	13.3%	50.0%	4.8%	0.0%
Always	1,884	**89**	29	73	12	73	42	25	19	11	28	46	68	17	4	16	56	12	1	20	1
	78.7%	**87.3%**	80.6%	93.6%	92.3%	86.9%	80.8%	100.0%	90.5%	84.6%	93.3%	85.2%	90.7%	77.3%	80.0%	84.2%	88.9%	80.0%	50.0%	95.2%	100.0%
Significantly different from column:*		**A**																			
Usually or Always	2,240	**99**	34	75	13	81	50	25	20	12	30	52	75	20	4	18	62	14	2	21	1
	93.6%	**97.1%**	94.4%	96.2%	100.0%	96.4%	96.2%	100.0%	95.2%	92.3%	100.0%	96.3%	100.0%	90.9%	80.0%	94.7%	98.4%	93.3%	100.0%	100.0%	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	399	**12**	2	9	0	5	3	1	1	1	0	4	3	2	0	7	3	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	10,376	**368**	165	285	54	293	165	118	74	40	103	205	292	64	10	127	190	35	5	65	1
	96.3%	**96.8%**	98.8%	96.9%	100.0%	98.3%	98.2%	99.2%	98.7%	97.6%	100.0%	98.1%	99.0%	97.0%	100.0%	94.8%	98.4%	100.0%	100.0%	97.0%	100.0%
Yes	2,309	**86**	27	64	17	69	30	31	25	12	26	48	68	15	3	14	55	10	1	20	1
	22.3%	**23.4%**	16.4%	22.5%	31.5%	23.5%	18.2%	26.3%	33.8%	30.0%	25.2%	23.4%	23.3%	23.4%	30.0%	11.0%	28.9%	28.6%	20.0%	30.8%	100.0%
No	8,067	**282**	138	221	37	224	135	87	49	28	77	157	224	49	7	113	135	25	4	45	0
	77.7%	**76.6%**	83.6%	77.5%	68.5%	76.5%	81.8%	73.7%	66.2%	70.0%	74.8%	76.6%	76.7%	76.6%	70.0%	89.0%	71.1%	71.4%	80.0%	69.2%	0.0%
Significantly different from column:*							I		G							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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,376	**368**	165	285	54	293	165	118	74	40	103	205	292	64	10	127	190	35	5	65	1
Number missing or multiple answer	66	**1**	2	0	0	1	0	1	0	0	0	1	0	1	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	NA	NA	NA
Usable responses	10,310	**367**	163	285	54	292	165	117	74	40	103	204	292	63	10	127	189	35	5	65	1
	99.4%	**99.7%**	98.8%	100.0%	100.0%	99.7%	100.0%	99.2%	100.0%	100.0%	100.0%	99.5%	100.0%	98.4%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%
Never	74	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	**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%
Sometimes	378	**14**	1	6	4	10	6	5	3	2	4	8	11	2	1	6	7	0	0	4	0
	3.7%	**3.8%**	0.6%	2.1%	7.4%	3.4%	3.6%	4.3%	4.1%	5.0%	3.9%	3.9%	3.8%	3.2%	10.0%	4.7%	3.7%	0.0%	0.0%	6.2%	0.0%
Usually	571	**24**	4	18	4	20	7	10	7	3	9	12	19	5	0	2	17	4	0	3	0
	5.5%	**6.5%**	2.5%	6.3%	7.4%	6.8%	4.2%	8.5%	9.5%	7.5%	8.7%	5.9%	6.5%	7.9%	0.0%	1.6%	9.0%	11.4%	0.0%	4.6%	0.0%
Always	9,287	**329**	158	260	46	262	152	102	64	35	90	184	262	56	9	119	165	31	5	58	1
	90.1%	**89.6%**	96.9%	91.2%	85.2%	89.7%	92.1%	87.2%	86.5%	87.5%	87.4%	90.2%	89.7%	88.9%	90.0%	93.7%	87.3%	88.6%	100.0%	89.2%	100.0%
Significantly different from column:*		**C**																			
Usually or Always	9,858	**353**	162	278	50	282	159	112	71	38	99	196	281	61	9	121	182	35	5	61	1
	95.6%	**96.2%**	99.4%	97.5%	92.6%	96.6%	96.4%	95.7%	95.9%	95.0%	96.1%	96.1%	96.2%	96.8%	90.0%	95.3%	96.3%	100.0%	100.0%	93.8%	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	336	**17**	2	7	2	6	4	3	2	0	2	6	6	2	1	11	4	1	0	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	10,439	**363**	165	287	52	292	164	116	73	41	101	203	289	64	9	123	189	34	5	63	1
	96.9%	**95.5%**	98.8%	97.6%	96.3%	98.0%	97.6%	97.5%	97.3%	100.0%	98.1%	97.1%	98.0%	97.0%	90.0%	91.8%	97.9%	97.1%	100.0%	94.0%	100.0%
0 Worst health plan possible	38	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**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%	0.0%	0.0%	0.0%
1	14	**2**	1	0	0	2	1	0	1	0	0	2	2	0	0	1	1	0	0	0	0
	0.1%	**0.6%**	0.6%	0.0%	0.0%	0.7%	0.6%	0.0%	1.4%	0.0%	0.0%	1.0%	0.7%	0.0%	0.0%	0.8%	0.5%	0.0%	0.0%	0.0%	0.0%
2	15	**3**	0	0	1	1	1	1	0	1	0	2	2	0	0	0	3	0	0	1	0
	0.1%	**0.8%**	0.0%	0.0%	1.9%	0.3%	0.6%	0.9%	0.0%	2.4%	0.0%	1.0%	0.7%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	1.6%	0.0%
3	29	**3**	0	1	0	2	1	1	0	0	2	0	3	0	0	1	0	2	0	1	0
	0.3%	**0.8%**	0.0%	0.3%	0.0%	0.7%	0.6%	0.9%	0.0%	0.0%	2.0%	0.0%	1.0%	0.0%	0.0%	0.8%	0.0%	5.9%	0.0%	1.6%	0.0%
4	58	**4**	3	1	0	3	1	0	2	0	2	1	1	2	1	3	0	1	0	1	1
	0.6%	**1.1%**	1.8%	0.3%	0.0%	1.0%	0.6%	0.0%	2.7%	0.0%	2.0%	0.5%	0.3%	3.1%	11.1%	2.4%	0.0%	2.9%	0.0%	1.6%	100.0%
5	308	**8**	3	8	1	6	2	3	2	1	1	5	7	1	0	5	3	0	1	0	0
	3.0%	**2.2%**	1.8%	2.8%	1.9%	2.1%	1.2%	2.6%	2.7%	2.4%	1.0%	2.5%	2.4%	1.6%	0.0%	4.1%	1.6%	0.0%	20.0%	0.0%	0.0%
6	280	**12**	5	10	1	9	5	3	4	1	3	7	10	2	0	6	3	2	0	1	0
	2.7%	**3.3%**	3.0%	3.5%	1.9%	3.1%	3.0%	2.6%	5.5%	2.4%	3.0%	3.4%	3.5%	3.1%	0.0%	4.9%	1.6%	5.9%	0.0%	1.6%	0.0%
7	672	**27**	13	22	5	21	14	8	5	4	6	16	20	6	1	9	14	2	0	5	0
	6.4%	**7.4%**	7.9%	7.7%	9.6%	7.2%	8.5%	6.9%	6.8%	9.8%	5.9%	7.9%	6.9%	9.4%	11.1%	7.3%	7.4%	5.9%	0.0%	7.9%	0.0%
8	1,683	**53**	14	33	9	42	21	18	14	5	15	31	37	14	2	22	22	7	1	9	0
	16.1%	**14.6%**	8.5%	11.5%	17.3%	14.4%	12.8%	15.5%	19.2%	12.2%	14.9%	15.3%	12.8%	21.9%	22.2%	17.9%	11.6%	20.6%	20.0%	14.3%	0.0%
9	1,625	**54**	23	44	8	42	19	22	11	1	14	36	44	8	2	14	31	5	1	10	0
	15.6%	**14.9%**	13.9%	15.3%	15.4%	14.4%	11.6%	19.0%	15.1%	2.4%	13.9%	17.7%	15.2%	12.5%	22.2%	11.4%	16.4%	14.7%	20.0%	15.9%	0.0%
10 Best health plan possible	5,717	**197**	102	167	27	164	99	60	34	28	58	103	163	31	3	62	112	15	2	35	0
	54.8%	**54.3%**	61.8%	58.2%	51.9%	56.2%	60.4%	51.7%	46.6%	68.3%	57.4%	50.7%	56.4%	48.4%	33.3%	50.4%	59.3%	44.1%	40.0%	55.6%	0.0%

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	336	**17**	2	7	2	6	4	3	2	0	2	6	6	2	1	11	4	1	0	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	10,439	**363**	165	287	52	292	164	116	73	41	101	203	289	64	9	123	189	34	5	63	1
	96.9%	**95.5%**	98.8%	97.6%	96.3%	98.0%	97.6%	97.5%	97.3%	100.0%	98.1%	97.1%	98.0%	97.0%	90.0%	91.8%	97.9%	97.1%	100.0%	94.0%	100.0%
0 to 4	154	**12**	5	3	1	8	4	2	3	1	4	5	8	2	1	5	4	3	0	3	1
	1.5%	**3.3%**	3.0%	1.0%	1.9%	2.7%	2.4%	1.7%	4.1%	2.4%	4.0%	2.5%	2.8%	3.1%	11.1%	4.1%	2.1%	8.8%	0.0%	4.8%	100.0%
5	308	**8**	3	8	1	6	2	3	2	1	1	5	7	1	0	5	3	0	1	0	0
	3.0%	**2.2%**	1.8%	2.8%	1.9%	2.1%	1.2%	2.6%	2.7%	2.4%	1.0%	2.5%	2.4%	1.6%	0.0%	4.1%	1.6%	0.0%	20.0%	0.0%	0.0%
6 or 7	952	**39**	18	32	6	30	19	11	9	5	9	23	30	8	1	15	17	4	0	6	0
	9.1%	**10.7%**	10.9%	11.1%	11.5%	10.3%	11.6%	9.5%	12.3%	12.2%	8.9%	11.3%	10.4%	12.5%	11.1%	12.2%	9.0%	11.8%	0.0%	9.5%	0.0%
8 to 10	9,025	**304**	139	244	44	248	139	100	59	34	87	170	244	53	7	98	165	27	4	54	0
	86.5%	**83.7%**	84.2%	85.0%	84.6%	84.9%	84.8%	86.2%	80.8%	82.9%	86.1%	83.7%	84.4%	82.8%	77.8%	79.7%	87.3%	79.4%	80.0%	85.7%	0.0%
Significantly different from column:*																					
0 to 6	742	**32**	13	21	3	23	11	8	9	3	8	17	25	5	1	16	10	5	1	4	1
	7.1%	**8.8%**	7.9%	7.3%	5.8%	7.9%	6.7%	6.9%	12.3%	7.3%	7.9%	8.4%	8.7%	7.8%	11.1%	13.0%	5.3%	14.7%	20.0%	6.3%	100.0%
7 to 8	2,355	**80**	27	55	14	63	35	26	19	9	21	47	57	20	3	31	36	9	1	14	0
	22.6%	**22.0%**	16.4%	19.2%	26.9%	21.6%	21.3%	22.4%	26.0%	22.0%	20.8%	23.2%	19.7%	31.3%	33.3%	25.2%	19.0%	26.5%	20.0%	22.2%	0.0%
9 to 10	7,342	**251**	125	211	35	206	118	82	45	29	72	139	207	39	5	76	143	20	3	45	0
	70.3%	**69.1%**	75.8%	73.5%	67.3%	70.5%	72.0%	70.7%	61.6%	70.7%	71.3%	68.5%	71.6%	60.9%	55.6%	61.8%	75.7%	58.8%	60.0%	71.4%	0.0%
Significantly different from column:*																Q	PR	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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 50

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

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	7,992	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	166	**10**	2	1	0	2	1	1	0	1	0	1	1	1	0	8	2	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	7,826	**370**	165	293	54	296	167	118	75	40	103	208	294	65	10	126	191	35	5	65	1
	97.9%	**97.4%**	98.8%	99.7%	100.0%	99.3%	99.4%	99.2%	100.0%	97.6%	100.0%	99.5%	99.7%	98.5%	100.0%	94.0%	99.0%	100.0%	100.0%	97.0%	100.0%
Yes	2,508	**164**	105	176	22	136	72	45	43	19	52	87	118	38	7	33	96	28	3	47	1
	32.0%	**44.3%**	63.6%	60.1%	40.7%	45.9%	43.1%	38.1%	57.3%	47.5%	50.5%	41.8%	40.1%	58.5%	70.0%	26.2%	50.3%	80.0%	60.0%	72.3%	100.0%
No	5,318	**206**	60	117	32	160	95	73	32	21	51	121	176	27	3	93	95	7	2	18	0
	68.0%	**55.7%**	36.4%	39.9%	59.3%	54.1%	56.9%	61.9%	42.7%	52.5%	49.5%	58.2%	59.9%	41.5%	30.0%	73.8%	49.7%	20.0%	40.0%	27.7%	0.0%
Significantly different from column:*		**ACD**					I	I	GH				N	M		QR	PR	PQ			

NA - Not applicable

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Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	2,508	**164**	105	176	22	136	72	45	43	19	52	87	118	38	7	33	96	28	3	47	1
Number missing or multiple answer	27	**4**	0	1	0	3	1	2	0	0	2	2	2	1	0	1	2	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	2,481	**160**	105	175	22	133	71	43	43	19	50	85	116	37	7	32	94	27	3	45	1
	98.9%	**97.6%**	100.0%	99.4%	100.0%	97.8%	98.6%	95.6%	100.0%	100.0%	96.2%	97.7%	98.3%	97.4%	100.0%	97.0%	97.9%	96.4%	100.0%	95.7%	100.0%
Never	33	**1**	2	3	0	1	0	1	0	0	1	0	1	0	0	0	0	1	0	1	0
	1.3%	**0.6%**	1.9%	1.7%	0.0%	0.8%	0.0%	2.3%	0.0%	0.0%	2.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	2.2%	0.0%
Sometimes	202	**13**	10	8	2	10	3	3	6	3	2	7	9	3	1	6	3	2	0	4	0
	8.1%	**8.1%**	9.5%	4.6%	9.1%	7.5%	4.2%	7.0%	14.0%	15.8%	4.0%	8.2%	7.8%	8.1%	14.3%	18.8%	3.2%	7.4%	0.0%	8.9%	0.0%
Usually	407	**23**	11	30	3	19	9	8	5	1	8	12	15	6	2	3	14	6	1	7	1
	16.4%	**14.4%**	10.5%	17.1%	13.6%	14.3%	12.7%	18.6%	11.6%	5.3%	16.0%	14.1%	12.9%	16.2%	28.6%	9.4%	14.9%	22.2%	33.3%	15.6%	100.0%
Always	1,839	**123**	82	134	17	103	59	31	32	15	39	66	91	28	4	23	77	18	2	33	0
	74.1%	**76.9%**	78.1%	76.6%	77.3%	77.4%	83.1%	72.1%	74.4%	78.9%	78.0%	77.6%	78.4%	75.7%	57.1%	71.9%	81.9%	66.7%	66.7%	73.3%	0.0%
Significantly different from column:*																					
Usually or Always	2,246	**146**	93	164	20	122	68	39	37	16	47	78	106	34	6	26	91	24	3	40	1
	90.5%	**91.3%**	88.6%	93.7%	90.9%	91.7%	95.8%	90.7%	86.0%	84.2%	94.0%	91.8%	91.4%	91.9%	85.7%	81.3%	96.8%	88.9%	100.0%	88.9%	100.0%
Significantly different from column:*																					

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	2,508	**164**	105	176	22	136	72	45	43	19	52	87	118	38	7	33	96	28	3	47	1
Number missing or multiple answer	65	**5**	1	2	0	5	3	2	0	1	3	1	3	2	0	2	2	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	2,443	**159**	104	174	22	131	69	43	43	18	49	86	115	36	7	31	94	27	3	45	1
	97.4%	**97.0%**	99.0%	98.9%	100.0%	96.3%	95.8%	95.6%	100.0%	94.7%	94.2%	98.9%	97.5%	94.7%	100.0%	93.9%	97.9%	96.4%	100.0%	95.7%	100.0%
Yes	1,538	**107**	52	95	16	89	49	28	29	14	37	53	79	22	6	22	59	21	3	31	1
	63.0%	**67.3%**	50.0%	54.6%	72.7%	67.9%	71.0%	65.1%	67.4%	77.8%	75.5%	61.6%	68.7%	61.1%	85.7%	71.0%	62.8%	77.8%	100.0%	68.9%	100.0%
No	905	**52**	52	79	6	42	20	15	14	4	12	33	36	14	1	9	35	6	0	14	0
	37.0%	**32.7%**	50.0%	45.4%	27.3%	32.1%	29.0%	34.9%	32.6%	22.2%	24.5%	38.4%	31.3%	38.9%	14.3%	29.0%	37.2%	22.2%	0.0%	31.1%	0.0%
Significantly different from column:*		**CD**																			

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 53

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

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	247	**9**	3	0	0	0	0	0	0	0	0	1	0	0	0	6	3	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	10,528	**371**	164	294	54	298	168	119	75	41	103	208	295	66	10	128	190	35	5	64	1
	97.7%	**97.6%**	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	95.5%	98.4%	100.0%	100.0%	95.5%	100.0%
Poor	29	**2**	2	3	0	2	0	1	1	0	1	1	0	0	2	1	0	1	0	1	1
	0.3%	**0.5%**	1.2%	1.0%	0.0%	0.7%	0.0%	0.8%	1.3%	0.0%	1.0%	0.5%	0.0%	0.0%	20.0%	0.8%	0.0%	2.9%	0.0%	1.6%	100.0%
Fair	394	**8**	1	11	2	6	2	2	4	2	1	5	0	0	8	2	4	2	0	5	0
	3.7%	**2.2%**	0.6%	3.7%	3.7%	2.0%	1.2%	1.7%	5.3%	4.9%	1.0%	2.4%	0.0%	0.0%	80.0%	1.6%	2.1%	5.7%	0.0%	7.8%	0.0%
Good	1,829	**66**	21	49	7	58	24	23	18	7	23	35	0	66	0	20	32	10	0	23	0
	17.4%	**17.8%**	12.8%	16.7%	13.0%	19.5%	14.3%	19.3%	24.0%	17.1%	22.3%	16.8%	0.0%	100.0%	0.0%	15.6%	16.8%	28.6%	0.0%	35.9%	0.0%
Very Good	3,254	**101**	60	87	12	85	43	36	21	13	25	60	101	0	0	31	53	14	3	16	0
	30.9%	**27.2%**	36.6%	29.6%	22.2%	28.5%	25.6%	30.3%	28.0%	31.7%	24.3%	28.8%	34.2%	0.0%	0.0%	24.2%	27.9%	40.0%	60.0%	25.0%	0.0%
Excellent	5,022	**194**	80	144	33	147	99	57	31	19	53	107	194	0	0	74	101	8	2	19	0
	47.7%	**52.3%**	48.8%	49.0%	61.1%	49.3%	58.9%	47.9%	41.3%	46.3%	51.5%	51.4%	65.8%	0.0%	0.0%	57.8%	53.2%	22.9%	40.0%	29.7%	0.0%
Significantly different from column:*							I		G				N	M		R	R	PQ			
Excellent or Very Good	8,276	**295**	140	231	45	232	142	93	52	32	78	167	295	0	0	105	154	22	5	35	0
	78.6%	**79.5%**	85.4%	78.6%	83.3%	77.9%	84.5%	78.2%	69.3%	78.0%	75.7%	80.3%	100.0%	0.0%	0.0%	82.0%	81.1%	62.9%	100.0%	54.7%	0.0%
Significantly different from column:*							I		G				N	M		R	R	PQ			

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 54

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

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	253	**10**	2	0	0	2	1	1	0	0	1	1	2	0	0	7	2	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	10,522	**370**	165	294	54	296	167	118	75	41	102	208	293	66	10	127	191	35	5	65	1
	97.7%	**97.4%**	98.8%	100.0%	100.0%	99.3%	99.4%	99.2%	100.0%	100.0%	99.0%	99.5%	99.3%	100.0%	100.0%	94.8%	99.0%	100.0%	100.0%	97.0%	100.0%
Poor	129	**6**	0	4	1	5	0	1	5	1	3	2	0	2	4	1	1	4	0	4	1
	1.2%	**1.6%**	0.0%	1.4%	1.9%	1.7%	0.0%	0.8%	6.7%	2.4%	2.9%	1.0%	0.0%	3.0%	40.0%	0.8%	0.5%	11.4%	0.0%	6.2%	100.0%
Fair	787	**30**	13	20	6	22	9	8	12	2	9	16	15	13	2	10	13	5	0	8	0
	7.5%	**8.1%**	7.9%	6.8%	11.1%	7.4%	5.4%	6.8%	16.0%	4.9%	8.8%	7.7%	5.1%	19.7%	20.0%	7.9%	6.8%	14.3%	0.0%	12.3%	0.0%
Good	1,977	**55**	34	42	6	47	15	24	15	8	17	29	34	18	3	14	31	7	0	14	0
	18.8%	**14.9%**	20.6%	14.3%	11.1%	15.9%	9.0%	20.3%	20.0%	19.5%	16.7%	13.9%	11.6%	27.3%	30.0%	11.0%	16.2%	20.0%	0.0%	21.5%	0.0%
Very Good	2,781	**99**	30	65	12	79	45	29	22	10	24	59	75	22	1	40	50	6	2	16	0
	26.4%	**26.8%**	18.2%	22.1%	22.2%	26.7%	26.9%	24.6%	29.3%	24.4%	23.5%	28.4%	25.6%	33.3%	10.0%	31.5%	26.2%	17.1%	40.0%	24.6%	0.0%
Excellent	4,848	**180**	88	163	29	143	98	56	21	20	49	102	169	11	0	62	96	13	3	23	0
	46.1%	**48.6%**	53.3%	55.4%	53.7%	48.3%	58.7%	47.5%	28.0%	48.8%	48.0%	49.0%	57.7%	16.7%	0.0%	48.8%	50.3%	37.1%	60.0%	35.4%	0.0%
Significantly different from column:*							I	I	GH				N	M							
Excellent or Very Good	7,629	**279**	118	228	41	222	143	85	43	30	73	161	244	33	1	102	146	19	5	39	0
	72.5%	**75.4%**	71.5%	77.6%	75.9%	75.0%	85.6%	72.0%	57.3%	73.2%	71.6%	77.4%	83.3%	50.0%	10.0%	80.3%	76.4%	54.3%	100.0%	60.0%	0.0%
Significantly different from column:*							HI	GI	GH				N	M		R	R	PQ			

NA - Not applicable

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Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 55

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

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	7,992	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	184	**11**	1	0	0	3	0	2	1	1	0	2	2	1	0	7	4	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	7,808	**369**	166	294	54	295	168	117	74	40	103	207	293	65	10	127	189	35	5	65	1
	97.7%	**97.1%**	99.4%	100.0%	100.0%	99.0%	100.0%	98.3%	98.7%	97.6%	100.0%	99.0%	99.3%	98.5%	100.0%	94.8%	97.9%	100.0%	100.0%	97.0%	100.0%
Yes	1,759	**111**	59	99	18	88	40	37	31	10	32	64	75	29	6	23	57	25	3	39	1
	22.5%	**30.1%**	35.5%	33.7%	33.3%	29.8%	23.8%	31.6%	41.9%	25.0%	31.1%	30.9%	25.6%	44.6%	60.0%	18.1%	30.2%	71.4%	60.0%	60.0%	100.0%
No	6,049	**258**	107	195	36	207	128	80	43	30	71	143	218	36	4	104	132	10	2	26	0
	77.5%	**69.9%**	64.5%	66.3%	66.7%	70.2%	76.2%	68.4%	58.1%	75.0%	68.9%	69.1%	74.4%	55.4%	40.0%	81.9%	69.8%	28.6%	40.0%	40.0%	0.0%
Significantly different from column:*		**A**					I		G				N	M		QR	PR	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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	1,759	**111**	59	99	18	88	40	37	31	10	32	64	75	29	6	23	57	25	3	39	1
Number missing or multiple answer	24	**3**	0	1	0	3	2	0	1	0	1	2	2	0	1	0	0	2	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
Usable responses	1,735	**108**	59	98	18	85	38	37	30	10	31	62	73	29	5	23	57	23	3	39	0
	98.6%	**97.3%**	100.0%	99.0%	100.0%	96.6%	95.0%	100.0%	96.8%	100.0%	96.9%	96.9%	97.3%	100.0%	83.3%	100.0%	100.0%	92.0%	100.0%	100.0%	0.0%
Yes	1,324	**76**	42	78	14	59	23	31	21	8	20	46	47	23	5	14	42	17	1	33	0
	76.3%	**70.4%**	71.2%	79.6%	77.8%	69.4%	60.5%	83.8%	70.0%	80.0%	64.5%	74.2%	64.4%	79.3%	100.0%	60.9%	73.7%	73.9%	33.3%	84.6%	---
No	411	**32**	17	20	4	26	15	6	9	2	11	16	26	6	0	9	15	6	2	6	0
	23.7%	**29.6%**	28.8%	20.4%	22.2%	30.6%	39.5%	16.2%	30.0%	20.0%	35.5%	25.8%	35.6%	20.7%	0.0%	39.1%	26.3%	26.1%	66.7%	15.4%	---
Significantly different from column:*							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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	1,324	**76**	42	78	14	59	23	31	21	8	20	46	47	23	5	14	42	17	1	33	0
Number missing or multiple answer	30	**1**	0	1	0	1	0	0	1	0	0	1	0	0	1	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	NA	NA	NA
Usable responses	1,294	**75**	42	77	14	58	23	31	20	8	20	45	47	23	4	14	41	17	1	33	0
	97.7%	**98.7%**	100.0%	98.7%	100.0%	98.3%	100.0%	100.0%	95.2%	100.0%	100.0%	97.8%	100.0%	100.0%	80.0%	100.0%	97.6%	100.0%	100.0%	100.0%	---
Yes	1,162	**66**	40	64	14	49	19	28	18	6	19	39	39	22	4	14	33	16	1	32	0
	89.8%	**88.0%**	95.2%	83.1%	100.0%	84.5%	82.6%	90.3%	90.0%	75.0%	95.0%	86.7%	83.0%	95.7%	100.0%	100.0%	80.5%	94.1%	100.0%	97.0%	---
No	132	**9**	2	13	0	9	4	3	2	2	1	6	8	1	0	0	8	1	0	1	0
	10.2%	**12.0%**	4.8%	16.9%	0.0%	15.5%	17.4%	9.7%	10.0%	25.0%	5.0%	13.3%	17.0%	4.3%	0.0%	0.0%	19.5%	5.9%	0.0%	3.0%	---
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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	7,992	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	276	**17**	3	3	1	5	3	1	2	0	2	4	3	5	1	11	4	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	7,716	**363**	164	291	53	293	165	118	73	41	101	205	292	61	9	123	189	35	5	62	1
	96.5%	**95.5%**	98.2%	99.0%	98.1%	98.3%	98.2%	99.2%	97.3%	100.0%	98.1%	98.1%	99.0%	92.4%	90.0%	91.8%	97.9%	100.0%	100.0%	92.5%	100.0%
Yes	1,100	**55**	24	48	11	42	20	16	18	6	18	30	28	18	8	13	26	15	1	20	1
	14.3%	**15.2%**	14.6%	16.5%	20.8%	14.3%	12.1%	13.6%	24.7%	14.6%	17.8%	14.6%	9.6%	29.5%	88.9%	10.6%	13.8%	42.9%	20.0%	32.3%	100.0%
No	6,616	**308**	140	243	42	251	145	102	55	35	83	175	264	43	1	110	163	20	4	42	0
	85.7%	**84.8%**	85.4%	83.5%	79.2%	85.7%	87.9%	86.4%	75.3%	85.4%	82.2%	85.4%	90.4%	70.5%	11.1%	89.4%	86.2%	57.1%	80.0%	67.7%	0.0%
Significantly different from column:*							I		G				N	M		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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	1,100	**55**	24	48	11	42	20	16	18	6	18	30	28	18	8	13	26	15	1	20	1
Number missing or multiple answer	21	**1**	1	0	0	1	0	0	1	0	0	1	0	0	1	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
Usable responses	1,079	**54**	23	48	11	41	20	16	17	6	18	29	28	18	7	13	26	14	1	20	0
	98.1%	**98.2%**	95.8%	100.0%	100.0%	97.6%	100.0%	100.0%	94.4%	100.0%	100.0%	96.7%	100.0%	100.0%	87.5%	100.0%	100.0%	93.3%	100.0%	100.0%	0.0%
Yes	910	**45**	21	42	9	34	15	15	14	5	15	24	24	13	7	8	22	14	1	20	0
	84.3%	**83.3%**	91.3%	87.5%	81.8%	82.9%	75.0%	93.8%	82.4%	83.3%	83.3%	82.8%	85.7%	72.2%	100.0%	61.5%	84.6%	100.0%	100.0%	100.0%	---
No	169	**9**	2	6	2	7	5	1	3	1	3	5	4	5	0	5	4	0	0	0	0
	15.7%	**16.7%**	8.7%	12.5%	18.2%	17.1%	25.0%	6.3%	17.6%	16.7%	16.7%	17.2%	14.3%	27.8%	0.0%	38.5%	15.4%	0.0%	0.0%	0.0%	---
Significantly different from column:*																					

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	910	**45**	21	42	9	34	15	15	14	5	15	24	24	13	7	8	22	14	1	20	0
Number missing or multiple answer	15	**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	895	**45**	21	41	9	34	15	15	14	5	15	24	24	13	7	8	22	14	1	20	0
	98.4%	**100.0%**	100.0%	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%	---
Yes	858	**42**	19	39	8	32	13	15	13	3	15	23	24	12	5	8	19	14	1	17	0
	95.9%	**93.3%**	90.5%	95.1%	88.9%	94.1%	86.7%	100.0%	92.9%	60.0%	100.0%	95.8%	100.0%	92.3%	71.4%	100.0%	86.4%	100.0%	100.0%	85.0%	---
No	37	**3**	2	2	1	2	2	0	1	2	0	1	0	1	2	0	3	0	0	3	0
	4.1%	**6.7%**	9.5%	4.9%	11.1%	5.9%	13.3%	0.0%	7.1%	40.0%	0.0%	4.2%	0.0%	7.7%	28.6%	0.0%	13.6%	0.0%	0.0%	15.0%	---
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	7,992	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	272	**22**	1	6	1	7	5	0	3	1	3	4	10	4	0	12	6	2	0	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	7,720	**358**	166	288	53	291	163	119	72	40	100	205	285	62	10	122	187	33	5	63	1
	96.6%	**94.2%**	99.4%	98.0%	98.1%	97.7%	97.0%	100.0%	96.0%	97.6%	97.1%	98.1%	96.6%	93.9%	100.0%	91.0%	96.9%	94.3%	100.0%	94.0%	100.0%
Yes	931	**55**	15	50	6	47	21	19	14	6	21	27	28	20	6	18	23	14	1	18	1
	12.1%	**15.4%**	9.0%	17.4%	11.3%	16.2%	12.9%	16.0%	19.4%	15.0%	21.0%	13.2%	9.8%	32.3%	60.0%	14.8%	12.3%	42.4%	20.0%	28.6%	100.0%
No	6,789	**303**	151	238	47	244	142	100	58	34	79	178	257	42	4	104	164	19	4	45	0
	87.9%	**84.6%**	91.0%	82.6%	88.7%	83.8%	87.1%	84.0%	80.6%	85.0%	79.0%	86.8%	90.2%	67.7%	40.0%	85.2%	87.7%	57.6%	80.0%	71.4%	0.0%
Significantly different from column:*		**C**											N	M		R	R	PQ			

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	931	**55**	15	50	6	47	21	19	14	6	21	27	28	20	6	18	23	14	1	18	1
Number missing or multiple answer	29	**2**	0	1	0	2	0	2	0	0	1	1	2	0	0	2	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	902	**53**	15	49	6	45	21	17	14	6	20	26	26	20	6	16	23	14	1	18	1
	96.9%	**96.4%**	100.0%	98.0%	100.0%	95.7%	100.0%	89.5%	100.0%	100.0%	95.2%	96.3%	92.9%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	608	**34**	13	34	3	29	11	12	10	3	15	15	16	11	6	6	18	10	0	13	1
	67.4%	**64.2%**	86.7%	69.4%	50.0%	64.4%	52.4%	70.6%	71.4%	50.0%	75.0%	57.7%	61.5%	55.0%	100.0%	37.5%	78.3%	71.4%	0.0%	72.2%	100.0%
No	294	**19**	2	15	3	16	10	5	4	3	5	11	10	9	0	10	5	4	1	5	0
	32.6%	**35.8%**	13.3%	30.6%	50.0%	35.6%	47.6%	29.4%	28.6%	50.0%	25.0%	42.3%	38.5%	45.0%	0.0%	62.5%	21.7%	28.6%	100.0%	27.8%	0.0%
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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	608	**34**	13	34	3	29	11	12	10	3	15	15	16	11	6	6	18	10	0	13	1
Number missing or multiple answer	11	**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	597	**34**	13	32	3	29	11	12	10	3	15	15	16	11	6	6	18	10	0	13	1
	98.2%	**100.0%**	100.0%	94.1%	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%
Yes	572	**33**	12	30	3	28	10	12	10	2	15	15	16	10	6	6	17	10	0	12	1
	95.8%	**97.1%**	92.3%	93.8%	100.0%	96.6%	90.9%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	94.4%	100.0%	---	92.3%	100.0%
No	25	**1**	1	2	0	1	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0
	4.2%	**2.9%**	7.7%	6.3%	0.0%	3.4%	9.1%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	5.6%	0.0%	---	7.7%	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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 64

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

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	7,992	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	269	**16**	2	1	0	2	1	1	0	0	1	1	7	1	0	12	4	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	7,723	**364**	165	293	54	296	167	118	75	41	102	208	288	65	10	122	189	35	5	65	1
	96.6%	**95.8%**	98.8%	99.7%	100.0%	99.3%	99.4%	99.2%	100.0%	100.0%	99.0%	99.5%	97.6%	98.5%	100.0%	91.0%	97.9%	100.0%	100.0%	97.0%	100.0%
Yes	857	**47**	15	40	3	43	25	13	9	6	18	22	33	11	3	16	21	8	1	15	0
	11.1%	**12.9%**	9.1%	13.7%	5.6%	14.5%	15.0%	11.0%	12.0%	14.6%	17.6%	10.6%	11.5%	16.9%	30.0%	13.1%	11.1%	22.9%	20.0%	23.1%	0.0%
No	6,866	**317**	150	253	51	253	142	105	66	35	84	186	255	54	7	106	168	27	4	50	1
	88.9%	**87.1%**	90.9%	86.3%	94.4%	85.5%	85.0%	89.0%	88.0%	85.4%	82.4%	89.4%	88.5%	83.1%	70.0%	86.9%	88.9%	77.1%	80.0%	76.9%	100.0%
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	857	**47**	15	40	3	43	25	13	9	6	18	22	33	11	3	16	21	8	1	15	0
Number missing or multiple answer	16	**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	841	**47**	15	39	3	43	25	13	9	6	18	22	33	11	3	16	21	8	1	15	0
	98.1%	**100.0%**	100.0%	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%	100.0%	100.0%	---
Yes	595	**29**	10	28	1	27	15	8	6	2	12	14	19	8	2	7	14	8	1	12	0
	70.7%	**61.7%**	66.7%	71.8%	33.3%	62.8%	60.0%	61.5%	66.7%	33.3%	66.7%	63.6%	57.6%	72.7%	66.7%	43.8%	66.7%	100.0%	100.0%	80.0%	---
No	246	**18**	5	11	2	16	10	5	3	4	6	8	14	3	1	9	7	0	0	3	0
	29.3%	**38.3%**	33.3%	28.2%	66.7%	37.2%	40.0%	38.5%	33.3%	66.7%	33.3%	36.4%	42.4%	27.3%	33.3%	56.3%	33.3%	0.0%	0.0%	20.0%	---
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	595	**29**	10	28	1	27	15	8	6	2	12	14	19	8	2	7	14	8	1	12	0
Number missing or multiple answer	13	**2**	0	0	1	1	1	1	0	0	1	1	0	2	0	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	582	**27**	10	28	0	26	14	7	6	2	11	13	19	6	2	7	13	7	1	10	0
	97.8%	**93.1%**	100.0%	100.0%	0.0%	96.3%	93.3%	87.5%	100.0%	100.0%	91.7%	92.9%	100.0%	75.0%	100.0%	100.0%	92.9%	87.5%	100.0%	83.3%	---
Yes	539	**23**	9	25	0	22	12	6	5	1	10	11	17	5	1	6	10	7	1	8	0
	92.6%	**85.2%**	90.0%	89.3%	---	84.6%	85.7%	85.7%	83.3%	50.0%	90.9%	84.6%	89.5%	83.3%	50.0%	85.7%	76.9%	100.0%	100.0%	80.0%	---
No	43	**4**	1	3	0	4	2	1	1	1	1	2	2	1	1	1	3	0	0	2	0
	7.4%	**14.8%**	10.0%	10.7%	---	15.4%	14.3%	14.3%	16.7%	50.0%	9.1%	15.4%	10.5%	16.7%	50.0%	14.3%	23.1%	0.0%	0.0%	20.0%	---
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	7,992	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	299	**17**	2	0	0	2	1	1	0	1	0	2	6	2	0	10	6	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	7,693	**363**	165	294	54	296	167	118	75	40	103	207	289	64	10	124	187	35	5	64	1
	96.3%	**95.5%**	98.8%	100.0%	100.0%	99.3%	99.4%	99.2%	100.0%	97.6%	100.0%	99.0%	98.0%	97.0%	100.0%	92.5%	96.9%	100.0%	100.0%	95.5%	100.0%
Yes	1,110	**49**	28	38	9	39	12	18	19	5	17	26	30	13	6	12	21	14	0	19	1
	14.4%	**13.5%**	17.0%	12.9%	16.7%	13.2%	7.2%	15.3%	25.3%	12.5%	16.5%	12.6%	10.4%	20.3%	60.0%	9.7%	11.2%	40.0%	0.0%	29.7%	100.0%
No	6,583	**314**	137	256	45	257	155	100	56	35	86	181	259	51	4	112	166	21	5	45	0
	85.6%	**86.5%**	83.0%	87.1%	83.3%	86.8%	92.8%	84.7%	74.7%	87.5%	83.5%	87.4%	89.6%	79.7%	40.0%	90.3%	88.8%	60.0%	100.0%	70.3%	0.0%
Significantly different from column:*							HI	G	G				N	M		R	R	PQ			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---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)

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	1,110	**49**	28	38	9	39	12	18	19	5	17	26	30	13	6	12	21	14	0	19	1
Number missing or multiple answer	48	**1**	0	1	0	1	0	1	0	0	1	0	1	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	1,062	**48**	28	37	9	38	12	17	19	5	16	26	29	13	6	12	21	14	0	19	1
	95.7%	**98.0%**	100.0%	97.4%	100.0%	97.4%	100.0%	94.4%	100.0%	100.0%	94.1%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Yes	960	**41**	28	33	6	34	11	15	15	4	15	21	24	12	5	9	17	14	0	16	1
	90.4%	**85.4%**	100.0%	89.2%	66.7%	89.5%	91.7%	88.2%	78.9%	80.0%	93.8%	80.8%	82.8%	92.3%	83.3%	75.0%	81.0%	100.0%	---	84.2%	100.0%
No	102	**7**	0	4	3	4	1	2	4	1	1	5	5	1	1	3	4	0	0	3	0
	9.6%	**14.6%**	0.0%	10.8%	33.3%	10.5%	8.3%	11.8%	21.1%	20.0%	6.3%	19.2%	17.2%	7.7%	16.7%	25.0%	19.0%	0.0%	---	15.8%	0.0%
Significantly different from column:*																					

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 69

What is your child's age?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	392	**18**	4	2	0	0	0	0	0	0	0	1	8	1	0	11	7	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	10,383	**362**	163	292	54	298	168	119	75	41	103	208	287	65	10	123	186	35	5	62	1
	96.4%	**95.3%**	97.6%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.5%	97.3%	98.5%	100.0%	91.8%	96.4%	100.0%	100.0%	92.5%	100.0%
Less than 1 year old	260	**11**	9	20	1	10	11	0	0	1	4	6	11	0	0	2	4	4	0	0	0
	2.5%	**3.0%**	5.5%	6.8%	1.9%	3.4%	6.5%	0.0%	0.0%	2.4%	3.9%	2.9%	3.8%	0.0%	0.0%	1.6%	2.2%	11.4%	0.0%	0.0%	0.0%
1 year old	659	**22**	7	42	3	19	22	0	0	1	8	13	20	2	0	5	14	3	0	3	0
	6.3%	**6.1%**	4.3%	14.4%	5.6%	6.4%	13.1%	0.0%	0.0%	2.4%	7.8%	6.3%	7.0%	3.1%	0.0%	4.1%	7.5%	8.6%	0.0%	4.8%	0.0%
2 years old	638	**37**	11	36	2	35	37	0	0	3	11	23	31	6	0	10	20	3	1	4	0
	6.1%	**10.2%**	6.7%	12.3%	3.7%	11.7%	22.0%	0.0%	0.0%	7.3%	10.7%	11.1%	10.8%	9.2%	0.0%	8.1%	10.8%	8.6%	20.0%	6.5%	0.0%
3 years old	659	**22**	12	39	0	21	22	0	0	7	6	8	19	3	0	3	14	2	2	3	0
	6.3%	**6.1%**	7.4%	13.4%	0.0%	7.0%	13.1%	0.0%	0.0%	17.1%	5.8%	3.8%	6.6%	4.6%	0.0%	2.4%	7.5%	5.7%	40.0%	4.8%	0.0%
4 to 6 years old	1,741	**92**	36	36	11	77	76	16	0	7	23	59	73	17	2	42	43	4	0	13	0
	16.8%	**25.4%**	22.1%	12.3%	20.4%	25.8%	45.2%	13.4%	0.0%	17.1%	22.3%	28.4%	25.4%	26.2%	20.0%	34.1%	23.1%	11.4%	0.0%	21.0%	0.0%
7 to 9 years old	1,609	**43**	18	29	9	33	0	43	0	4	10	27	36	6	1	12	26	4	1	9	0
	15.5%	**11.9%**	11.0%	9.9%	16.7%	11.1%	0.0%	36.1%	0.0%	9.8%	9.7%	13.0%	12.5%	9.2%	10.0%	9.8%	14.0%	11.4%	20.0%	14.5%	0.0%
10 to 13 years old	2,275	**60**	23	43	12	47	0	60	0	6	17	36	45	13	2	22	31	4	0	12	0
	21.9%	**16.6%**	14.1%	14.7%	22.2%	15.8%	0.0%	50.4%	0.0%	14.6%	16.5%	17.3%	15.7%	20.0%	20.0%	17.9%	16.7%	11.4%	0.0%	19.4%	0.0%
14 to 18 years old	2,542	**75**	47	47	16	56	0	0	75	12	24	36	52	18	5	27	34	11	1	18	1
	24.5%	**20.7%**	28.8%	16.1%	29.6%	18.8%	0.0%	0.0%	100.0%	29.3%	23.3%	17.3%	18.1%	27.7%	50.0%	22.0%	18.3%	31.4%	20.0%	29.0%	100.0%
3 years old or younger	2,216	**92**	39	137	6	85	92	0	0	12	29	50	81	11	0	20	52	12	3	10	0
	21.3%	**25.4%**	23.9%	46.9%	11.1%	28.5%	54.8%	0.0%	0.0%	29.3%	28.2%	24.0%	28.2%	16.9%	0.0%	16.3%	28.0%	34.3%	60.0%	16.1%	0.0%
Significantly different from column:*		**D**			F	E	HI	G	G							QR	P	P			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 70

Is your child male or female?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	370	**22**	3	3	1	0	0	2	2	1	2	1	12	1	0	13	9	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	10,405	**358**	164	291	53	298	168	117	73	40	101	208	283	65	10	121	184	35	5	62	1
	96.6%	**94.2%**	98.2%	99.0%	98.1%	100.0%	100.0%	98.3%	97.3%	97.6%	98.1%	99.5%	95.9%	98.5%	100.0%	90.3%	95.3%	100.0%	100.0%	92.5%	100.0%
Male	5,456	**182**	85	156	30	148	88	61	33	21	50	107	143	34	5	71	87	18	2	33	0
	52.4%	**50.8%**	51.8%	53.6%	56.6%	49.7%	52.4%	52.1%	45.2%	52.5%	49.5%	51.4%	50.5%	52.3%	50.0%	58.7%	47.3%	51.4%	40.0%	53.2%	0.0%
Female	4,949	**176**	79	135	23	150	80	56	40	19	51	101	140	31	5	50	97	17	3	29	1
	47.6%	**49.2%**	48.2%	46.4%	43.4%	50.3%	47.6%	47.9%	54.8%	47.5%	50.5%	48.6%	49.5%	47.7%	50.0%	41.3%	52.7%	48.6%	60.0%	46.8%	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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	540	**28**	3	7	1	7	3	3	5	1	5	2	17	3	0	14	11	0	0	7	0
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	10,235	**352**	164	287	53	291	165	116	70	40	98	207	278	63	10	120	182	35	5	60	1
	95.0%	**92.6%**	98.2%	97.6%	98.1%	97.7%	98.2%	97.5%	93.3%	97.6%	95.1%	99.0%	94.2%	95.5%	100.0%	89.6%	94.3%	100.0%	100.0%	89.6%	100.0%
Yes, Hispanic or Latino	3,582	**47**	17	29	7	39	22	16	9	10	13	24	37	8	2	17	22	6	0	7	0
	35.0%	**13.4%**	10.4%	10.1%	13.2%	13.4%	13.3%	13.8%	12.9%	25.0%	13.3%	11.6%	13.3%	12.7%	20.0%	14.2%	12.1%	17.1%	0.0%	11.7%	0.0%
No, not Hispanic or Latino	6,653	**305**	147	258	46	252	143	100	61	30	85	183	241	55	8	103	160	29	5	53	1
	65.0%	**86.6%**	89.6%	89.9%	86.8%	86.6%	86.7%	86.2%	87.1%	75.0%	86.7%	88.4%	86.7%	87.3%	80.0%	85.8%	87.9%	82.9%	100.0%	88.3%	100.0%
Significantly different from column:*		**A**								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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 72

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

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	979	**31**	2	1	0	7	6	3	4	0	5	3	21	1	0	17	13	1	0	7	0
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	9,796	**349**	165	293	54	291	162	116	71	41	98	206	274	65	10	117	180	34	5	60	1
	90.9%	**91.8%**	98.8%	99.7%	100.0%	97.7%	96.4%	97.5%	94.7%	100.0%	95.1%	98.6%	92.9%	98.5%	100.0%	87.3%	93.3%	97.1%	100.0%	89.6%	100.0%
White	5,890	**175**	81	156	27	147	78	60	37	17	44	112	143	28	4	56	87	22	4	31	1
	60.1%	**50.1%**	49.1%	53.2%	50.0%	50.5%	48.1%	51.7%	52.1%	41.5%	44.9%	54.4%	52.2%	43.1%	40.0%	47.9%	48.3%	64.7%	80.0%	51.7%	100.0%
Black or African-American	2,602	**162**	71	133	22	137	84	45	33	19	46	94	123	33	6	52	89	12	2	25	0
	26.6%	**46.4%**	43.0%	45.4%	40.7%	47.1%	51.9%	38.8%	46.5%	46.3%	46.9%	45.6%	44.9%	50.8%	60.0%	44.4%	49.4%	35.3%	40.0%	41.7%	0.0%
Asian	719	**13**	5	11	7	5	3	7	3	3	4	5	10	3	0	9	4	0	0	1	0
	7.3%	**3.7%**	3.0%	3.8%	13.0%	1.7%	1.9%	6.0%	4.2%	7.3%	4.1%	2.4%	3.6%	4.6%	0.0%	7.7%	2.2%	0.0%	0.0%	1.7%	0.0%
Native Hawaiian or other Pacific Islander	153	**2**	1	6	0	1	1	1	0	0	0	1	2	0	0	2	0	0	0	0	0
	1.6%	**0.6%**	0.6%	2.0%	0.0%	0.3%	0.6%	0.9%	0.0%	0.0%	0.0%	0.5%	0.7%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%
American Indian or Alaska Native	375	**21**	6	14	2	18	11	8	2	3	2	15	15	5	1	8	12	1	0	3	0
	3.8%	**6.0%**	3.6%	4.8%	3.7%	6.2%	6.8%	6.9%	2.8%	7.3%	2.0%	7.3%	5.5%	7.7%	10.0%	6.8%	6.7%	2.9%	0.0%	5.0%	0.0%
Other	1,791	**45**	11	26	10	33	21	14	10	7	15	22	33	9	3	20	16	7	0	10	0
	18.3%	**12.9%**	6.7%	8.9%	18.5%	11.3%	13.0%	12.1%	14.1%	17.1%	15.3%	10.7%	12.0%	13.8%	30.0%	17.1%	8.9%	20.6%	0.0%	16.7%	0.0%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 73

What is your age?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	554	**26**	1	6	0	0	4	2	2	0	0	1	16	1	0	14	11	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	10,221	**354**	166	288	54	298	164	117	73	41	103	208	279	65	10	120	182	34	5	62	1
	94.9%	**93.2%**	99.4%	98.0%	100.0%	100.0%	97.6%	98.3%	97.3%	100.0%	100.0%	99.5%	94.6%	98.5%	100.0%	89.6%	94.3%	97.1%	100.0%	92.5%	100.0%
Under 18	499	**11**	16	24	2	9	4	3	4	4	3	4	8	2	1	5	6	0	0	2	0
	4.9%	**3.1%**	9.6%	8.3%	3.7%	3.0%	2.4%	2.6%	5.5%	9.8%	2.9%	1.9%	2.9%	3.1%	10.0%	4.2%	3.3%	0.0%	0.0%	3.2%	0.0%
18 to 24	546	**17**	10	32	1	16	16	1	0	4	8	5	14	3	0	3	9	2	0	1	0
	5.3%	**4.8%**	6.0%	11.1%	1.9%	5.4%	9.8%	0.9%	0.0%	9.8%	7.8%	2.4%	5.0%	4.6%	0.0%	2.5%	4.9%	5.9%	0.0%	1.6%	0.0%
25 to 34	2,998	**136**	56	110	11	125	93	37	6	17	36	82	114	17	5	40	73	17	3	21	0
	29.3%	**38.4%**	33.7%	38.2%	20.4%	41.9%	56.7%	31.6%	8.2%	41.5%	35.0%	39.4%	40.9%	26.2%	50.0%	33.3%	40.1%	50.0%	60.0%	33.9%	0.0%
35 to 44	3,568	**109**	45	67	17	91	37	41	31	6	29	73	82	25	2	43	51	8	2	19	1
	34.9%	**30.8%**	27.1%	23.3%	31.5%	30.5%	22.6%	35.0%	42.5%	14.6%	28.2%	35.1%	29.4%	38.5%	20.0%	35.8%	28.0%	23.5%	40.0%	30.6%	100.0%
45 to 54	1,704	**47**	19	33	11	35	11	21	15	3	18	26	33	12	2	18	23	5	0	13	0
	16.7%	**13.3%**	11.4%	11.5%	20.4%	11.7%	6.7%	17.9%	20.5%	7.3%	17.5%	12.5%	11.8%	18.5%	20.0%	15.0%	12.6%	14.7%	0.0%	21.0%	0.0%
55 to 64	615	**21**	14	17	7	14	2	6	13	6	4	11	17	4	0	6	14	1	0	4	0
	6.0%	**5.9%**	8.4%	5.9%	13.0%	4.7%	1.2%	5.1%	17.8%	14.6%	3.9%	5.3%	6.1%	6.2%	0.0%	5.0%	7.7%	2.9%	0.0%	6.5%	0.0%
65 to 74	239	**12**	4	4	5	7	1	7	4	1	4	7	10	2	0	5	6	1	0	2	0
	2.3%	**3.4%**	2.4%	1.4%	9.3%	2.3%	0.6%	6.0%	5.5%	2.4%	3.9%	3.4%	3.6%	3.1%	0.0%	4.2%	3.3%	2.9%	0.0%	3.2%	0.0%
75 or older	52	**1**	2	1	0	1	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0
	0.5%	**0.3%**	1.2%	0.3%	0.0%	0.3%	0.0%	0.9%	0.0%	0.0%	1.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
35 or older	6,178	**190**	84	122	40	148	51	76	63	16	56	117	143	43	4	72	94	15	2	38	1
	60.4%	**53.7%**	50.6%	42.4%	74.1%	49.7%	31.1%	65.0%	86.3%	39.0%	54.4%	56.3%	51.3%	66.2%	40.0%	60.0%	51.6%	44.1%	40.0%	61.3%	100.0%
Significantly different from column:*		**AD**			F	E	HI	GI	GH	L		J	N	M							

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 74

Are you male or female?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	472	**28**	1	0	0	0	4	3	3	0	2	1	18	1	0	16	11	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	10,303	**352**	166	294	54	298	164	116	72	41	101	208	277	65	10	118	182	34	5	62	1
	95.6%	**92.6%**	99.4%	100.0%	100.0%	100.0%	97.6%	97.5%	96.0%	100.0%	98.1%	99.5%	93.9%	98.5%	100.0%	88.1%	94.3%	97.1%	100.0%	92.5%	100.0%
Male	1,394	**54**	19	36	54	0	14	24	16	8	13	33	45	7	2	24	26	3	0	9	0
	13.5%	**15.3%**	11.4%	12.2%	100.0%	0.0%	8.5%	20.7%	22.2%	19.5%	12.9%	15.9%	16.2%	10.8%	20.0%	20.3%	14.3%	8.8%	0.0%	14.5%	0.0%
Female	8,909	**298**	147	258	0	298	150	92	56	33	88	175	232	58	8	94	156	31	5	53	1
	86.5%	**84.7%**	88.6%	87.8%	0.0%	100.0%	91.5%	79.3%	77.8%	80.5%	87.1%	84.1%	83.8%	89.2%	80.0%	79.7%	85.7%	91.2%	100.0%	85.5%	100.0%
Significantly different from column:*					F	E	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.

Aetna Better Health of Louisiana

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 75

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

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	667	**27**	2	6	0	2	4	3	3	0	0	0	18	1	0	15	11	1	0	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	10,108	**353**	165	288	54	296	164	116	72	41	103	209	277	65	10	119	182	34	5	63	1
	93.8%	**92.9%**	98.8%	98.0%	100.0%	99.3%	97.6%	97.5%	96.0%	100.0%	100.0%	100.0%	93.9%	98.5%	100.0%	88.8%	94.3%	97.1%	100.0%	94.0%	100.0%
8th grade or less	802	**1**	6	5	0	1	0	0	1	1	0	0	1	0	0	0	1	0	0	0	0
	7.9%	**0.3%**	3.6%	1.7%	0.0%	0.3%	0.0%	0.0%	1.4%	2.4%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
Some high school, but did not graduate	1,120	**40**	14	28	8	32	18	11	11	40	0	0	31	7	2	15	19	4	2	6	0
	11.1%	**11.3%**	8.5%	9.7%	14.8%	10.8%	11.0%	9.5%	15.3%	97.6%	0.0%	0.0%	11.2%	10.8%	20.0%	12.6%	10.4%	11.8%	40.0%	9.5%	0.0%
High school graduate or GED	3,290	**103**	43	98	13	88	46	33	24	0	103	0	78	23	2	38	44	16	0	18	0
	32.5%	**29.2%**	26.1%	34.0%	24.1%	29.7%	28.0%	28.4%	33.3%	0.0%	100.0%	0.0%	28.2%	35.4%	20.0%	31.9%	24.2%	47.1%	0.0%	28.6%	0.0%
Some college or 2-year degree	3,159	**141**	70	115	20	120	64	47	29	0	0	141	110	25	5	43	79	11	1	25	1
	31.3%	**39.9%**	42.4%	39.9%	37.0%	40.5%	39.0%	40.5%	40.3%	0.0%	0.0%	67.5%	39.7%	38.5%	50.0%	36.1%	43.4%	32.4%	20.0%	39.7%	100.0%
4-year college graduate	1,073	**46**	17	26	8	38	25	15	6	0	0	46	39	6	1	15	26	3	2	12	0
	10.6%	**13.0%**	10.3%	9.0%	14.8%	12.8%	15.2%	12.9%	8.3%	0.0%	0.0%	22.0%	14.1%	9.2%	10.0%	12.6%	14.3%	8.8%	40.0%	19.0%	0.0%
More than 4-year college degree	664	**22**	15	16	5	17	11	10	1	0	0	22	18	4	0	8	13	0	0	2	0
	6.6%	**6.2%**	9.1%	5.6%	9.3%	5.7%	6.7%	8.6%	1.4%	0.0%	0.0%	10.5%	6.5%	6.2%	0.0%	6.7%	7.1%	0.0%	0.0%	3.2%	0.0%
4-year college graduate or more	1,737	**68**	32	42	13	55	36	25	7	0	0	68	57	10	1	23	39	3	2	14	0
	17.2%	**19.3%**	19.4%	14.6%	24.1%	18.6%	22.0%	21.6%	9.7%	0.0%	0.0%	32.5%	20.6%	15.4%	10.0%	19.3%	21.4%	8.8%	40.0%	22.2%	0.0%
Significantly different from column:*							I	I	GH	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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 76

How are you related to the child?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	10,775	**380**	167	294	54	298	168	119	75	41	103	209	295	66	10	134	193	35	5	67	1
Number missing or multiple answer	654	**28**	5	6	0	4	3	5	3	1	0	2	19	1	0	14	12	2	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	10,121	**352**	162	288	54	294	165	114	72	40	103	207	276	65	10	120	181	33	5	62	1
	93.9%	**92.6%**	97.0%	98.0%	100.0%	98.7%	98.2%	95.8%	96.0%	97.6%	100.0%	99.0%	93.6%	98.5%	100.0%	89.6%	93.8%	94.3%	100.0%	92.5%	100.0%
Mother or father	9,313	**323**	148	266	50	270	154	103	66	35	96	190	255	60	8	109	166	31	5	57	1
	92.0%	**91.8%**	91.4%	92.4%	92.6%	91.8%	93.3%	90.4%	91.7%	87.5%	93.2%	91.8%	92.4%	92.3%	80.0%	90.8%	91.7%	93.9%	100.0%	91.9%	100.0%
Grandparent	532	**24**	10	12	3	20	8	10	5	5	6	13	16	5	2	9	12	2	0	4	0
	5.3%	**6.8%**	6.2%	4.2%	5.6%	6.8%	4.8%	8.8%	6.9%	12.5%	5.8%	6.3%	5.8%	7.7%	20.0%	7.5%	6.6%	6.1%	0.0%	6.5%	0.0%
Aunt or uncle	69	**1**	0	4	0	1	0	1	0	0	1	0	1	0	0	0	1	0	0	0	0
	0.7%	**0.3%**	0.0%	1.4%	0.0%	0.3%	0.0%	0.9%	0.0%	0.0%	1.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%
Older brother or sister	27	**2**	0	1	1	1	1	0	1	0	0	2	2	0	0	1	1	0	0	0	0
	0.3%	**0.6%**	0.0%	0.3%	1.9%	0.3%	0.6%	0.0%	1.4%	0.0%	0.0%	1.0%	0.7%	0.0%	0.0%	0.8%	0.6%	0.0%	0.0%	0.0%	0.0%
Other relative	12	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.6%	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%
Legal guardian	139	**2**	3	4	0	2	2	0	0	0	0	2	2	0	0	1	1	0	0	1	0
	1.4%	**0.6%**	1.9%	1.4%	0.0%	0.7%	1.2%	0.0%	0.0%	0.0%	0.0%	1.0%	0.7%	0.0%	0.0%	0.8%	0.6%	0.0%	0.0%	1.6%	0.0%
Someone else	29	**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%	0.0%

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 77

X414

When selecting your child's health provider(s), how often did you have a problem finding a physician you were comfortable with based on your cultural, personal, or religious beliefs?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	---	**378**	---	---	54	296	167	118	75	41	102	208	293	66	10	134	191	35	5	66	1
Number missing or multiple answer	---	**31**	---	---	1	6	6	5	3	0	1	5	21	2	0	17	11	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	---	**347**	---	---	53	290	161	113	72	41	101	203	272	64	10	117	180	34	5	61	1
	---	**91.8%**	---	---	98.1%	98.0%	96.4%	95.8%	96.0%	100.0%	99.0%	97.6%	92.8%	97.0%	100.0%	87.3%	94.2%	97.1%	100.0%	92.4%	100.0%
Always	---	**33**	---	---	5	28	14	10	9	1	11	20	22	10	1	12	16	3	0	9	0
	---	**9.5%**	---	---	9.4%	9.7%	8.7%	8.8%	12.5%	2.4%	10.9%	9.9%	8.1%	15.6%	10.0%	10.3%	8.9%	8.8%	0.0%	14.8%	0.0%
Usually	---	**13**	---	---	1	12	2	7	4	2	5	6	8	4	1	4	5	4	0	2	0
	---	**3.7%**	---	---	1.9%	4.1%	1.2%	6.2%	5.6%	4.9%	5.0%	3.0%	2.9%	6.3%	10.0%	3.4%	2.8%	11.8%	0.0%	3.3%	0.0%
Sometimes	---	**26**	---	---	3	20	11	7	7	2	9	15	23	2	0	15	9	2	1	2	0
	---	**7.5%**	---	---	5.7%	6.9%	6.8%	6.2%	9.7%	4.9%	8.9%	7.4%	8.5%	3.1%	0.0%	12.8%	5.0%	5.9%	20.0%	3.3%	0.0%
Never	---	**275**	---	---	44	230	134	89	52	36	76	162	219	48	8	86	150	25	4	48	1
	---	**79.3%**	---	---	83.0%	79.3%	83.2%	78.8%	72.2%	87.8%	75.2%	79.8%	80.5%	75.0%	80.0%	73.5%	83.3%	73.5%	80.0%	78.7%	100.0%
Significantly different from column:*																Q	P				
Never or Sometimes	---	**301**	---	---	47	250	145	96	59	38	85	177	242	50	8	101	159	27	5	50	1
	---	**86.7%**	---	---	88.7%	86.2%	90.1%	85.0%	81.9%	92.7%	84.2%	87.2%	89.0%	78.1%	80.0%	86.3%	88.3%	79.4%	100.0%	82.0%	100.0%
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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) ---General Population

Question 78

X415

When your child's plan needs to share information with you, how do you prefer to receive this information? Mark one or more.

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	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	---	**378**	---	---	54	296	167	118	75	41	102	208	293	66	10	134	191	35	5	66	1
Number missing or multiple answer	---	**33**	---	---	2	7	6	5	5	2	4	2	22	3	0	18	12	2	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	---	**345**	---	---	52	289	161	113	70	39	98	206	271	63	10	116	179	33	5	61	1
	---	**91.3%**	---	---	96.3%	97.6%	96.4%	95.8%	93.3%	95.1%	96.1%	99.0%	92.5%	95.5%	100.0%	86.6%	93.7%	94.3%	100.0%	92.4%	100.0%
By postal mail	---	**273**	---	---	42	228	121	89	62	34	83	155	215	48	9	97	133	27	3	45	1
	---	**79.1%**	---	---	80.8%	78.9%	75.2%	78.8%	88.6%	87.2%	84.7%	75.2%	79.3%	76.2%	90.0%	83.6%	74.3%	81.8%	60.0%	73.8%	100.0%
A phone call from someone at the plan	---	**186**	---	---	28	155	95	56	34	24	57	104	138	42	5	51	101	22	1	38	0
	---	**53.9%**	---	---	53.8%	53.6%	59.0%	49.6%	48.6%	61.5%	58.2%	50.5%	50.9%	66.7%	50.0%	44.0%	56.4%	66.7%	20.0%	62.3%	0.0%
By text message	---	**202**	---	---	28	172	102	64	36	19	53	128	161	38	3	61	106	22	3	35	0
	---	**58.6%**	---	---	53.8%	59.5%	63.4%	56.6%	51.4%	48.7%	54.1%	62.1%	59.4%	60.3%	30.0%	52.6%	59.2%	66.7%	60.0%	57.4%	0.0%
By email	---	**217**	---	---	29	187	110	72	35	13	53	150	173	40	4	63	121	20	2	36	0
	---	**62.9%**	---	---	55.8%	64.7%	68.3%	63.7%	50.0%	33.3%	54.1%	72.8%	63.8%	63.5%	40.0%	54.3%	67.6%	60.6%	40.0%	59.0%	0.0%
Mobile phone app	---	**88**	---	---	15	71	52	26	10	3	27	57	71	13	4	25	49	9	2	11	0
	---	**25.5%**	---	---	28.8%	24.6%	32.3%	23.0%	14.3%	7.7%	27.6%	27.7%	26.2%	20.6%	40.0%	21.6%	27.4%	27.3%	40.0%	18.0%	0.0%
On the plan's website	---	**81**	---	---	16	65	40	30	11	6	19	56	63	14	4	24	42	9	1	11	0
	---	**23.5%**	---	---	30.8%	22.5%	24.8%	26.5%	15.7%	15.4%	19.4%	27.2%	23.2%	22.2%	40.0%	20.7%	23.5%	27.3%	20.0%	18.0%	0.0%

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® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 3

In the last 6 months, did your child have an illness, injury, or condition that needed care right away?

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	(Q58) More Medical Care Than Usual	(Q61) Limited/Prevented from Doing Usual Things	(Q64) Gets Special Therapy	(Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	6 to 13	14 to 18	Child's Hispanic Status (Q71) Hispanic	Not Hispanic	Child's Race (Q72) White	African-American	Other	Child's Health Status (Q53) Excellent or Very Good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) 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	V	W
Number in sample	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	85	**2**	4	3	2	1	1	1	2	0	1	1	0	2	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	4,910	**275**	173	237	218	151	103	91	144	75	112	83	27	237	107	101	55	172	68	33	64	153	49
	98.3%	**99.3%**	97.7%	98.8%	99.1%	99.3%	99.0%	98.9%	98.6%	100.0%	99.1%	98.8%	100.0%	99.2%	99.1%	100.0%	98.2%	98.9%	100.0%	100.0%	98.5%	99.4%	100.0%
Yes	1,310	**86**	80	128	75	52	34	29	55	25	30	29	11	70	36	22	24	42	27	16	10	53	20
	26.7%	**31.3%**	46.2%	54.0%	34.4%	34.4%	33.0%	31.9%	38.2%	33.3%	26.8%	34.9%	40.7%	29.5%	33.6%	21.8%	43.6%	24.4%	39.7%	48.5%	15.6%	34.6%	40.8%
No	3,600	**189**	93	109	143	99	69	62	89	50	82	54	16	167	71	79	31	130	41	17	54	100	29
	73.3%	**68.7%**	53.8%	46.0%	65.6%	65.6%	67.0%	68.1%	61.8%	66.7%	73.2%	65.1%	59.3%	70.5%	66.4%	78.2%	56.4%	75.6%	60.3%	51.5%	84.4%	65.4%	59.2%
Significantly different from column:*		**CD**														Q	P	ST	R	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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	1,310	**86**	80	128	75	52	34	29	55	25	30	29	11	70	36	22	24	42	27	16	10	53	20
Number missing or multiple answer	23	**0**	1	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	1,287	**86**	79	124	75	52	34	29	55	25	30	29	11	70	36	22	24	42	27	16	10	53	20
	98.2%	**100.0%**	98.8%	96.9%	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%
Never	15	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	**0.0%**	1.3%	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%	0.0%	0.0%	0.0%
Sometimes	69	**6**	2	7	5	5	4	3	5	0	2	4	3	3	2	1	3	1	3	2	1	2	3
	5.4%	**7.0%**	2.5%	5.6%	6.7%	9.6%	11.8%	10.3%	9.1%	0.0%	6.7%	13.8%	27.3%	4.3%	5.6%	4.5%	12.5%	2.4%	11.1%	12.5%	10.0%	3.8%	15.0%
Usually	156	**9**	5	13	9	5	5	2	5	0	2	6	0	8	6	1	1	3	3	2	1	6	2
	12.1%	**10.5%**	6.3%	10.5%	12.0%	9.6%	14.7%	6.9%	9.1%	0.0%	6.7%	20.7%	0.0%	11.4%	16.7%	4.5%	4.2%	7.1%	11.1%	12.5%	10.0%	11.3%	10.0%
Always	1,047	**71**	71	103	61	42	25	24	45	25	26	19	8	59	28	20	20	38	21	12	8	45	15
	81.4%	**82.6%**	89.9%	83.1%	81.3%	80.8%	73.5%	82.8%	81.8%	100.0%	86.7%	65.5%	72.7%	84.3%	77.8%	90.9%	83.3%	90.5%	77.8%	75.0%	80.0%	84.9%	75.0%
Significantly different from column:*																							
Usually or Always	1,203	**80**	76	116	70	47	30	26	50	25	28	25	8	67	34	21	21	41	24	14	9	51	17
	93.5%	**93.0%**	96.2%	93.5%	93.3%	90.4%	88.2%	89.7%	90.9%	100.0%	93.3%	86.2%	72.7%	95.7%	94.4%	95.5%	87.5%	97.6%	88.9%	87.5%	90.0%	96.2%	85.0%
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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 5

In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	63	**0**	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
Usable responses	4,932	**277**	176	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
	98.7%	**100.0%**	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%	100.0%	100.0%	100.0%
Yes	3,586	**200**	151	208	167	118	77	70	107	64	78	56	20	172	84	65	43	119	53	26	23	131	40
	72.7%	**72.2%**	85.8%	86.7%	75.9%	77.6%	74.0%	76.1%	73.3%	85.3%	69.0%	66.7%	74.1%	72.0%	77.8%	64.4%	76.8%	68.4%	77.9%	78.8%	35.4%	85.1%	81.6%
No	1,346	**77**	25	32	53	34	27	22	39	11	35	28	7	67	24	36	13	55	15	7	42	23	9
	27.3%	**27.8%**	14.2%	13.3%	24.1%	22.4%	26.0%	23.9%	26.7%	14.7%	31.0%	33.3%	25.9%	28.0%	22.2%	35.6%	23.2%	31.6%	22.1%	21.2%	64.6%	14.9%	18.4%
Significantly different from column:*		**CD**								KL	J	J			P	O					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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 6

In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

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

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,586	**200**	151	208	167	118	77	70	107	64	78	56	20	172	84	65	43	119	53	26	23	131	40
Number missing or multiple answer	74	**4**	9	3	4	3	2	1	3	0	3	1	0	3	2	1	1	3	1	0	0	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	NA	NA
Usable responses	3,512	**196**	142	205	163	115	75	69	104	64	75	55	20	169	82	64	42	116	52	26	23	127	40
	97.9%	**98.0%**	94.0%	98.6%	97.6%	97.5%	97.4%	98.6%	97.2%	100.0%	96.2%	98.2%	100.0%	98.3%	97.6%	98.5%	97.7%	97.5%	98.1%	100.0%	100.0%	96.9%	100.0%
Never	57	**2**	2	1	2	1	1	1	1	0	0	2	1	1	1	0	0	1	0	1	1	1	0
	1.6%	**1.0%**	1.4%	0.5%	1.2%	0.9%	1.3%	1.4%	1.0%	0.0%	0.0%	3.6%	5.0%	0.6%	1.2%	0.0%	0.0%	0.9%	0.0%	3.8%	4.3%	0.8%	0.0%
Sometimes	387	**24**	7	18	18	15	8	10	8	9	10	5	5	18	8	9	7	14	7	3	4	18	2
	11.0%	**12.2%**	4.9%	8.8%	11.0%	13.0%	10.7%	14.5%	7.7%	14.1%	13.3%	9.1%	25.0%	10.7%	9.8%	14.1%	16.7%	12.1%	13.5%	11.5%	17.4%	14.2%	5.0%
Usually	641	**23**	19	35	21	15	12	11	15	6	6	11	1	21	11	6	5	12	9	2	2	15	6
	18.3%	**11.7%**	13.4%	17.1%	12.9%	13.0%	16.0%	15.9%	14.4%	9.4%	8.0%	20.0%	5.0%	12.4%	13.4%	9.4%	11.9%	10.3%	17.3%	7.7%	8.7%	11.8%	15.0%
Always	2,427	**147**	114	151	122	84	54	47	80	49	59	37	13	129	62	49	30	89	36	20	16	93	32
	69.1%	**75.0%**	80.3%	73.7%	74.8%	73.0%	72.0%	68.1%	76.9%	76.6%	78.7%	67.3%	65.0%	76.3%	75.6%	76.6%	71.4%	76.7%	69.2%	76.9%	69.6%	73.2%	80.0%
Significantly different from column:*																							
Usually or Always	3,068	**170**	133	186	143	99	66	58	95	55	65	48	14	150	73	55	35	101	45	22	18	108	38
	87.4%	**86.7%**	93.7%	90.7%	87.7%	86.1%	88.0%	84.1%	91.3%	85.9%	86.7%	87.3%	70.0%	88.8%	89.0%	85.9%	83.3%	87.1%	86.5%	84.6%	78.3%	85.0%	95.0%
Significantly different from column:*		**C**																					

NA - Not applicable

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Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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 get health care in person, by phone, or by video?

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	177	**9**	4	8	8	5	2	3	5	2	3	4	0	8	2	4	3	6	2	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	NA	NA
Usable responses	4,818	**268**	173	232	212	147	102	89	141	73	110	80	27	231	106	97	53	168	66	32	65	154	49
	96.5%	**96.8%**	97.7%	96.7%	96.4%	96.7%	98.1%	96.7%	96.6%	97.3%	97.3%	95.2%	100.0%	96.7%	98.1%	96.0%	94.6%	96.6%	97.1%	97.0%	100.0%	100.0%	100.0%
None	1,274	**65**	18	19	46	28	22	21	27	9	33	22	4	60	23	29	10	44	16	5	65	0	0
	26.4%	**24.3%**	10.4%	8.2%	21.7%	19.0%	21.6%	23.6%	19.1%	12.3%	30.0%	27.5%	14.8%	26.0%	21.7%	29.9%	18.9%	26.2%	24.2%	15.6%	100.0%	0.0%	0.0%
1 time	961	**47**	36	29	35	21	16	13	24	17	16	14	5	40	17	16	10	34	12	1	0	47	0
	19.9%	**17.5%**	20.8%	12.5%	16.5%	14.3%	15.7%	14.6%	17.0%	23.3%	14.5%	17.5%	18.5%	17.3%	16.0%	16.5%	18.9%	20.2%	18.2%	3.1%	0.0%	30.5%	0.0%
2	960	**46**	50	51	38	28	15	13	26	9	20	17	4	41	25	16	5	26	10	9	0	46	0
	19.9%	**17.2%**	28.9%	22.0%	17.9%	19.0%	14.7%	14.6%	18.4%	12.3%	18.2%	21.3%	14.8%	17.7%	23.6%	16.5%	9.4%	15.5%	15.2%	28.1%	0.0%	29.9%	0.0%
3	579	**36**	27	50	32	16	15	12	18	14	16	5	6	27	13	11	11	24	8	4	0	36	0
	12.0%	**13.4%**	15.6%	21.6%	15.1%	10.9%	14.7%	13.5%	12.8%	19.2%	14.5%	6.3%	22.2%	11.7%	12.3%	11.3%	20.8%	14.3%	12.1%	12.5%	0.0%	23.4%	0.0%
4	350	**25**	17	35	20	17	7	9	13	8	11	5	1	23	8	11	5	17	5	2	0	25	0
	7.3%	**9.3%**	9.8%	15.1%	9.4%	11.6%	6.9%	10.1%	9.2%	11.0%	10.0%	6.3%	3.7%	10.0%	7.5%	11.3%	9.4%	10.1%	7.6%	6.3%	0.0%	16.2%	0.0%
5 to 9	439	**36**	21	36	32	26	16	15	22	10	12	12	5	29	15	10	8	16	13	7	0	0	36
	9.1%	**13.4%**	12.1%	15.5%	15.1%	17.7%	15.7%	16.9%	15.6%	13.7%	10.9%	15.0%	18.5%	12.6%	14.2%	10.3%	15.1%	9.5%	19.7%	21.9%	0.0%	0.0%	73.5%
10 or more times	255	**13**	4	12	9	11	11	6	11	6	2	5	2	11	5	4	4	7	2	4	0	0	13
	5.3%	**4.9%**	2.3%	5.2%	4.2%	7.5%	10.8%	6.7%	7.8%	8.2%	1.8%	6.3%	7.4%	4.8%	4.7%	4.1%	7.5%	4.2%	3.0%	12.5%	0.0%	0.0%	26.5%
5 or more times	694	**49**	25	48	41	37	27	21	33	16	14	17	7	40	20	14	12	23	15	11	0	0	49
	14.4%	**18.3%**	14.5%	20.7%	19.3%	25.2%	26.5%	23.6%	23.4%	21.9%	12.7%	21.3%	25.9%	17.3%	18.9%	14.4%	22.6%	13.7%	22.7%	34.4%	0.0%	0.0%	100.0%
Significantly different from column:*																		T		R	W	W	UV

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,544	**203**	155	213	166	119	80	68	114	64	77	58	23	171	83	68	43	124	50	27	0	154	49
Number missing or multiple answer	34	**5**	1	0	5	4	2	1	3	1	3	1	0	5	3	1	1	4	1	0	0	3	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	3,510	**198**	154	213	161	115	78	67	111	63	74	57	23	166	80	67	42	120	49	27	0	151	47
	99.0%	**97.5%**	99.4%	100.0%	97.0%	96.6%	97.5%	98.5%	97.4%	98.4%	96.1%	98.3%	100.0%	97.1%	96.4%	98.5%	97.7%	96.8%	98.0%	100.0%	---	98.1%	95.9%
Never	64	**7**	1	3	6	6	4	2	5	0	2	5	2	4	5	0	2	2	2	3	0	6	1
	1.8%	**3.5%**	0.6%	1.4%	3.7%	5.2%	5.1%	3.0%	4.5%	0.0%	2.7%	8.8%	8.7%	2.4%	6.3%	0.0%	4.8%	1.7%	4.1%	11.1%	---	4.0%	2.1%
Sometimes	273	**16**	9	16	12	7	9	6	8	5	5	6	5	10	6	4	5	8	5	3	0	9	7
	7.8%	**8.1%**	5.8%	7.5%	7.5%	6.1%	11.5%	9.0%	7.2%	7.9%	6.8%	10.5%	21.7%	6.0%	7.5%	6.0%	11.9%	6.7%	10.2%	11.1%	---	6.0%	14.9%
Usually	533	**21**	21	37	19	15	8	12	14	6	8	7	3	18	8	6	6	11	8	2	0	13	8
	15.2%	**10.6%**	13.6%	17.4%	11.8%	13.0%	10.3%	17.9%	12.6%	9.5%	10.8%	12.3%	13.0%	10.8%	10.0%	9.0%	14.3%	9.2%	16.3%	7.4%	---	8.6%	17.0%
Always	2,640	**154**	123	157	124	87	57	47	84	52	59	39	13	134	61	57	29	99	34	19	0	123	31
	75.2%	**77.8%**	79.9%	73.7%	77.0%	75.7%	73.1%	70.1%	75.7%	82.5%	79.7%	68.4%	56.5%	80.7%	76.3%	85.1%	69.0%	82.5%	69.4%	70.4%	---	81.5%	66.0%
Significantly different from column:*													N	M		Q	P					W	V
Usually or Always	3,173	**175**	144	194	143	102	65	59	98	58	67	46	16	152	69	63	35	110	42	21	0	136	39
	90.4%	**88.4%**	93.5%	91.1%	88.8%	88.7%	83.3%	88.1%	88.3%	92.1%	90.5%	80.7%	69.6%	91.6%	86.3%	94.0%	83.3%	91.7%	85.7%	77.8%	---	90.1%	83.0%
Significantly different from column:*																							

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,544	**203**	155	213	166	119	80	68	114	64	77	58	23	171	83	68	43	124	50	27	0	154	49
Number missing or multiple answer	28	**2**	2	2	2	2	1	1	2	0	2	0	0	2	1	0	1	2	0	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	3,516	**201**	153	211	164	117	79	67	112	64	75	58	23	169	82	68	42	122	50	27	0	153	48
	99.2%	**99.0%**	98.7%	99.1%	98.8%	98.3%	98.8%	98.5%	98.2%	100.0%	97.4%	100.0%	100.0%	98.8%	98.8%	100.0%	97.7%	98.4%	100.0%	100.0%	---	99.4%	98.0%
0 Worst health care possible	11	**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%
1	8	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**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%
2	5	**2**	1	0	2	2	2	0	1	0	0	2	1	0	1	0	1	0	2	0	0	2	0
	0.1%	**1.0%**	0.7%	0.0%	1.2%	1.7%	2.5%	0.0%	0.9%	0.0%	0.0%	3.4%	4.3%	0.0%	1.2%	0.0%	2.4%	0.0%	4.0%	0.0%	---	1.3%	0.0%
3	13	**2**	1	0	2	2	1	2	2	0	2	0	0	2	2	0	0	0	0	2	0	1	1
	0.4%	**1.0%**	0.7%	0.0%	1.2%	1.7%	1.3%	3.0%	1.8%	0.0%	2.7%	0.0%	0.0%	1.2%	2.4%	0.0%	0.0%	0.0%	0.0%	7.4%	---	0.7%	2.1%
4	16	**1**	1	2	0	0	1	0	0	0	1	0	0	1	1	0	0	1	0	0	0	1	0
	0.5%	**0.5%**	0.7%	0.9%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.6%	1.2%	0.0%	0.0%	0.8%	0.0%	0.0%	---	0.7%	0.0%
5	82	**8**	2	6	8	5	3	3	4	3	2	3	1	6	1	6	1	5	2	1	0	6	2
	2.3%	**4.0%**	1.3%	2.8%	4.9%	4.3%	3.8%	4.5%	3.6%	4.7%	2.7%	5.2%	4.3%	3.6%	1.2%	8.8%	2.4%	4.1%	4.0%	3.7%	---	3.9%	4.2%
6	69	**3**	4	5	3	1	2	1	0	0	1	1	0	2	0	1	1	0	2	0	0	3	0
	2.0%	**1.5%**	2.6%	2.4%	1.8%	0.9%	2.5%	1.5%	0.0%	0.0%	1.3%	1.7%	0.0%	1.2%	0.0%	1.5%	2.4%	0.0%	4.0%	0.0%	---	2.0%	0.0%
7	217	**11**	12	14	9	5	4	3	6	5	2	4	1	9	1	6	4	4	3	4	0	7	4
	6.2%	**5.5%**	7.8%	6.6%	5.5%	4.3%	5.1%	4.5%	5.4%	7.8%	2.7%	6.9%	4.3%	5.3%	1.2%	8.8%	9.5%	3.3%	6.0%	14.8%	---	4.6%	8.3%
8	626	**37**	24	40	28	24	16	15	25	8	16	13	7	29	19	6	10	24	10	3	0	20	17
	17.8%	**18.4%**	15.7%	19.0%	17.1%	20.5%	20.3%	22.4%	22.3%	12.5%	21.3%	22.4%	30.4%	17.2%	23.2%	8.8%	23.8%	19.7%	20.0%	11.1%	---	13.1%	35.4%
9	574	**23**	29	25	17	14	7	9	12	12	4	7	2	21	9	7	7	16	6	1	0	20	3
	16.3%	**11.4%**	19.0%	11.8%	10.4%	12.0%	8.9%	13.4%	10.7%	18.8%	5.3%	12.1%	8.7%	12.4%	11.0%	10.3%	16.7%	13.1%	12.0%	3.7%	---	13.1%	6.3%
10 Best health care possible	1,895	**114**	79	119	95	64	43	34	62	36	47	28	11	99	48	42	18	72	25	16	0	93	21
	53.9%	**56.7%**	51.6%	56.4%	57.9%	54.7%	54.4%	50.7%	55.4%	56.3%	62.7%	48.3%	47.8%	58.6%	58.5%	61.8%	42.9%	59.0%	50.0%	59.3%	---	60.8%	43.8%

NA - Not applicable

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

	2021 CSS Average - Chronic	2021	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	3,544	**203**	155	213	166	119	80	68	114	64	77	58	23	171	83	68	43	124	50	27	0	154	49
Number missing or multiple answer	28	**2**	2	2	2	2	1	1	2	0	2	0	0	2	1	0	1	2	0	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	3,516	**201**	153	211	164	117	79	67	112	64	75	58	23	169	82	68	42	122	50	27	0	153	48
	99.2%	**99.0%**	98.7%	99.1%	98.8%	98.3%	98.8%	98.5%	98.2%	100.0%	97.4%	100.0%	100.0%	98.8%	98.8%	100.0%	97.7%	98.4%	100.0%	100.0%	---	99.4%	98.0%
0 to 4	53	**5**	3	2	4	4	4	2	3	0	3	2	1	3	4	0	1	1	2	2	0	4	1
	1.5%	**2.5%**	2.0%	0.9%	2.4%	3.4%	5.1%	3.0%	2.7%	0.0%	4.0%	3.4%	4.3%	1.8%	4.9%	0.0%	2.4%	0.8%	4.0%	7.4%	---	2.6%	2.1%
5	82	**8**	2	6	8	5	3	3	4	3	2	3	1	6	1	6	1	5	2	1	0	6	2
	2.3%	**4.0%**	1.3%	2.8%	4.9%	4.3%	3.8%	4.5%	3.6%	4.7%	2.7%	5.2%	4.3%	3.6%	1.2%	8.8%	2.4%	4.1%	4.0%	3.7%	---	3.9%	4.2%
6 or 7	286	**14**	16	19	12	6	6	4	6	5	3	5	1	11	1	7	5	4	5	4	0	10	4
	8.1%	**7.0%**	10.5%	9.0%	7.3%	5.1%	7.6%	6.0%	5.4%	7.8%	4.0%	8.6%	4.3%	6.5%	1.2%	10.3%	11.9%	3.3%	10.0%	14.8%	---	6.5%	8.3%
8 to 10	3,095	**174**	132	184	140	102	66	58	99	56	67	48	20	149	76	55	35	112	41	20	0	133	41
	88.0%	**86.6%**	86.3%	87.2%	85.4%	87.2%	83.5%	86.6%	88.4%	87.5%	89.3%	82.8%	87.0%	88.2%	92.7%	80.9%	83.3%	91.8%	82.0%	74.1%	---	86.9%	85.4%
Significantly different from column:*															P	O							
0 to 6	204	**16**	9	13	15	10	9	6	7	3	6	6	2	11	5	7	3	6	6	3	0	13	3
	5.8%	**8.0%**	5.9%	6.2%	9.1%	8.5%	11.4%	9.0%	6.3%	4.7%	8.0%	10.3%	8.7%	6.5%	6.1%	10.3%	7.1%	4.9%	12.0%	11.1%	---	8.5%	6.3%
7 to 8	843	**48**	36	54	37	29	20	18	31	13	18	17	8	38	20	12	14	28	13	7	0	27	21
	24.0%	**23.9%**	23.5%	25.6%	22.6%	24.8%	25.3%	26.9%	27.7%	20.3%	24.0%	29.3%	34.8%	22.5%	24.4%	17.6%	33.3%	23.0%	26.0%	25.9%	---	17.6%	43.8%
9 to 10	2,469	**137**	108	144	112	78	50	43	74	48	51	35	13	120	57	49	25	88	31	17	0	113	24
	70.2%	**68.2%**	70.6%	68.2%	68.3%	66.7%	63.3%	64.2%	66.1%	75.0%	68.0%	60.3%	56.5%	71.0%	69.5%	72.1%	59.5%	72.1%	62.0%	63.0%	---	73.9%	50.0%
Significantly different from column:*																						W	V

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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,544	**203**	155	213	166	119	80	68	114	64	77	58	23	171	83	68	43	124	50	27	0	154	49
Number missing or multiple answer	34	**3**	2	0	3	2	1	1	2	1	2	0	0	3	1	1	1	2	1	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	3,510	**200**	153	213	163	117	79	67	112	63	75	58	23	168	82	67	42	122	49	27	0	152	48
	99.0%	**98.5%**	98.7%	100.0%	98.2%	98.3%	98.8%	98.5%	98.2%	98.4%	97.4%	100.0%	100.0%	98.2%	98.8%	98.5%	97.7%	98.4%	98.0%	100.0%	---	98.7%	98.0%
Never	47	**0**	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.3%	**0.0%**	1.3%	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%
Sometimes	279	**17**	7	16	13	10	9	6	10	3	5	9	4	11	8	3	6	7	7	3	0	13	4
	7.9%	**8.5%**	4.6%	7.5%	8.0%	8.5%	11.4%	9.0%	8.9%	4.8%	6.7%	15.5%	17.4%	6.5%	9.8%	4.5%	14.3%	5.7%	14.3%	11.1%	---	8.6%	8.3%
Usually	780	**49**	27	45	41	34	21	18	32	13	21	14	10	38	25	13	9	26	18	5	0	34	15
	22.2%	**24.5%**	17.6%	21.1%	25.2%	29.1%	26.6%	26.9%	28.6%	20.6%	28.0%	24.1%	43.5%	22.6%	30.5%	19.4%	21.4%	21.3%	36.7%	18.5%	---	22.4%	31.3%
Always	2,404	**134**	117	150	109	73	49	43	70	47	49	35	9	119	49	51	27	89	24	19	0	105	29
	68.5%	**67.0%**	76.5%	70.4%	66.9%	62.4%	62.0%	64.2%	62.5%	74.6%	65.3%	60.3%	39.1%	70.8%	59.8%	76.1%	64.3%	73.0%	49.0%	70.4%	---	69.1%	60.4%
Significantly different from column:*													N	M	P	O		S	R				
Usually or Always	3,184	**183**	144	195	150	107	70	61	102	60	70	49	19	157	74	64	36	115	42	24	0	139	44
	90.7%	**91.5%**	94.1%	91.5%	92.0%	91.5%	88.6%	91.0%	91.1%	95.2%	93.3%	84.5%	82.6%	93.5%	90.2%	95.5%	85.7%	94.3%	85.7%	88.9%	---	91.4%	91.7%
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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 11

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

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	58	**4**	0	2	3	3	3	3	4	0	3	1	1	2	1	1	2	2	0	2	1	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	4,937	**273**	177	238	217	149	101	89	142	75	110	83	26	237	107	100	54	172	68	31	64	152	48
	98.8%	**98.6%**	100.0%	99.2%	98.6%	98.0%	97.1%	96.7%	97.3%	100.0%	97.3%	98.8%	96.3%	99.2%	99.1%	99.0%	96.4%	98.9%	100.0%	93.9%	98.5%	98.7%	98.0%
Yes	4,154	**227**	137	184	185	127	76	69	123	41	106	77	21	198	90	86	41	141	56	28	57	125	37
	84.1%	**83.2%**	77.4%	77.3%	85.3%	85.2%	75.2%	77.5%	86.6%	54.7%	96.4%	92.8%	80.8%	83.5%	84.1%	86.0%	75.9%	82.0%	82.4%	90.3%	89.1%	82.2%	77.1%
No	783	**46**	40	54	32	22	25	20	19	34	4	6	5	39	17	14	13	31	12	3	7	27	11
	15.9%	**16.8%**	22.6%	22.7%	14.7%	14.8%	24.8%	22.5%	13.4%	45.3%	3.6%	7.2%	19.2%	16.5%	15.9%	14.0%	24.1%	18.0%	17.6%	9.7%	10.9%	17.8%	22.9%
Significantly different from column:*					G	G	EFI		G	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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	4,154	**227**	137	184	185	127	76	69	123	41	106	77	21	198	90	86	41	141	56	28	57	125	37
Number missing or multiple answer	88	**3**	5	5	3	3	3	2	3	0	1	2	0	2	2	0	1	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	4,066	**224**	132	179	182	124	73	67	120	41	105	75	21	196	88	86	40	140	54	28	57	123	36
	97.9%	**98.7%**	96.4%	97.3%	98.4%	97.6%	96.1%	97.1%	97.6%	100.0%	99.1%	97.4%	100.0%	99.0%	97.8%	100.0%	97.6%	99.3%	96.4%	100.0%	100.0%	98.4%	97.3%
Yes	569	**39**	15	33	35	29	19	18	27	8	18	12	6	32	13	11	11	15	14	9	3	22	11
	14.0%	**17.4%**	11.4%	18.4%	19.2%	23.4%	26.0%	26.9%	22.5%	19.5%	17.1%	16.0%	28.6%	16.3%	14.8%	12.8%	27.5%	10.7%	25.9%	32.1%	5.3%	17.9%	30.6%
No	3,497	**185**	117	146	147	95	54	49	93	33	87	63	15	164	75	75	29	125	40	19	54	101	25
	86.0%	**82.6%**	88.6%	81.6%	80.8%	76.6%	74.0%	73.1%	77.5%	80.5%	82.9%	84.0%	71.4%	83.7%	85.2%	87.2%	72.5%	89.3%	74.1%	67.9%	94.7%	82.1%	69.4%
Significantly different from column:*																Q	P	S	R		VW	U	U

NA - Not applicable

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Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	569	**39**	15	33	35	29	19	18	27	8	18	12	6	32	13	11	11	15	14	9	3	22	11
Number missing or multiple answer	6	**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	563	**39**	15	33	35	29	19	18	27	8	18	12	6	32	13	11	11	15	14	9	3	22	11
	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%	100.0%	100.0%	100.0%
Yes	516	**38**	14	31	34	28	18	18	26	8	17	12	6	31	13	10	11	15	13	9	3	21	11
	91.7%	**97.4%**	93.3%	93.9%	97.1%	96.6%	94.7%	100.0%	96.3%	100.0%	94.4%	100.0%	100.0%	96.9%	100.0%	90.9%	100.0%	100.0%	92.9%	100.0%	100.0%	95.5%	100.0%
No	47	**1**	1	2	1	1	1	0	1	0	1	0	0	1	0	1	0	0	1	0	0	1	0
	8.3%	**2.6%**	6.7%	6.1%	2.9%	3.4%	5.3%	0.0%	3.7%	0.0%	5.6%	0.0%	0.0%	3.1%	0.0%	9.1%	0.0%	0.0%	7.1%	0.0%	0.0%	4.5%	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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	81	**2**	3	1	2	1	1	1	2	0	2	0	0	2	1	0	1	2	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	4,914	**275**	174	239	218	151	103	91	144	75	111	84	27	237	107	101	55	172	68	33	64	154	49
	98.4%	**99.3%**	98.3%	99.6%	99.1%	99.3%	99.0%	98.9%	98.6%	100.0%	98.2%	100.0%	100.0%	99.2%	99.1%	100.0%	98.2%	98.9%	100.0%	100.0%	98.5%	100.0%	100.0%
Yes	446	**26**	14	31	22	22	15	15	13	10	12	3	5	19	3	14	7	12	5	8	8	11	7
	9.1%	**9.5%**	8.0%	13.0%	10.1%	14.6%	14.6%	16.5%	9.0%	13.3%	10.8%	3.6%	18.5%	8.0%	2.8%	13.9%	12.7%	7.0%	7.4%	24.2%	12.5%	7.1%	14.3%
No	4,468	**249**	160	208	196	129	88	76	131	65	99	81	22	218	104	87	48	160	63	25	56	143	42
	90.9%	**90.5%**	92.0%	87.0%	89.9%	85.4%	85.4%	83.5%	91.0%	86.7%	89.2%	96.4%	81.5%	92.0%	97.2%	86.1%	87.3%	93.0%	92.6%	75.8%	87.5%	92.9%	85.7%
Significantly different from column:*										L		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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	446	**26**	14	31	22	22	15	15	13	10	12	3	5	19	3	14	7	12	5	8	8	11	7
Number missing or multiple answer	8	**1**	0	2	1	1	1	1	1	0	0	0	0	0	0	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	438	**25**	14	29	21	21	14	14	12	10	12	3	5	19	3	14	7	11	5	8	8	11	6
	98.2%	**96.2%**	100.0%	93.5%	95.5%	95.5%	93.3%	93.3%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	85.7%
Never	53	**5**	3	0	4	3	2	3	5	2	3	0	0	4	0	3	2	2	1	1	1	3	1
	12.1%	**20.0%**	21.4%	0.0%	19.0%	14.3%	14.3%	21.4%	41.7%	20.0%	25.0%	0.0%	0.0%	21.1%	0.0%	21.4%	28.6%	18.2%	20.0%	12.5%	12.5%	27.3%	16.7%
Sometimes	65	**4**	1	4	3	4	3	2	2	1	1	2	2	2	0	1	2	1	1	2	1	1	2
	14.8%	**16.0%**	7.1%	13.8%	14.3%	19.0%	21.4%	14.3%	16.7%	10.0%	8.3%	66.7%	40.0%	10.5%	0.0%	7.1%	28.6%	9.1%	20.0%	25.0%	12.5%	9.1%	33.3%
Usually	84	**6**	2	7	4	6	3	3	1	3	3	0	2	4	1	3	2	3	0	3	2	2	2
	19.2%	**24.0%**	14.3%	24.1%	19.0%	28.6%	21.4%	21.4%	8.3%	30.0%	25.0%	0.0%	40.0%	21.1%	33.3%	21.4%	28.6%	27.3%	0.0%	37.5%	25.0%	18.2%	33.3%
Always	236	**10**	8	18	10	8	6	6	4	4	5	1	1	9	2	7	1	5	3	2	4	5	1
	53.9%	**40.0%**	57.1%	62.1%	47.6%	38.1%	42.9%	42.9%	33.3%	40.0%	41.7%	33.3%	20.0%	47.4%	66.7%	50.0%	14.3%	45.5%	60.0%	25.0%	50.0%	45.5%	16.7%
Significantly different from column:*																							
Usually or Always	320	**16**	10	25	14	14	9	9	5	7	8	1	3	13	3	10	3	8	3	5	6	7	3
	73.1%	**64.0%**	71.4%	86.2%	66.7%	66.7%	64.3%	64.3%	41.7%	70.0%	66.7%	33.3%	60.0%	68.4%	100.0%	71.4%	42.9%	72.7%	60.0%	62.5%	75.0%	63.6%	50.0%
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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	446	**26**	14	31	22	22	15	15	13	10	12	3	5	19	3	14	7	12	5	8	8	11	7
Number missing or multiple answer	4	**1**	0	0	1	1	1	1	1	0	0	0	0	0	0	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	442	**25**	14	31	21	21	14	14	12	10	12	3	5	19	3	14	7	11	5	8	8	11	6
	99.1%	**96.2%**	100.0%	100.0%	95.5%	95.5%	93.3%	93.3%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	85.7%
Yes	333	**13**	12	27	12	10	7	6	7	4	9	0	2	11	1	8	4	6	4	3	4	6	3
	75.3%	**52.0%**	85.7%	87.1%	57.1%	47.6%	50.0%	42.9%	58.3%	40.0%	75.0%	0.0%	40.0%	57.9%	33.3%	57.1%	57.1%	54.5%	80.0%	37.5%	50.0%	54.5%	50.0%
No	109	**12**	2	4	9	11	7	8	5	6	3	3	3	8	2	6	3	5	1	5	4	5	3
	24.7%	**48.0%**	14.3%	12.9%	42.9%	52.4%	50.0%	57.1%	41.7%	60.0%	25.0%	100.0%	60.0%	42.1%	66.7%	42.9%	42.9%	45.5%	20.0%	62.5%	50.0%	45.5%	50.0%
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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	83	**2**	1	1	1	1	1	0	2	0	1	1	1	1	1	0	1	1	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	4,912	**275**	176	239	219	151	103	92	144	75	112	83	26	238	107	101	55	173	68	32	65	154	48
	98.3%	**99.3%**	99.4%	99.6%	99.5%	99.3%	99.0%	100.0%	98.6%	100.0%	99.1%	98.8%	96.3%	99.6%	99.1%	100.0%	98.2%	99.4%	100.0%	97.0%	100.0%	100.0%	98.0%
Yes	1,280	**69**	38	55	48	50	41	59	49	37	22	9	9	58	22	25	18	35	20	13	13	35	19
	26.1%	**25.1%**	21.6%	23.0%	21.9%	33.1%	39.8%	64.1%	34.0%	49.3%	19.6%	10.8%	34.6%	24.4%	20.6%	24.8%	32.7%	20.2%	29.4%	40.6%	20.0%	22.7%	39.6%
No	3,632	**206**	138	184	171	101	62	33	95	38	90	74	17	180	85	76	37	138	48	19	52	119	29
	73.9%	**74.9%**	78.4%	77.0%	78.1%	66.9%	60.2%	35.9%	66.0%	50.7%	80.4%	89.2%	65.4%	75.6%	79.4%	75.2%	67.3%	79.8%	70.6%	59.4%	80.0%	77.3%	60.4%
Significantly different from column:*					FGHI	EH	EH	EFGI	EH	KL	J	J						T		R	W	W	UV

NA - Not applicable

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Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	1,280	**69**	38	55	48	50	41	59	49	37	22	9	9	58	22	25	18	35	20	13	13	35	19
Number missing or multiple answer	25	**1**	1	1	1	0	0	1	1	1	0	0	0	1	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	NA	NA
Usable responses	1,255	**68**	37	54	47	50	41	58	48	36	22	9	9	57	22	24	18	35	19	13	13	34	19
	98.0%	**98.6%**	97.4%	98.2%	97.9%	100.0%	100.0%	98.3%	98.0%	97.3%	100.0%	100.0%	100.0%	98.3%	100.0%	96.0%	100.0%	100.0%	95.0%	100.0%	100.0%	97.1%	100.0%
Never	139	**13**	6	7	7	9	6	9	11	8	3	2	3	10	6	3	3	6	3	3	2	8	3
	11.1%	**19.1%**	16.2%	13.0%	14.9%	18.0%	14.6%	15.5%	22.9%	22.2%	13.6%	22.2%	33.3%	17.5%	27.3%	12.5%	16.7%	17.1%	15.8%	23.1%	15.4%	23.5%	15.8%
Sometimes	203	**7**	7	9	5	6	6	6	5	1	4	2	1	6	0	3	4	3	3	1	2	5	0
	16.2%	**10.3%**	18.9%	16.7%	10.6%	12.0%	14.6%	10.3%	10.4%	2.8%	18.2%	22.2%	11.1%	10.5%	0.0%	12.5%	22.2%	8.6%	15.8%	7.7%	15.4%	14.7%	0.0%
Usually	234	**12**	6	7	10	11	7	11	7	5	5	2	2	10	4	2	5	7	4	1	1	6	5
	18.6%	**17.6%**	16.2%	13.0%	21.3%	22.0%	17.1%	19.0%	14.6%	13.9%	22.7%	22.2%	22.2%	17.5%	18.2%	8.3%	27.8%	20.0%	21.1%	7.7%	7.7%	17.6%	26.3%
Always	679	**36**	18	31	25	24	22	32	25	22	10	3	3	31	12	16	6	19	9	8	8	15	11
	54.1%	**52.9%**	48.6%	57.4%	53.2%	48.0%	53.7%	55.2%	52.1%	61.1%	45.5%	33.3%	33.3%	54.4%	54.5%	66.7%	33.3%	54.3%	47.4%	61.5%	61.5%	44.1%	57.9%
Significantly different from column:*																Q	P						
Usually or Always	913	**48**	24	38	35	35	29	43	32	27	15	5	5	41	16	18	11	26	13	9	9	21	16
	72.7%	**70.6%**	64.9%	70.4%	74.5%	70.0%	70.7%	74.1%	66.7%	75.0%	68.2%	55.6%	55.6%	71.9%	72.7%	75.0%	61.1%	74.3%	68.4%	69.2%	69.2%	61.8%	84.2%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	1,280	**69**	38	55	48	50	41	59	49	37	22	9	9	58	22	25	18	35	20	13	13	35	19
Number missing or multiple answer	26	**1**	0	1	1	1	0	1	1	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	NA	NA
Usable responses	1,254	**68**	38	54	47	49	41	58	48	36	22	9	9	57	21	25	18	34	20	13	12	35	19
	98.0%	**98.6%**	100.0%	98.2%	97.9%	98.0%	100.0%	98.3%	98.0%	97.3%	100.0%	100.0%	100.0%	98.3%	95.5%	100.0%	100.0%	97.1%	100.0%	100.0%	92.3%	100.0%	100.0%
Yes	789	**52**	23	43	36	40	33	46	34	31	15	5	6	44	15	21	13	23	19	10	7	29	15
	62.9%	**76.5%**	60.5%	79.6%	76.6%	81.6%	80.5%	79.3%	70.8%	86.1%	68.2%	55.6%	66.7%	77.2%	71.4%	84.0%	72.2%	67.6%	95.0%	76.9%	58.3%	82.9%	78.9%
No	465	**16**	15	11	11	9	8	12	14	5	7	4	3	13	6	4	5	11	1	3	5	6	4
	37.1%	**23.5%**	39.5%	20.4%	23.4%	18.4%	19.5%	20.7%	29.2%	13.9%	31.8%	44.4%	33.3%	22.8%	28.6%	16.0%	27.8%	32.4%	5.0%	23.1%	41.7%	17.1%	21.1%
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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	95	**3**	3	0	1	1	0	1	3	1	2	0	0	3	1	2	0	3	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
Usable responses	4,900	**274**	174	240	219	151	104	91	143	74	111	84	27	236	107	99	56	171	68	33	63	154	49
	98.1%	**98.9%**	98.3%	100.0%	99.5%	99.3%	100.0%	98.9%	97.9%	98.7%	98.2%	100.0%	100.0%	98.7%	99.1%	98.0%	100.0%	98.3%	100.0%	100.0%	96.9%	100.0%	100.0%
Yes	2,140	**116**	69	86	86	86	59	50	104	22	47	43	14	95	47	34	28	67	26	21	18	68	26
	43.7%	**42.3%**	39.7%	35.8%	39.3%	57.0%	56.7%	54.9%	72.7%	29.7%	42.3%	51.2%	51.9%	40.3%	43.9%	34.3%	50.0%	39.2%	38.2%	63.6%	28.6%	44.2%	53.1%
No	2,760	**158**	105	154	133	65	45	41	39	52	64	41	13	141	60	65	28	104	42	12	45	86	23
	56.3%	**57.7%**	60.3%	64.2%	60.7%	43.0%	43.3%	45.1%	27.3%	70.3%	57.7%	48.8%	48.1%	59.7%	56.1%	65.7%	50.0%	60.8%	61.8%	36.4%	71.4%	55.8%	46.9%
Significantly different from column:*					FGHI	EI	EI	EI	EFGH	L		J						T	T	RS	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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,140	**116**	69	86	86	86	59	50	104	22	47	43	14	95	47	34	28	67	26	21	18	68	26
Number missing or multiple answer	37	**4**	0	1	3	3	2	1	3	1	2	1	0	4	4	0	0	2	1	1	0	3	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	2,103	**112**	69	85	83	83	57	49	101	21	45	42	14	91	43	34	28	65	25	20	18	65	25
	98.3%	**96.6%**	100.0%	98.8%	96.5%	96.5%	96.6%	98.0%	97.1%	95.5%	95.7%	97.7%	100.0%	95.8%	91.5%	100.0%	100.0%	97.0%	96.2%	95.2%	100.0%	95.6%	96.2%
Never	261	**13**	12	6	10	12	7	8	12	5	2	6	3	9	2	4	6	6	4	2	3	8	2
	12.4%	**11.6%**	17.4%	7.1%	12.0%	14.5%	12.3%	16.3%	11.9%	23.8%	4.4%	14.3%	21.4%	9.9%	4.7%	11.8%	21.4%	9.2%	16.0%	10.0%	16.7%	12.3%	8.0%
Sometimes	298	**15**	8	19	12	12	8	7	12	1	8	5	1	12	5	4	5	9	3	3	4	6	2
	14.2%	**13.4%**	11.6%	22.4%	14.5%	14.5%	14.0%	14.3%	11.9%	4.8%	17.8%	11.9%	7.1%	13.2%	11.6%	11.8%	17.9%	13.8%	12.0%	15.0%	22.2%	9.2%	8.0%
Usually	430	**18**	11	16	13	13	8	7	18	1	10	7	3	15	7	2	8	10	5	3	1	10	7
	20.4%	**16.1%**	15.9%	18.8%	15.7%	15.7%	14.0%	14.3%	17.8%	4.8%	22.2%	16.7%	21.4%	16.5%	16.3%	5.9%	28.6%	15.4%	20.0%	15.0%	5.6%	15.4%	28.0%
Always	1,114	**66**	38	44	48	46	34	27	59	14	25	24	7	55	29	24	9	40	13	12	10	41	14
	53.0%	**58.9%**	55.1%	51.8%	57.8%	55.4%	59.6%	55.1%	58.4%	66.7%	55.6%	57.1%	50.0%	60.4%	67.4%	70.6%	32.1%	61.5%	52.0%	60.0%	55.6%	63.1%	56.0%
Significantly different from column:*															Q	Q	OP						
Usually or Always	1,544	**84**	49	60	61	59	42	34	77	15	35	31	10	70	36	26	17	50	18	15	11	51	21
	73.4%	**75.0%**	71.0%	70.6%	73.5%	71.1%	73.7%	69.4%	76.2%	71.4%	77.8%	73.8%	71.4%	76.9%	83.7%	76.5%	60.7%	76.9%	72.0%	75.0%	61.1%	78.5%	84.0%
Significantly different from column:*															Q		O						

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,140	**116**	69	86	86	86	59	50	104	22	47	43	14	95	47	34	28	67	26	21	18	68	26
Number missing or multiple answer	37	**3**	0	1	3	3	3	1	3	1	0	2	0	2	2	0	1	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	NA	NA	NA	NA	NA
Usable responses	2,103	**113**	69	85	83	83	56	49	101	21	47	41	14	93	45	34	27	67	24	20	18	66	25
	98.3%	**97.4%**	100.0%	98.8%	96.5%	96.5%	94.9%	98.0%	97.1%	95.5%	100.0%	95.3%	100.0%	97.9%	95.7%	100.0%	96.4%	100.0%	92.3%	95.2%	100.0%	97.1%	96.2%
Yes	1,171	**69**	39	58	52	49	34	29	61	15	30	20	8	56	30	18	15	39	19	10	5	43	18
	55.7%	**61.1%**	56.5%	68.2%	62.7%	59.0%	60.7%	59.2%	60.4%	71.4%	63.8%	48.8%	57.1%	60.2%	66.7%	52.9%	55.6%	58.2%	79.2%	50.0%	27.8%	65.2%	72.0%
No	932	**44**	30	27	31	34	22	20	40	6	17	21	6	37	15	16	12	28	5	10	13	23	7
	44.3%	**38.9%**	43.5%	31.8%	37.3%	41.0%	39.3%	40.8%	39.6%	28.6%	36.2%	51.2%	42.9%	39.8%	33.3%	47.1%	44.4%	41.8%	20.8%	50.0%	72.2%	34.8%	28.0%
Significantly different from column:*																			T	S	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	102	**5**	5	0	3	2	3	1	4	0	2	3	1	3	2	0	2	2	2	1	2	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	4,893	**272**	172	240	217	150	101	91	142	75	111	81	26	236	106	101	54	172	66	32	63	154	47
	98.0%	**98.2%**	97.2%	100.0%	98.6%	98.7%	97.1%	98.9%	97.3%	100.0%	98.2%	96.4%	96.3%	98.7%	98.1%	100.0%	96.4%	98.9%	97.1%	97.0%	96.9%	100.0%	95.9%
Yes	1,936	**116**	64	96	97	80	52	46	71	37	44	33	13	97	49	32	30	62	40	12	12	69	31
	39.6%	**42.6%**	37.2%	40.0%	44.7%	53.3%	51.5%	50.5%	50.0%	49.3%	39.6%	40.7%	50.0%	41.1%	46.2%	31.7%	55.6%	36.0%	60.6%	37.5%	19.0%	44.8%	66.0%
No	2,957	**156**	108	144	120	70	49	45	71	38	67	48	13	139	57	69	24	110	26	20	51	85	16
	60.4%	**57.4%**	62.8%	60.0%	55.3%	46.7%	48.5%	49.5%	50.0%	50.7%	60.4%	59.3%	50.0%	58.9%	53.8%	68.3%	44.4%	64.0%	39.4%	62.5%	81.0%	55.2%	34.0%
Significantly different from column:*															P	OQ	P	S	RT	S	VW	UW	UV

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	1,936	**116**	64	96	97	80	52	46	71	37	44	33	13	97	49	32	30	62	40	12	12	69	31
Number missing or multiple answer	34	**4**	2	2	3	3	1	0	1	1	2	1	0	3	2	1	1	2	2	0	0	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	NA	NA
Usable responses	1,902	**112**	62	94	94	77	51	46	70	36	42	32	13	94	47	31	29	60	38	12	12	65	31
	98.2%	**96.6%**	96.9%	97.9%	96.9%	96.3%	98.1%	100.0%	98.6%	97.3%	95.5%	97.0%	100.0%	96.9%	95.9%	96.9%	96.7%	96.8%	95.0%	100.0%	100.0%	94.2%	100.0%
Yes	1,146	**75**	35	60	64	56	35	34	44	28	29	16	7	65	35	20	17	38	29	6	8	41	23
	60.3%	**67.0%**	56.5%	63.8%	68.1%	72.7%	68.6%	73.9%	62.9%	77.8%	69.0%	50.0%	53.8%	69.1%	74.5%	64.5%	58.6%	63.3%	76.3%	50.0%	66.7%	63.1%	74.2%
No	756	**37**	27	34	30	21	16	12	26	8	13	16	6	29	12	11	12	22	9	6	4	24	8
	39.7%	**33.0%**	43.5%	36.2%	31.9%	27.3%	31.4%	26.1%	37.1%	22.2%	31.0%	50.0%	46.2%	30.9%	25.5%	35.5%	41.4%	36.7%	23.7%	50.0%	33.3%	36.9%	25.8%
Significantly different from column:*										L		J											

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 25

A personal doctor is the one your child would talk to 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

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	67	**1**	0	2	1	0	0	0	1	0	1	0	0	1	1	0	0	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	4,928	**276**	177	238	219	152	104	92	145	75	112	84	27	238	107	101	56	173	68	33	65	154	49
	98.7%	**99.6%**	100.0%	99.2%	99.5%	100.0%	100.0%	100.0%	99.3%	100.0%	99.1%	100.0%	100.0%	99.6%	99.1%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	4,556	**248**	166	225	198	138	95	80	132	70	100	73	23	214	99	88	51	153	64	29	52	144	44
	92.5%	**89.9%**	93.8%	94.5%	90.4%	90.8%	91.3%	87.0%	91.0%	93.3%	89.3%	86.9%	85.2%	89.9%	92.5%	87.1%	91.1%	88.4%	94.1%	87.9%	80.0%	93.5%	89.8%
No	372	**28**	11	13	21	14	9	12	13	5	12	11	4	24	8	13	5	20	4	4	13	10	5
	7.5%	**10.1%**	6.2%	5.5%	9.6%	9.2%	8.7%	13.0%	9.0%	6.7%	10.7%	13.1%	14.8%	10.1%	7.5%	12.9%	8.9%	11.6%	5.9%	12.1%	20.0%	6.5%	10.2%
Significantly different from column:*																					V	U	

NA - Not applicable

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Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 26

In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

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

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	4,556	**248**	166	225	198	138	95	80	132	70	100	73	23	214	99	88	51	153	64	29	52	144	44
Number missing or multiple answer	92	**9**	3	5	9	4	2	2	5	1	7	1	0	8	6	1	2	8	1	0	1	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	NA	NA
Usable responses	4,464	**239**	163	220	189	134	93	78	127	69	93	72	23	206	93	87	49	145	63	29	51	139	44
	98.0%	**96.4%**	98.2%	97.8%	95.5%	97.1%	97.9%	97.5%	96.2%	98.6%	93.0%	98.6%	100.0%	96.3%	93.9%	98.9%	96.1%	94.8%	98.4%	100.0%	98.1%	96.5%	100.0%
None	1,073	**46**	14	17	33	21	14	9	22	7	22	16	5	39	10	27	6	30	11	5	28	13	3
	24.0%	**19.2%**	8.6%	7.7%	17.5%	15.7%	15.1%	11.5%	17.3%	10.1%	23.7%	22.2%	21.7%	18.9%	10.8%	31.0%	12.2%	20.7%	17.5%	17.2%	54.9%	9.4%	6.8%
1 time	1,379	**57**	56	39	37	31	24	17	28	18	24	15	6	47	23	20	12	38	15	4	9	43	4
	30.9%	**23.8%**	34.4%	17.7%	19.6%	23.1%	25.8%	21.8%	22.0%	26.1%	25.8%	20.8%	26.1%	22.8%	24.7%	23.0%	24.5%	26.2%	23.8%	13.8%	17.6%	30.9%	9.1%
2	996	**58**	45	63	49	34	21	21	34	17	24	16	7	50	22	19	16	35	14	8	8	43	6
	22.3%	**24.3%**	27.6%	28.6%	25.9%	25.4%	22.6%	26.9%	26.8%	24.6%	25.8%	22.2%	30.4%	24.3%	23.7%	21.8%	32.7%	24.1%	22.2%	27.6%	15.7%	30.9%	13.6%
3	479	**34**	16	43	29	19	14	13	18	14	9	11	3	30	17	10	7	20	9	5	2	25	7
	10.7%	**14.2%**	9.8%	19.5%	15.3%	14.2%	15.1%	16.7%	14.2%	20.3%	9.7%	15.3%	13.0%	14.6%	18.3%	11.5%	14.3%	13.8%	14.3%	17.2%	3.9%	18.0%	15.9%
4	218	**22**	11	31	19	11	9	8	12	6	9	5	2	19	10	6	4	13	5	3	0	13	9
	4.9%	**9.2%**	6.7%	14.1%	10.1%	8.2%	9.7%	10.3%	9.4%	8.7%	9.7%	6.9%	8.7%	9.2%	10.8%	6.9%	8.2%	9.0%	7.9%	10.3%	0.0%	9.4%	20.5%
5 to 9	237	**17**	19	25	17	14	8	8	10	4	5	7	0	16	8	5	2	8	6	3	3	1	12
	5.3%	**7.1%**	11.7%	11.4%	9.0%	10.4%	8.6%	10.3%	7.9%	5.8%	5.4%	9.7%	0.0%	7.8%	8.6%	5.7%	4.1%	5.5%	9.5%	10.3%	5.9%	0.7%	27.3%
10 or more times	82	**5**	2	2	5	4	3	2	3	3	0	2	0	5	3	0	2	1	3	1	1	1	3
	1.8%	**2.1%**	1.2%	0.9%	2.6%	3.0%	3.2%	2.6%	2.4%	4.3%	0.0%	2.8%	0.0%	2.4%	3.2%	0.0%	4.1%	0.7%	4.8%	3.4%	2.0%	0.7%	6.8%
2 or more times	2,012	**136**	93	164	119	82	55	52	77	44	47	41	12	120	60	40	31	77	37	20	14	83	37
	45.1%	**56.9%**	57.1%	74.5%	63.0%	61.2%	59.1%	66.7%	60.6%	63.8%	50.5%	56.9%	52.2%	58.3%	64.5%	46.0%	63.3%	53.1%	58.7%	69.0%	27.5%	59.7%	84.1%
Significantly different from column:*		**AD**													P	O					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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC 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)

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	3,391	**193**	149	203	156	113	79	69	105	62	71	56	18	167	83	60	43	115	52	24	23	126	41
Number missing or multiple answer	11	**0**	2	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	3,380	**193**	147	202	156	113	79	69	105	62	71	56	18	167	83	60	43	115	52	24	23	126	41
	99.7%	**100.0%**	98.7%	99.5%	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%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	45	**3**	0	2	3	2	3	0	2	1	0	2	1	1	0	0	3	1	2	0	0	3	0
	1.3%	**1.6%**	0.0%	1.0%	1.9%	1.8%	3.8%	0.0%	1.9%	1.6%	0.0%	3.6%	5.6%	0.6%	0.0%	0.0%	7.0%	0.9%	3.8%	0.0%	0.0%	2.4%	0.0%
Sometimes	135	**9**	6	6	7	6	5	5	5	1	4	3	1	7	4	4	0	5	2	2	2	5	2
	4.0%	**4.7%**	4.1%	3.0%	4.5%	5.3%	6.3%	7.2%	4.8%	1.6%	5.6%	5.4%	5.6%	4.2%	4.8%	6.7%	0.0%	4.3%	3.8%	8.3%	8.7%	4.0%	4.9%
Usually	435	**17**	14	21	10	13	9	9	10	7	5	5	0	17	12	3	2	10	6	1	1	10	6
	12.9%	**8.8%**	9.5%	10.4%	6.4%	11.5%	11.4%	13.0%	9.5%	11.3%	7.0%	8.9%	0.0%	10.2%	14.5%	5.0%	4.7%	8.7%	11.5%	4.2%	4.3%	7.9%	14.6%
Always	2,765	**164**	127	173	136	92	62	55	88	53	62	46	16	142	67	53	38	99	42	21	20	108	33
	81.8%	**85.0%**	86.4%	85.6%	87.2%	81.4%	78.5%	79.7%	83.8%	85.5%	87.3%	82.1%	88.9%	85.0%	80.7%	88.3%	88.4%	86.1%	80.8%	87.5%	87.0%	85.7%	80.5%
Significantly different from column:*																							
Usually or Always	3,200	**181**	141	194	146	105	71	64	98	60	67	51	16	159	79	56	40	109	48	22	21	118	39
	94.7%	**93.8%**	95.9%	96.0%	93.6%	92.9%	89.9%	92.8%	93.3%	96.8%	94.4%	91.1%	88.9%	95.2%	95.2%	93.3%	93.0%	94.8%	92.3%	91.7%	91.3%	93.7%	95.1%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,391	**193**	149	203	156	113	79	69	105	62	71	56	18	167	83	60	43	115	52	24	23	126	41
Number missing or multiple answer	5	**1**	2	2	0	1	0	0	1	0	0	1	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	NA	NA	NA	NA	NA
Usable responses	3,386	**192**	147	201	156	112	79	69	104	62	71	55	18	166	83	59	43	115	51	24	22	126	41
	99.9%	**99.5%**	98.7%	99.0%	100.0%	99.1%	100.0%	100.0%	99.0%	100.0%	100.0%	98.2%	100.0%	99.4%	100.0%	98.3%	100.0%	100.0%	98.1%	100.0%	95.7%	100.0%	100.0%
Never	34	**1**	0	0	1	1	1	0	1	0	0	1	0	0	0	0	1	0	1	0	0	1	0
	1.0%	**0.5%**	0.0%	0.0%	0.6%	0.9%	1.3%	0.0%	1.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	2.0%	0.0%	0.0%	0.8%	0.0%
Sometimes	136	**7**	6	7	5	5	3	4	2	2	3	1	1	5	4	3	0	3	2	2	1	4	2
	4.0%	**3.6%**	4.1%	3.5%	3.2%	4.5%	3.8%	5.8%	1.9%	3.2%	4.2%	1.8%	5.6%	3.0%	4.8%	5.1%	0.0%	2.6%	3.9%	8.3%	4.5%	3.2%	4.9%
Usually	402	**16**	12	23	13	11	10	9	9	3	7	6	1	14	7	2	6	8	7	1	2	10	4
	11.9%	**8.3%**	8.2%	11.4%	8.3%	9.8%	12.7%	13.0%	8.7%	4.8%	9.9%	10.9%	5.6%	8.4%	8.4%	3.4%	14.0%	7.0%	13.7%	4.2%	9.1%	7.9%	9.8%
Always	2,814	**168**	129	171	137	95	65	56	92	57	61	47	16	147	72	54	36	104	41	21	19	111	35
	83.1%	**87.5%**	87.8%	85.1%	87.8%	84.8%	82.3%	81.2%	88.5%	91.9%	85.9%	85.5%	88.9%	88.6%	86.7%	91.5%	83.7%	90.4%	80.4%	87.5%	86.4%	88.1%	85.4%
Significantly different from column:*																							
Usually or Always	3,216	**184**	141	194	150	106	75	65	101	60	68	53	17	161	79	56	42	112	48	22	21	121	39
	95.0%	**95.8%**	95.9%	96.5%	96.2%	94.6%	94.9%	94.2%	97.1%	96.8%	95.8%	96.4%	94.4%	97.0%	95.2%	94.9%	97.7%	97.4%	94.1%	91.7%	95.5%	96.0%	95.1%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,391	**193**	149	203	156	113	79	69	105	62	71	56	18	167	83	60	43	115	52	24	23	126	41
Number missing or multiple answer	4	**0**	2	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	3,387	**193**	147	201	156	113	79	69	105	62	71	56	18	167	83	60	43	115	52	24	23	126	41
	99.9%	**100.0%**	98.7%	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%
Never	20	**1**	1	0	0	1	0	0	1	0	0	1	0	1	0	1	0	0	1	0	1	0	0
	0.6%	**0.5%**	0.7%	0.0%	0.0%	0.9%	0.0%	0.0%	1.0%	0.0%	0.0%	1.8%	0.0%	0.6%	0.0%	1.7%	0.0%	0.0%	1.9%	0.0%	4.3%	0.0%	0.0%
Sometimes	100	**8**	2	4	6	5	5	3	4	2	2	3	1	5	4	2	2	5	2	1	2	5	1
	3.0%	**4.1%**	1.4%	2.0%	3.8%	4.4%	6.3%	4.3%	3.8%	3.2%	2.8%	5.4%	5.6%	3.0%	4.8%	3.3%	4.7%	4.3%	3.8%	4.2%	8.7%	4.0%	2.4%
Usually	301	**11**	10	19	8	7	7	6	7	3	4	4	1	10	6	2	3	6	4	1	2	5	4
	8.9%	**5.7%**	6.8%	9.5%	5.1%	6.2%	8.9%	8.7%	6.7%	4.8%	5.6%	7.1%	5.6%	6.0%	7.2%	3.3%	7.0%	5.2%	7.7%	4.2%	8.7%	4.0%	9.8%
Always	2,966	**173**	134	178	142	100	67	60	93	57	65	48	16	151	73	55	38	104	45	22	18	116	36
	87.6%	**89.6%**	91.2%	88.6%	91.0%	88.5%	84.8%	87.0%	88.6%	91.9%	91.5%	85.7%	88.9%	90.4%	88.0%	91.7%	88.4%	90.4%	86.5%	91.7%	78.3%	92.1%	87.8%
Significantly different from column:*																							
Usually or Always	3,267	**184**	144	197	150	107	74	66	100	60	69	52	17	161	79	57	41	110	49	23	20	121	40
	96.5%	**95.3%**	98.0%	98.0%	96.2%	94.7%	93.7%	95.7%	95.2%	96.8%	97.2%	92.9%	94.4%	96.4%	95.2%	95.0%	95.3%	95.7%	94.2%	95.8%	87.0%	96.0%	97.6%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	3,391	**193**	149	203	156	113	79	69	105	62	71	56	18	167	83	60	43	115	52	24	23	126	41
Number missing or multiple answer	31	**4**	3	3	4	2	1	1	1	1	2	1	0	3	2	1	1	3	1	0	1	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	3,360	**189**	146	200	152	111	78	68	104	61	69	55	18	164	81	59	42	112	51	24	22	124	40
	99.1%	**97.9%**	98.0%	98.5%	97.4%	98.2%	98.7%	98.6%	99.0%	98.4%	97.2%	98.2%	100.0%	98.2%	97.6%	98.3%	97.7%	97.4%	98.1%	100.0%	95.7%	98.4%	97.6%
Yes	2,445	**127**	107	124	104	66	42	25	71	16	56	54	13	109	61	36	26	77	32	17	16	85	24
	72.8%	**67.2%**	73.3%	62.0%	68.4%	59.5%	53.8%	36.8%	68.3%	26.2%	81.2%	98.2%	72.2%	66.5%	75.3%	61.0%	61.9%	68.8%	62.7%	70.8%	72.7%	68.5%	60.0%
No	915	**62**	39	76	48	45	36	43	33	45	13	1	5	55	20	23	16	35	19	7	6	39	16
	27.2%	**32.8%**	26.7%	38.0%	31.6%	40.5%	46.2%	63.2%	31.7%	73.8%	18.8%	1.8%	27.8%	33.5%	24.7%	39.0%	38.1%	31.3%	37.3%	29.2%	27.3%	31.5%	40.0%
Significantly different from column:*					GH	H	EHI	EFGI	GH	KL	JL	JK											

NA - Not applicable

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Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,445	**127**	107	124	104	66	42	25	71	16	56	54	13	109	61	36	26	77	32	17	16	85	24
Number missing or multiple answer	27	**0**	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
Usable responses	2,418	**127**	106	124	104	66	42	25	71	16	56	54	13	109	61	36	26	77	32	17	16	85	24
	98.9%	**100.0%**	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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	19	**2**	0	0	2	2	1	1	1	0	1	1	1	1	2	0	0	0	1	1	0	2	0
	0.8%	**1.6%**	0.0%	0.0%	1.9%	3.0%	2.4%	4.0%	1.4%	0.0%	1.8%	1.9%	7.7%	0.9%	3.3%	0.0%	0.0%	0.0%	3.1%	5.9%	0.0%	2.4%	0.0%
Sometimes	115	**6**	7	7	3	4	3	2	4	0	4	2	1	4	3	2	1	3	2	1	1	4	1
	4.8%	**4.7%**	6.6%	5.6%	2.9%	6.1%	7.1%	8.0%	5.6%	0.0%	7.1%	3.7%	7.7%	3.7%	4.9%	5.6%	3.8%	3.9%	6.3%	5.9%	6.3%	4.7%	4.2%
Usually	390	**18**	11	16	15	10	6	5	12	2	8	8	2	16	12	3	3	10	4	4	1	12	5
	16.1%	**14.2%**	10.4%	12.9%	14.4%	15.2%	14.3%	20.0%	16.9%	12.5%	14.3%	14.8%	15.4%	14.7%	19.7%	8.3%	11.5%	13.0%	12.5%	23.5%	6.3%	14.1%	20.8%
Always	1,894	**101**	88	101	84	50	32	17	54	14	43	43	9	88	44	31	22	64	25	11	14	67	18
	78.3%	**79.5%**	83.0%	81.5%	80.8%	75.8%	76.2%	68.0%	76.1%	87.5%	76.8%	79.6%	69.2%	80.7%	72.1%	86.1%	84.6%	83.1%	78.1%	64.7%	87.5%	78.8%	75.0%
Significantly different from column:*																							
Usually or Always	2,284	**119**	99	117	99	60	38	22	66	16	51	51	11	104	56	34	25	74	29	15	15	79	23
	94.5%	**93.7%**	93.4%	94.4%	95.2%	90.9%	90.5%	88.0%	93.0%	100.0%	91.1%	94.4%	84.6%	95.4%	91.8%	94.4%	96.2%	96.1%	90.6%	88.2%	93.8%	92.9%	95.8%
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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,391	**193**	149	203	156	113	79	69	105	62	71	56	18	167	83	60	43	115	52	24	23	126	41
Number missing or multiple answer	25	**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	3,366	**193**	146	201	156	113	79	69	105	62	71	56	18	167	83	60	43	115	52	24	23	126	41
	99.3%	**100.0%**	98.0%	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%
Never	81	**4**	3	2	3	3	2	2	3	0	2	2	2	2	2	0	2	1	1	2	0	4	0
	2.4%	**2.1%**	2.1%	1.0%	1.9%	2.7%	2.5%	2.9%	2.9%	0.0%	2.8%	3.6%	11.1%	1.2%	2.4%	0.0%	4.7%	0.9%	1.9%	8.3%	0.0%	3.2%	0.0%
Sometimes	244	**14**	4	18	11	9	5	6	7	4	4	5	0	13	3	8	2	6	6	2	3	6	5
	7.2%	**7.3%**	2.7%	9.0%	7.1%	8.0%	6.3%	8.7%	6.7%	6.5%	5.6%	8.9%	0.0%	7.8%	3.6%	13.3%	4.7%	5.2%	11.5%	8.3%	13.0%	4.8%	12.2%
Usually	617	**26**	23	34	17	17	14	13	14	10	8	7	2	23	14	6	5	16	6	3	2	18	6
	18.3%	**13.5%**	15.8%	16.9%	10.9%	15.0%	17.7%	18.8%	13.3%	16.1%	11.3%	12.5%	11.1%	13.8%	16.9%	10.0%	11.6%	13.9%	11.5%	12.5%	8.7%	14.3%	14.6%
Always	2,424	**149**	116	147	125	84	58	48	81	48	57	42	14	129	64	46	34	92	39	17	18	98	30
	72.0%	**77.2%**	79.5%	73.1%	80.1%	74.3%	73.4%	69.6%	77.1%	77.4%	80.3%	75.0%	77.8%	77.2%	77.1%	76.7%	79.1%	80.0%	75.0%	70.8%	78.3%	77.8%	73.2%
Significantly different from column:*																							
Usually or Always	3,041	**175**	139	181	142	101	72	61	95	58	65	49	16	152	78	52	39	108	45	20	20	116	36
	90.3%	**90.7%**	95.2%	90.0%	91.0%	89.4%	91.1%	88.4%	90.5%	93.5%	91.5%	87.5%	88.9%	91.0%	94.0%	86.7%	90.7%	93.9%	86.5%	83.3%	87.0%	92.1%	87.8%
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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,391	**193**	149	203	156	113	79	69	105	62	71	56	18	167	83	60	43	115	52	24	23	126	41
Number missing or multiple answer	18	**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	3,373	**193**	146	201	156	113	79	69	105	62	71	56	18	167	83	60	43	115	52	24	23	126	41
	99.5%	**100.0%**	98.0%	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	2,997	**175**	131	188	143	103	71	63	97	57	67	48	16	154	77	54	37	106	44	23	19	117	36
	88.9%	**90.7%**	89.7%	93.5%	91.7%	91.2%	89.9%	91.3%	92.4%	91.9%	94.4%	85.7%	88.9%	92.2%	92.8%	90.0%	86.0%	92.2%	84.6%	95.8%	82.6%	92.9%	87.8%
No	376	**18**	15	13	13	10	8	6	8	5	4	8	2	13	6	6	6	9	8	1	4	9	5
	11.1%	**9.3%**	10.3%	6.5%	8.3%	8.8%	10.1%	8.7%	7.6%	8.1%	5.6%	14.3%	11.1%	7.8%	7.2%	10.0%	14.0%	7.8%	15.4%	4.2%	17.4%	7.1%	12.2%
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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,391	**193**	149	203	156	113	79	69	105	62	71	56	18	167	83	60	43	115	52	24	23	126	41
Number missing or multiple answer	21	**3**	4	2	3	1	1	0	2	0	0	3	0	3	2	0	1	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	NA	NA	NA	NA	NA
Usable responses	3,370	**190**	145	201	153	112	78	69	103	62	71	53	18	164	81	60	42	114	50	24	22	126	39
	99.4%	**98.4%**	97.3%	99.0%	98.1%	99.1%	98.7%	100.0%	98.1%	100.0%	100.0%	94.6%	100.0%	98.2%	97.6%	100.0%	97.7%	99.1%	96.2%	100.0%	95.7%	100.0%	95.1%
Yes	1,843	**111**	81	111	92	80	56	48	70	42	35	31	12	94	45	34	29	56	36	17	9	70	31
	54.7%	**58.4%**	55.9%	55.2%	60.1%	71.4%	71.8%	69.6%	68.0%	67.7%	49.3%	58.5%	66.7%	57.3%	55.6%	56.7%	69.0%	49.1%	72.0%	70.8%	40.9%	55.6%	79.5%
No	1,527	**79**	64	90	61	32	22	21	33	20	36	22	6	70	36	26	13	58	14	7	13	56	8
	45.3%	**41.6%**	44.1%	44.8%	39.9%	28.6%	28.2%	30.4%	32.0%	32.3%	50.7%	41.5%	33.3%	42.7%	44.4%	43.3%	31.0%	50.9%	28.0%	29.2%	59.1%	44.4%	20.5%
Significantly different from column:*										K	J							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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	1,843	**111**	81	111	92	80	56	48	70	42	35	31	12	94	45	34	29	56	36	17	9	70	31
Number missing or multiple answer	32	**0**	1	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	1,811	**111**	80	108	92	80	56	48	70	42	35	31	12	94	45	34	29	56	36	17	9	70	31
	98.3%	**100.0%**	98.8%	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%
Never	102	**9**	5	4	7	9	3	3	7	1	3	5	1	7	3	4	2	3	4	2	0	5	4
	5.6%	**8.1%**	6.3%	3.7%	7.6%	11.3%	5.4%	6.3%	10.0%	2.4%	8.6%	16.1%	8.3%	7.4%	6.7%	11.8%	6.9%	5.4%	11.1%	11.8%	0.0%	7.1%	12.9%
Sometimes	177	**5**	4	7	4	3	2	2	3	0	1	3	1	4	2	1	2	3	1	1	1	3	1
	9.8%	**4.5%**	5.0%	6.5%	4.3%	3.8%	3.6%	4.2%	4.3%	0.0%	2.9%	9.7%	8.3%	4.3%	4.4%	2.9%	6.9%	5.4%	2.8%	5.9%	11.1%	4.3%	3.2%
Usually	401	**22**	18	33	16	17	15	15	13	9	8	4	2	18	9	4	8	10	8	3	2	15	5
	22.1%	**19.8%**	22.5%	30.6%	17.4%	21.3%	26.8%	31.3%	18.6%	21.4%	22.9%	12.9%	16.7%	19.1%	20.0%	11.8%	27.6%	17.9%	22.2%	17.6%	22.2%	21.4%	16.1%
Always	1,131	**75**	53	64	65	51	36	28	47	32	23	19	8	65	31	25	17	40	23	11	6	47	21
	62.5%	**67.6%**	66.3%	59.3%	70.7%	63.8%	64.3%	58.3%	67.1%	76.2%	65.7%	61.3%	66.7%	69.1%	68.9%	73.5%	58.6%	71.4%	63.9%	64.7%	66.7%	67.1%	67.7%
Significantly different from column:*																							
Usually or Always	1,532	**97**	71	97	81	68	51	43	60	41	31	23	10	83	40	29	25	50	31	14	8	62	26
	84.6%	**87.4%**	88.8%	89.8%	88.0%	85.0%	91.1%	89.6%	85.7%	97.6%	88.6%	74.2%	83.3%	88.3%	88.9%	85.3%	86.2%	89.3%	86.1%	82.4%	88.9%	88.6%	83.9%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	4,556	**248**	166	225	198	138	95	80	132	70	100	73	23	214	99	88	51	153	64	29	52	144	44
Number missing or multiple answer	70	**3**	1	1	3	2	1	2	2	0	3	0	0	3	2	1	0	3	0	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	4,486	**245**	165	224	195	136	94	78	130	70	97	73	23	211	97	87	51	150	64	29	52	141	44
	98.5%	**98.8%**	99.4%	99.6%	98.5%	98.6%	98.9%	97.5%	98.5%	100.0%	97.0%	100.0%	100.0%	98.6%	98.0%	98.9%	100.0%	98.0%	100.0%	100.0%	100.0%	97.9%	100.0%
0 Worst personal doctor possible	17	**1**	0	0	1	1	1	0	0	0	0	1	1	0	1	0	0	0	1	0	0	1	0
	0.4%	**0.4%**	0.0%	0.0%	0.5%	0.7%	1.1%	0.0%	0.0%	0.0%	0.0%	1.4%	4.3%	0.0%	1.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.7%	0.0%
1	8	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**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%
2	14	**1**	0	0	1	1	1	0	1	0	0	1	0	0	0	0	1	0	1	0	0	1	0
	0.3%	**0.4%**	0.0%	0.0%	0.5%	0.7%	1.1%	0.0%	0.8%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	1.6%	0.0%	0.0%	0.7%	0.0%
3	20	**2**	1	0	2	2	1	2	2	0	2	0	0	1	1	1	0	0	0	2	0	2	0
	0.4%	**0.8%**	0.6%	0.0%	1.0%	1.5%	1.1%	2.6%	1.5%	0.0%	2.1%	0.0%	0.0%	0.5%	1.0%	1.1%	0.0%	0.0%	0.0%	6.9%	0.0%	1.4%	0.0%
4	28	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	0.6%	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%
5	102	**4**	3	4	3	2	3	2	2	1	0	2	0	4	2	1	1	4	0	0	1	2	1
	2.3%	**1.6%**	1.8%	1.8%	1.5%	1.5%	3.2%	2.6%	1.5%	1.4%	0.0%	2.7%	0.0%	1.9%	2.1%	1.1%	2.0%	2.7%	0.0%	0.0%	1.9%	1.4%	2.3%
6	90	**7**	3	3	5	4	2	3	3	0	3	4	0	6	1	4	2	1	4	2	3	3	1
	2.0%	**2.9%**	1.8%	1.3%	2.6%	2.9%	2.1%	3.8%	2.3%	0.0%	3.1%	5.5%	0.0%	2.8%	1.0%	4.6%	3.9%	0.7%	6.3%	6.9%	5.8%	2.1%	2.3%
7	229	**11**	5	15	10	7	5	4	6	2	3	6	1	10	3	5	2	4	5	2	5	1	4
	5.1%	**4.5%**	3.0%	6.7%	5.1%	5.1%	5.3%	5.1%	4.6%	2.9%	3.1%	8.2%	4.3%	4.7%	3.1%	5.7%	3.9%	2.7%	7.8%	6.9%	9.6%	0.7%	9.1%
8	558	**18**	18	24	12	9	8	5	10	5	7	6	3	14	9	5	3	10	6	2	4	7	6
	12.4%	**7.3%**	10.9%	10.7%	6.2%	6.6%	8.5%	6.4%	7.7%	7.1%	7.2%	8.2%	13.0%	6.6%	9.3%	5.7%	5.9%	6.7%	9.4%	6.9%	7.7%	5.0%	13.6%
9	648	**33**	24	33	21	22	14	10	18	9	15	8	3	28	14	9	8	26	4	2	7	20	6
	14.4%	**13.5%**	14.5%	14.7%	10.8%	16.2%	14.9%	12.8%	13.8%	12.9%	15.5%	11.0%	13.0%	13.3%	14.4%	10.3%	15.7%	17.3%	6.3%	6.9%	13.5%	14.2%	13.6%
10 Best personal doctor possible	2,772	**168**	110	143	140	88	59	52	88	53	67	45	15	148	66	62	34	105	43	19	32	104	26
	61.8%	**68.6%**	66.7%	63.8%	71.8%	64.7%	62.8%	66.7%	67.7%	75.7%	69.1%	61.6%	65.2%	70.1%	68.0%	71.3%	66.7%	70.0%	67.2%	65.5%	61.5%	73.8%	59.1%

NA - Not applicable

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	4,556	**248**	166	225	198	138	95	80	132	70	100	73	23	214	99	88	51	153	64	29	52	144	44
Number missing or multiple answer	70	**3**	1	1	3	2	1	2	2	0	3	0	0	3	2	1	0	3	0	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	4,486	**245**	165	224	195	136	94	78	130	70	97	73	23	211	97	87	51	150	64	29	52	141	44
	98.5%	**98.8%**	99.4%	99.6%	98.5%	98.6%	98.9%	97.5%	98.5%	100.0%	97.0%	100.0%	100.0%	98.6%	98.0%	98.9%	100.0%	98.0%	100.0%	100.0%	100.0%	97.9%	100.0%
0 to 4	87	**4**	2	2	4	4	3	2	3	0	2	2	1	1	2	1	1	0	2	2	0	4	0
	1.9%	**1.6%**	1.2%	0.9%	2.1%	2.9%	3.2%	2.6%	2.3%	0.0%	2.1%	2.7%	4.3%	0.5%	2.1%	1.1%	2.0%	0.0%	3.1%	6.9%	0.0%	2.8%	0.0%
5	102	**4**	3	4	3	2	3	2	2	1	0	2	0	4	2	1	1	4	0	0	1	2	1
	2.3%	**1.6%**	1.8%	1.8%	1.5%	1.5%	3.2%	2.6%	1.5%	1.4%	0.0%	2.7%	0.0%	1.9%	2.1%	1.1%	2.0%	2.7%	0.0%	0.0%	1.9%	1.4%	2.3%
6 or 7	319	**18**	8	18	15	11	7	7	9	2	6	10	1	16	4	9	4	5	9	4	8	4	5
	7.1%	**7.3%**	4.8%	8.0%	7.7%	8.1%	7.4%	9.0%	6.9%	2.9%	6.2%	13.7%	4.3%	7.6%	4.1%	10.3%	7.8%	3.3%	14.1%	13.8%	15.4%	2.8%	11.4%
8 to 10	3,978	**219**	152	200	173	119	81	67	116	67	89	59	21	190	89	76	45	141	53	23	43	131	38
	88.7%	**89.4%**	92.1%	89.3%	88.7%	87.5%	86.2%	85.9%	89.2%	95.7%	91.8%	80.8%	91.3%	90.0%	91.8%	87.4%	88.2%	94.0%	82.8%	79.3%	82.7%	92.9%	86.4%
Significantly different from column:*										L	L	JK						S	R		V	U	
0 to 6	279	**15**	8	9	12	10	8	7	8	1	5	8	1	11	5	6	4	5	6	4	4	9	2
	6.2%	**6.1%**	4.8%	4.0%	6.2%	7.4%	8.5%	9.0%	6.2%	1.4%	5.2%	11.0%	4.3%	5.2%	5.2%	6.9%	7.8%	3.3%	9.4%	13.8%	7.7%	6.4%	4.5%
7 to 8	787	**29**	23	39	22	16	13	9	16	7	10	12	4	24	12	10	5	14	11	4	9	8	10
	17.5%	**11.8%**	13.9%	17.4%	11.3%	11.8%	13.8%	11.5%	12.3%	10.0%	10.3%	16.4%	17.4%	11.4%	12.4%	11.5%	9.8%	9.3%	17.2%	13.8%	17.3%	5.7%	22.7%
9 to 10	3,420	**201**	134	176	161	110	73	62	106	62	82	53	18	176	80	71	42	131	47	21	39	124	32
	76.2%	**82.0%**	81.2%	78.6%	82.6%	80.9%	77.7%	79.5%	81.5%	88.6%	84.5%	72.6%	78.3%	83.4%	82.5%	81.6%	82.4%	87.3%	73.4%	72.4%	75.0%	87.9%	72.7%
Significantly different from column:*		**A**								L		J						S	R		V	UW	V

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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,556	**248**	166	225	198	138	95	80	132	70	100	73	23	214	99	88	51	153	64	29	52	144	44
Number missing or multiple answer	88	**5**	1	2	5	2	1	2	3	1	4	0	0	5	3	2	0	5	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	NA	NA
Usable responses	4,468	**243**	165	223	193	136	94	78	129	69	96	73	23	209	96	86	51	148	64	29	51	140	44
	98.1%	**98.0%**	99.4%	99.1%	97.5%	98.6%	98.9%	97.5%	97.7%	98.6%	96.0%	100.0%	100.0%	97.7%	97.0%	97.7%	100.0%	96.7%	100.0%	100.0%	98.1%	97.2%	100.0%
Yes	3,132	**172**	112	155	138	114	79	66	105	46	68	54	17	146	75	49	40	95	52	23	32	96	39
	70.1%	**70.8%**	67.9%	69.5%	71.5%	83.8%	84.0%	84.6%	81.4%	66.7%	70.8%	74.0%	73.9%	69.9%	78.1%	57.0%	78.4%	64.2%	81.3%	79.3%	62.7%	68.6%	88.6%
No	1,336	**71**	53	68	55	22	15	12	24	23	28	19	6	63	21	37	11	53	12	6	19	44	5
	29.9%	**29.2%**	32.1%	30.5%	28.5%	16.2%	16.0%	15.4%	18.6%	33.3%	29.2%	26.0%	26.1%	30.1%	21.9%	43.0%	21.6%	35.8%	18.8%	20.7%	37.3%	31.4%	11.4%
Significantly different from column:*					FGHI	E	E	E	E						P	OQ	P	S	R		W	W	UV

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,132	**172**	112	155	138	114	79	66	105	46	68	54	17	146	75	49	40	95	52	23	32	96	39
Number missing or multiple answer	51	**2**	1	2	2	2	1	1	2	0	1	1	0	2	0	0	2	1	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	3,081	**170**	111	153	136	112	78	65	103	46	67	53	17	144	75	49	38	94	51	23	32	96	38
	98.4%	**98.8%**	99.1%	98.7%	98.6%	98.2%	98.7%	98.5%	98.1%	100.0%	98.5%	98.1%	100.0%	98.6%	100.0%	100.0%	95.0%	98.9%	98.1%	100.0%	100.0%	100.0%	97.4%
Yes	2,848	**159**	104	145	128	105	72	62	94	46	61	48	14	138	71	45	36	88	47	22	30	91	34
	92.4%	**93.5%**	93.7%	94.8%	94.1%	93.8%	92.3%	95.4%	91.3%	100.0%	91.0%	90.6%	82.4%	95.8%	94.7%	91.8%	94.7%	93.6%	92.2%	95.7%	93.8%	94.8%	89.5%
No	233	**11**	7	8	8	7	6	3	9	0	6	5	3	6	4	4	2	6	4	1	2	5	4
	7.6%	**6.5%**	6.3%	5.2%	5.9%	6.3%	7.7%	4.6%	8.7%	0.0%	9.0%	9.4%	17.6%	4.2%	5.3%	8.2%	5.3%	6.4%	7.8%	4.3%	6.3%	5.2%	10.5%
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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,132	**172**	112	155	138	114	79	66	105	46	68	54	17	146	75	49	40	95	52	23	32	96	39
Number missing or multiple answer	67	**4**	1	3	4	3	2	2	3	1	1	2	0	4	1	1	2	3	1	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	3,065	**168**	111	152	134	111	77	64	102	45	67	52	17	142	74	48	38	92	51	23	32	95	37
	97.9%	**97.7%**	99.1%	98.1%	97.1%	97.4%	97.5%	97.0%	97.1%	97.8%	98.5%	96.3%	100.0%	97.3%	98.7%	98.0%	95.0%	96.8%	98.1%	100.0%	100.0%	99.0%	94.9%
Yes	2,733	**149**	100	138	119	99	68	57	90	42	57	47	15	128	68	42	34	83	45	20	28	86	31
	89.2%	**88.7%**	90.1%	90.8%	88.8%	89.2%	88.3%	89.1%	88.2%	93.3%	85.1%	90.4%	88.2%	90.1%	91.9%	87.5%	89.5%	90.2%	88.2%	87.0%	87.5%	90.5%	83.8%
No	332	**19**	11	14	15	12	9	7	12	3	10	5	2	14	6	6	4	9	6	3	4	9	6
	10.8%	**11.3%**	9.9%	9.2%	11.2%	10.8%	11.7%	10.9%	11.8%	6.7%	14.9%	9.6%	11.8%	9.9%	8.1%	12.5%	10.5%	9.8%	11.8%	13.0%	12.5%	9.5%	16.2%
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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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 with a specialist?

Base: All respondents

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	37	**5**	2	4	4	3	1	2	4	2	1	2	0	5	5	0	0	5	0	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	4,958	**272**	175	236	216	149	103	90	142	73	112	82	27	234	103	101	56	169	68	33	64	153	47
	99.3%	**98.2%**	98.9%	98.3%	98.2%	98.0%	99.0%	97.8%	97.3%	97.3%	99.1%	97.6%	100.0%	97.9%	95.4%	100.0%	100.0%	97.1%	100.0%	100.0%	98.5%	99.4%	95.9%
Yes	1,968	**119**	70	109	103	75	53	45	62	40	47	30	8	108	50	38	27	63	34	20	22	66	27
	39.7%	**43.8%**	40.0%	46.2%	47.7%	50.3%	51.5%	50.0%	43.7%	54.8%	42.0%	36.6%	29.6%	46.2%	48.5%	37.6%	48.2%	37.3%	50.0%	60.6%	34.4%	43.1%	57.4%
No	2,990	**153**	105	127	113	74	50	45	80	33	65	52	19	126	53	63	29	106	34	13	42	87	20
	60.3%	**56.3%**	60.0%	53.8%	52.3%	49.7%	48.5%	50.0%	56.3%	45.2%	58.0%	63.4%	70.4%	53.8%	51.5%	62.4%	51.8%	62.7%	50.0%	39.4%	65.6%	56.9%	42.6%
Significantly different from column:*										L		J						T		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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 41

In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

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

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	1,968	**119**	70	109	103	75	53	45	62	40	47	30	8	108	50	38	27	63	34	20	22	66	27
Number missing or multiple answer	24	**0**	0	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	1,944	**119**	70	108	103	75	53	45	62	40	47	30	8	108	50	38	27	63	34	20	22	66	27
	98.8%	**100.0%**	100.0%	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%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	58	**5**	1	7	4	3	3	2	4	0	2	3	2	3	1	0	4	2	2	1	1	4	0
	3.0%	**4.2%**	1.4%	6.5%	3.9%	4.0%	5.7%	4.4%	6.5%	0.0%	4.3%	10.0%	25.0%	2.8%	2.0%	0.0%	14.8%	3.2%	5.9%	5.0%	4.5%	6.1%	0.0%
Sometimes	277	**16**	13	17	14	13	8	9	7	8	7	1	2	14	7	4	5	8	5	2	4	8	3
	14.2%	**13.4%**	18.6%	15.7%	13.6%	17.3%	15.1%	20.0%	11.3%	20.0%	14.9%	3.3%	25.0%	13.0%	14.0%	10.5%	18.5%	12.7%	14.7%	10.0%	18.2%	12.1%	11.1%
Usually	415	**20**	15	24	14	11	10	6	11	6	8	6	1	18	10	4	5	12	2	6	3	8	7
	21.3%	**16.8%**	21.4%	22.2%	13.6%	14.7%	18.9%	13.3%	17.7%	15.0%	17.0%	20.0%	12.5%	16.7%	20.0%	10.5%	18.5%	19.0%	5.9%	30.0%	13.6%	12.1%	25.9%
Always	1,194	**78**	41	60	71	48	32	28	40	26	30	20	3	73	32	30	13	41	25	11	14	46	17
	61.4%	**65.5%**	58.6%	55.6%	68.9%	64.0%	60.4%	62.2%	64.5%	65.0%	63.8%	66.7%	37.5%	67.6%	64.0%	78.9%	48.1%	65.1%	73.5%	55.0%	63.6%	69.7%	63.0%
Significantly different from column:*																Q	P						
Usually or Always	1,609	**98**	56	84	85	59	42	34	51	32	38	26	4	91	42	34	18	53	27	17	17	54	24
	82.8%	**82.4%**	80.0%	77.8%	82.5%	78.7%	79.2%	75.6%	82.3%	80.0%	80.9%	86.7%	50.0%	84.3%	84.0%	89.5%	66.7%	84.1%	79.4%	85.0%	77.3%	81.8%	88.9%
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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 42

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

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

	2021 CSS Average - Chronic	2021	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	1,968	**119**	70	109	103	75	53	45	62	40	47	30	8	108	50	38	27	63	34	20	22	66	27
Number missing or multiple answer	31	**3**	1	1	2	3	3	2	2	1	1	1	0	3	2	1	0	1	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	1,937	**116**	69	108	101	72	50	43	60	39	46	29	8	105	48	37	27	62	33	19	21	65	27
	98.4%	**97.5%**	98.6%	99.1%	98.1%	96.0%	94.3%	95.6%	96.8%	97.5%	97.9%	96.7%	100.0%	97.2%	96.0%	97.4%	100.0%	98.4%	97.1%	95.0%	95.5%	98.5%	100.0%
None	92	**7**	2	6	7	4	4	3	2	2	3	2	0	7	4	1	2	4	1	2	2	3	2
	4.7%	**6.0%**	2.9%	5.6%	6.9%	5.6%	8.0%	7.0%	3.3%	5.1%	6.5%	6.9%	0.0%	6.7%	8.3%	2.7%	7.4%	6.5%	3.0%	10.5%	9.5%	4.6%	7.4%
1 specialist	1,012	**58**	34	59	51	26	17	12	28	16	24	17	3	54	23	23	9	31	17	8	12	35	10
	52.2%	**50.0%**	49.3%	54.6%	50.5%	36.1%	34.0%	27.9%	46.7%	41.0%	52.2%	58.6%	37.5%	51.4%	47.9%	62.2%	33.3%	50.0%	51.5%	42.1%	57.1%	53.8%	37.0%
2	487	**35**	22	23	28	30	16	16	21	12	15	8	3	31	16	8	11	19	10	6	5	17	11
	25.1%	**30.2%**	31.9%	21.3%	27.7%	41.7%	32.0%	37.2%	35.0%	30.8%	32.6%	27.6%	37.5%	29.5%	33.3%	21.6%	40.7%	30.6%	30.3%	31.6%	23.8%	26.2%	40.7%
3	208	**8**	9	7	7	4	5	5	5	4	3	1	2	6	3	1	4	6	2	0	2	6	0
	10.7%	**6.9%**	13.0%	6.5%	6.9%	5.6%	10.0%	11.6%	8.3%	10.3%	6.5%	3.4%	25.0%	5.7%	6.3%	2.7%	14.8%	9.7%	6.1%	0.0%	9.5%	9.2%	0.0%
4	66	**3**	1	4	3	3	3	3	1	2	1	0	0	3	0	3	0	0	2	1	0	2	1
	3.4%	**2.6%**	1.4%	3.7%	3.0%	4.2%	6.0%	7.0%	1.7%	5.1%	2.2%	0.0%	0.0%	2.9%	0.0%	8.1%	0.0%	0.0%	6.1%	5.3%	0.0%	3.1%	3.7%
5 or more specialists	72	**5**	1	9	5	5	5	4	3	3	0	1	0	4	2	1	1	2	1	2	0	2	3
	3.7%	**4.3%**	1.4%	8.3%	5.0%	6.9%	10.0%	9.3%	5.0%	7.7%	0.0%	3.4%	0.0%	3.8%	4.2%	2.7%	3.7%	3.2%	3.0%	10.5%	0.0%	3.1%	11.1%
3 or more specialists	346	**16**	11	20	15	12	13	12	9	9	4	2	2	13	5	5	5	8	5	3	2	10	4
	17.9%	**13.8%**	15.9%	18.5%	14.9%	16.7%	26.0%	27.9%	15.0%	23.1%	8.7%	6.9%	25.0%	12.4%	10.4%	13.5%	18.5%	12.9%	15.2%	15.8%	9.5%	15.4%	14.8%
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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 43

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

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

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	1,845	**109**	67	102	94	68	46	40	58	37	43	27	8	98	44	36	25	58	32	17	19	62	25
Number missing or multiple answer	12	**2**	2	1	2	1	0	0	2	0	0	2	0	2	1	0	1	1	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	1,833	**107**	65	101	92	67	46	40	56	37	43	25	8	96	43	36	24	57	31	17	19	61	25
	99.3%	**98.2%**	97.0%	99.0%	97.9%	98.5%	100.0%	100.0%	96.6%	100.0%	100.0%	92.6%	100.0%	98.0%	97.7%	100.0%	96.0%	98.3%	96.9%	100.0%	100.0%	98.4%	100.0%
0 Worst specialist possible	10	**0**	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**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%
1	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%**	3.1%	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%
2	8	**0**	0	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%	0.0%	0.0%
3	11	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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**	1	1	1	0	0	0	1	0	1	0	0	1	0	0	1	1	0	0	0	1	0
	0.9%	**0.9%**	1.5%	1.0%	1.1%	0.0%	0.0%	0.0%	1.8%	0.0%	2.3%	0.0%	0.0%	1.0%	0.0%	0.0%	4.2%	1.8%	0.0%	0.0%	0.0%	1.6%	0.0%
5	39	**3**	2	3	3	2	2	2	2	1	1	1	0	3	0	1	2	1	1	0	1	1	1
	2.1%	**2.8%**	3.1%	3.0%	3.3%	3.0%	4.3%	5.0%	3.6%	2.7%	2.3%	4.0%	0.0%	3.1%	0.0%	2.8%	8.3%	1.8%	3.2%	0.0%	5.3%	1.6%	4.0%
6	39	**2**	1	0	1	1	1	2	0	2	0	0	0	2	1	1	0	1	1	0	1	0	1
	2.1%	**1.9%**	1.5%	0.0%	1.1%	1.5%	2.2%	5.0%	0.0%	5.4%	0.0%	0.0%	0.0%	2.1%	2.3%	2.8%	0.0%	1.8%	3.2%	0.0%	5.3%	0.0%	4.0%
7	108	**8**	3	8	4	5	5	4	5	2	4	2	2	5	4	1	3	2	2	4	0	4	4
	5.9%	**7.5%**	4.6%	7.9%	4.3%	7.5%	10.9%	10.0%	8.9%	5.4%	9.3%	8.0%	25.0%	5.2%	9.3%	2.8%	12.5%	3.5%	6.5%	23.5%	0.0%	6.6%	16.0%
8	246	**14**	7	12	14	11	7	6	9	2	9	2	0	14	7	4	2	8	3	2	2	9	3
	13.4%	**13.1%**	10.8%	11.9%	15.2%	16.4%	15.2%	15.0%	16.1%	5.4%	20.9%	8.0%	0.0%	14.6%	16.3%	11.1%	8.3%	14.0%	9.7%	11.8%	10.5%	14.8%	12.0%
9	297	**11**	11	12	8	6	4	3	5	6	3	2	0	11	6	4	1	6	5	0	2	8	1
	16.2%	**10.3%**	16.9%	11.9%	8.7%	9.0%	8.7%	7.5%	8.9%	16.2%	7.0%	8.0%	0.0%	11.5%	14.0%	11.1%	4.2%	10.5%	16.1%	0.0%	10.5%	13.1%	4.0%
10 Best specialist possible	1,055	**68**	38	63	61	42	27	23	34	24	25	18	6	60	25	25	15	38	19	11	13	38	15
	57.6%	**63.6%**	58.5%	62.4%	66.3%	62.7%	58.7%	57.5%	60.7%	64.9%	58.1%	72.0%	75.0%	62.5%	58.1%	69.4%	62.5%	66.7%	61.3%	64.7%	68.4%	62.3%	60.0%

NA - Not applicable

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 43

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

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

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	1,845	**109**	67	102	94	68	46	40	58	37	43	27	8	98	44	36	25	58	32	17	19	62	25
Number missing or multiple answer	12	**2**	2	1	2	1	0	0	2	0	0	2	0	2	1	0	1	1	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	1,833	**107**	65	101	92	67	46	40	56	37	43	25	8	96	43	36	24	57	31	17	19	61	25
	99.3%	**98.2%**	97.0%	99.0%	97.9%	98.5%	100.0%	100.0%	96.6%	100.0%	100.0%	92.6%	100.0%	98.0%	97.7%	100.0%	96.0%	98.3%	96.9%	100.0%	100.0%	98.4%	100.0%
0 to 4	49	**1**	3	3	1	0	0	0	1	0	1	0	0	1	0	0	1	1	0	0	0	1	0
	2.7%	**0.9%**	4.6%	3.0%	1.1%	0.0%	0.0%	0.0%	1.8%	0.0%	2.3%	0.0%	0.0%	1.0%	0.0%	0.0%	4.2%	1.8%	0.0%	0.0%	0.0%	1.6%	0.0%
5	39	**3**	2	3	3	2	2	2	2	1	1	1	0	3	0	1	2	1	1	0	1	1	1
	2.1%	**2.8%**	3.1%	3.0%	3.3%	3.0%	4.3%	5.0%	3.6%	2.7%	2.3%	4.0%	0.0%	3.1%	0.0%	2.8%	8.3%	1.8%	3.2%	0.0%	5.3%	1.6%	4.0%
6 or 7	147	**10**	4	8	5	6	6	6	5	4	4	2	2	7	5	2	3	3	3	4	1	4	5
	8.0%	**9.3%**	6.2%	7.9%	5.4%	9.0%	13.0%	15.0%	8.9%	10.8%	9.3%	8.0%	25.0%	7.3%	11.6%	5.6%	12.5%	5.3%	9.7%	23.5%	5.3%	6.6%	20.0%
8 to 10	1,598	**93**	56	87	83	59	38	32	48	32	37	22	6	85	38	33	18	52	27	13	17	55	19
	87.2%	**86.9%**	86.2%	86.1%	90.2%	88.1%	82.6%	80.0%	85.7%	86.5%	86.0%	88.0%	75.0%	88.5%	88.4%	91.7%	75.0%	91.2%	87.1%	76.5%	89.5%	90.2%	76.0%
Significantly different from column:*																							
0 to 6	127	**6**	6	6	5	3	3	4	3	3	2	1	0	6	1	2	3	3	2	0	2	2	2
	6.9%	**5.6%**	9.2%	5.9%	5.4%	4.5%	6.5%	10.0%	5.4%	8.1%	4.7%	4.0%	0.0%	6.3%	2.3%	5.6%	12.5%	5.3%	6.5%	0.0%	10.5%	3.3%	8.0%
7 to 8	354	**22**	10	20	18	16	12	10	14	4	13	4	2	19	11	5	5	10	5	6	2	13	7
	19.3%	**20.6%**	15.4%	19.8%	19.6%	23.9%	26.1%	25.0%	25.0%	10.8%	30.2%	16.0%	25.0%	19.8%	25.6%	13.9%	20.8%	17.5%	16.1%	35.3%	10.5%	21.3%	28.0%
9 to 10	1,352	**79**	49	75	69	48	31	26	39	30	28	20	6	71	31	29	16	44	24	11	15	46	16
	73.8%	**73.8%**	75.4%	74.3%	75.0%	71.6%	67.4%	65.0%	69.6%	81.1%	65.1%	80.0%	75.0%	74.0%	72.1%	80.6%	66.7%	77.2%	77.4%	64.7%	78.9%	75.4%	64.0%
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.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC 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

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	73	**3**	1	3	1	2	1	0	3	0	1	2	1	1	1	1	1	1	2	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	4,922	**274**	176	237	219	150	103	92	143	75	112	82	26	238	107	100	55	173	66	33	64	152	49
	98.5%	**98.9%**	99.4%	98.8%	99.5%	98.7%	99.0%	100.0%	97.9%	100.0%	99.1%	97.6%	96.3%	99.6%	99.1%	99.0%	98.2%	99.4%	97.1%	100.0%	98.5%	98.7%	100.0%
Yes	1,410	**84**	53	71	67	54	41	39	51	29	29	26	11	72	26	32	22	43	26	14	10	45	25
	28.6%	**30.7%**	30.1%	30.0%	30.6%	36.0%	39.8%	42.4%	35.7%	38.7%	25.9%	31.7%	42.3%	30.3%	24.3%	32.0%	40.0%	24.9%	39.4%	42.4%	15.6%	29.6%	51.0%
No	3,512	**190**	123	166	152	96	62	53	92	46	83	56	15	166	81	68	33	130	40	19	54	107	24
	71.4%	**69.3%**	69.9%	70.0%	69.4%	64.0%	60.2%	57.6%	64.3%	61.3%	74.1%	68.3%	57.7%	69.7%	75.7%	68.0%	60.0%	75.1%	60.6%	57.6%	84.4%	70.4%	49.0%
Significantly different from column:*					H			E							Q		O	ST	R	R	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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	1,410	**84**	53	71	67	54	41	39	51	29	29	26	11	72	26	32	22	43	26	14	10	45	25
Number missing or multiple answer	22	**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	1,388	**84**	52	70	67	54	41	39	51	29	29	26	11	72	26	32	22	43	26	14	10	45	25
	98.4%	**100.0%**	98.1%	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%
Never	26	**3**	1	1	3	1	1	1	2	0	1	2	0	3	2	1	0	2	1	0	1	1	1
	1.9%	**3.6%**	1.9%	1.4%	4.5%	1.9%	2.4%	2.6%	3.9%	0.0%	3.4%	7.7%	0.0%	4.2%	7.7%	3.1%	0.0%	4.7%	3.8%	0.0%	10.0%	2.2%	4.0%
Sometimes	194	**7**	6	9	5	5	2	4	5	3	0	4	2	5	2	1	3	3	1	3	1	3	3
	14.0%	**8.3%**	11.5%	12.9%	7.5%	9.3%	4.9%	10.3%	9.8%	10.3%	0.0%	15.4%	18.2%	6.9%	7.7%	3.1%	13.6%	7.0%	3.8%	21.4%	10.0%	6.7%	12.0%
Usually	318	**18**	17	17	11	11	9	11	13	6	7	5	2	15	6	8	4	9	5	4	1	10	6
	22.9%	**21.4%**	32.7%	24.3%	16.4%	20.4%	22.0%	28.2%	25.5%	20.7%	24.1%	19.2%	18.2%	20.8%	23.1%	25.0%	18.2%	20.9%	19.2%	28.6%	10.0%	22.2%	24.0%
Always	850	**56**	28	43	48	37	29	23	31	20	21	15	7	49	16	22	15	29	19	7	7	31	15
	61.2%	**66.7%**	53.8%	61.4%	71.6%	68.5%	70.7%	59.0%	60.8%	69.0%	72.4%	57.7%	63.6%	68.1%	61.5%	68.8%	68.2%	67.4%	73.1%	50.0%	70.0%	68.9%	60.0%
Significantly different from column:*																							
Usually or Always	1,168	**74**	45	60	59	48	38	34	44	26	28	20	9	64	22	30	19	38	24	11	8	41	21
	84.1%	**88.1%**	86.5%	85.7%	88.1%	88.9%	92.7%	87.2%	86.3%	89.7%	96.6%	76.9%	81.8%	88.9%	84.6%	93.8%	86.4%	88.4%	92.3%	78.6%	80.0%	91.1%	84.0%
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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	1,410	**84**	53	71	67	54	41	39	51	29	29	26	11	72	26	32	22	43	26	14	10	45	25
Number missing or multiple answer	22	**0**	2	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	1,388	**84**	51	70	67	54	41	39	51	29	29	26	11	72	26	32	22	43	26	14	10	45	25
	98.4%	**100.0%**	96.2%	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%
Never	18	**0**	0	1	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%	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%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	48	**2**	2	2	1	2	2	1	2	0	1	1	1	1	0	0	2	0	0	2	0	1	1
	3.5%	**2.4%**	3.9%	2.9%	1.5%	3.7%	4.9%	2.6%	3.9%	0.0%	3.4%	3.8%	9.1%	1.4%	0.0%	0.0%	9.1%	0.0%	0.0%	14.3%	0.0%	2.2%	4.0%
Usually	177	**11**	8	8	9	6	3	7	5	6	3	2	2	9	5	2	3	7	2	2	1	6	4
	12.8%	**13.1%**	15.7%	11.4%	13.4%	11.1%	7.3%	17.9%	9.8%	20.7%	10.3%	7.7%	18.2%	12.5%	19.2%	6.3%	13.6%	16.3%	7.7%	14.3%	10.0%	13.3%	16.0%
Always	1,145	**71**	41	59	57	46	36	31	44	23	25	23	8	62	21	30	17	36	24	10	9	38	20
	82.5%	**84.5%**	80.4%	84.3%	85.1%	85.2%	87.8%	79.5%	86.3%	79.3%	86.2%	88.5%	72.7%	86.1%	80.8%	93.8%	77.3%	83.7%	92.3%	71.4%	90.0%	84.4%	80.0%
Significantly different from column:*																							
Usually or Always	1,322	**82**	49	67	66	52	39	38	49	29	28	25	10	71	26	32	20	43	26	12	10	44	24
	95.2%	**97.6%**	96.1%	95.7%	98.5%	96.3%	95.1%	97.4%	96.1%	100.0%	96.6%	96.2%	90.9%	98.6%	100.0%	100.0%	90.9%	100.0%	100.0%	85.7%	100.0%	97.8%	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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 47

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

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	114	**7**	1	6	4	4	3	1	4	0	1	6	1	5	3	2	2	3	3	1	2	3	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	4,881	**270**	176	234	216	148	101	91	142	75	112	78	26	234	105	99	54	171	65	32	63	151	48
	97.7%	**97.5%**	99.4%	97.5%	98.2%	97.4%	97.1%	98.9%	97.3%	100.0%	99.1%	92.9%	96.3%	97.9%	97.2%	98.0%	96.4%	98.3%	95.6%	97.0%	96.9%	98.1%	98.0%
Yes	1,234	**71**	37	56	54	46	37	26	42	20	29	21	7	60	25	25	19	45	15	10	17	34	14
	25.3%	**26.3%**	21.0%	23.9%	25.0%	31.1%	36.6%	28.6%	29.6%	26.7%	25.9%	26.9%	26.9%	25.6%	23.8%	25.3%	35.2%	26.3%	23.1%	31.3%	27.0%	22.5%	29.2%
No	3,647	**199**	139	178	162	102	64	65	100	55	83	57	19	174	80	74	35	126	50	22	46	117	34
	74.7%	**73.7%**	79.0%	76.1%	75.0%	68.9%	63.4%	71.4%	70.4%	73.3%	74.1%	73.1%	73.1%	74.4%	76.2%	74.7%	64.8%	73.7%	76.9%	68.8%	73.0%	77.5%	70.8%
Significantly different from column:*					G		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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,881	**270**	176	234	216	148	101	91	142	75	112	78	26	234	105	99	54	171	65	32	63	151	48
Number missing or multiple answer	37	**2**	2	0	2	1	1	1	1	1	0	1	0	2	0	1	1	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	NA	NA
Usable responses	4,844	**268**	174	234	214	147	100	90	141	74	112	77	26	232	105	98	53	170	64	32	62	150	48
	99.2%	**99.3%**	98.9%	100.0%	99.1%	99.3%	99.0%	98.9%	99.3%	98.7%	100.0%	98.7%	100.0%	99.1%	100.0%	99.0%	98.1%	99.4%	98.5%	100.0%	98.4%	99.3%	100.0%
Never	45	**1**	0	1	1	0	0	0	0	0	1	0	0	1	0	0	1	1	0	0	1	0	0
	0.9%	**0.4%**	0.0%	0.4%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.4%	0.0%	0.0%	1.9%	0.6%	0.0%	0.0%	1.6%	0.0%	0.0%
Sometimes	190	**13**	2	7	9	8	8	7	7	5	5	3	4	9	5	4	4	9	0	4	6	5	1
	3.9%	**4.9%**	1.1%	3.0%	4.2%	5.4%	8.0%	7.8%	5.0%	6.8%	4.5%	3.9%	15.4%	3.9%	4.8%	4.1%	7.5%	5.3%	0.0%	12.5%	9.7%	3.3%	2.1%
Usually	341	**18**	10	15	13	13	11	6	11	2	8	8	1	16	10	3	5	11	7	0	3	10	4
	7.0%	**6.7%**	5.7%	6.4%	6.1%	8.8%	11.0%	6.7%	7.8%	2.7%	7.1%	10.4%	3.8%	6.9%	9.5%	3.1%	9.4%	6.5%	10.9%	0.0%	4.8%	6.7%	8.3%
Always	4,268	**236**	162	211	191	126	81	77	123	67	98	66	21	206	90	91	43	149	57	28	52	135	43
	88.1%	**88.1%**	93.1%	90.2%	89.3%	85.7%	81.0%	85.6%	87.2%	90.5%	87.5%	85.7%	80.8%	88.8%	85.7%	92.9%	81.1%	87.6%	89.1%	87.5%	83.9%	90.0%	89.6%
Significantly different from column:*					G		E									Q	P						
Usually or Always	4,609	**254**	172	226	204	139	92	83	134	69	106	74	22	222	100	94	48	160	64	28	55	145	47
	95.1%	**94.8%**	98.9%	96.6%	95.3%	94.6%	92.0%	92.2%	95.0%	93.2%	94.6%	96.1%	84.6%	95.7%	95.2%	95.9%	90.6%	94.1%	100.0%	87.5%	88.7%	96.7%	97.9%
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 47 are reported to NCQA as "Always" in question 48, and are used in calculating the Question Summary Rate.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	67	**2**	2	1	0	1	1	0	2	0	0	2	1	1	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	4,928	**275**	175	239	220	151	103	92	144	75	113	82	26	238	107	101	55	173	68	32	64	154	48
	98.7%	**99.3%**	98.9%	99.6%	100.0%	99.3%	99.0%	100.0%	98.6%	100.0%	100.0%	97.6%	96.3%	99.6%	99.1%	100.0%	98.2%	99.4%	100.0%	97.0%	98.5%	100.0%	98.0%
0 Worst health plan possible	25	**1**	1	1	1	1	1	1	1	0	0	1	1	0	0	0	0	0	0	1	1	0	0
	0.5%	**0.4%**	0.6%	0.4%	0.5%	0.7%	1.0%	1.1%	0.7%	0.0%	0.0%	1.2%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	1.6%	0.0%	0.0%
1	8	**1**	1	1	0	0	1	1	0	0	0	1	0	1	0	0	1	1	0	0	1	0	0
	0.2%	**0.4%**	0.6%	0.4%	0.0%	0.0%	1.0%	1.1%	0.0%	0.0%	0.0%	1.2%	0.0%	0.4%	0.0%	0.0%	1.8%	0.6%	0.0%	0.0%	1.6%	0.0%	0.0%
2	9	**6**	0	0	4	4	3	2	3	0	4	1	0	5	2	3	0	3	0	2	2	2	1
	0.2%	**2.2%**	0.0%	0.0%	1.8%	2.6%	2.9%	2.2%	2.1%	0.0%	3.5%	1.2%	0.0%	2.1%	1.9%	3.0%	0.0%	1.7%	0.0%	6.3%	3.1%	1.3%	2.1%
3	23	**3**	1	0	3	1	0	0	2	0	1	2	0	3	0	3	0	2	1	0	0	2	1
	0.5%	**1.1%**	0.6%	0.0%	1.4%	0.7%	0.0%	0.0%	1.4%	0.0%	0.9%	2.4%	0.0%	1.3%	0.0%	3.0%	0.0%	1.2%	1.5%	0.0%	0.0%	1.3%	2.1%
4	34	**4**	1	2	4	3	3	2	3	2	0	2	0	4	3	1	0	1	2	1	1	1	2
	0.7%	**1.5%**	0.6%	0.8%	1.8%	2.0%	2.9%	2.2%	2.1%	2.7%	0.0%	2.4%	0.0%	1.7%	2.8%	1.0%	0.0%	0.6%	2.9%	3.1%	1.6%	0.6%	4.2%
5	161	**7**	3	11	6	4	1	2	2	1	2	4	0	7	2	4	1	4	2	1	1	4	2
	3.3%	**2.5%**	1.7%	4.6%	2.7%	2.6%	1.0%	2.2%	1.4%	1.3%	1.8%	4.9%	0.0%	2.9%	1.9%	4.0%	1.8%	2.3%	2.9%	3.1%	1.6%	2.6%	4.2%
6	138	**5**	2	10	5	5	2	4	4	2	2	1	0	5	2	2	0	3	1	1	2	1	2
	2.8%	**1.8%**	1.1%	4.2%	2.3%	3.3%	1.9%	4.3%	2.8%	2.7%	1.8%	1.2%	0.0%	2.1%	1.9%	2.0%	0.0%	1.7%	1.5%	3.1%	3.1%	0.6%	4.2%
7	413	**24**	12	18	17	13	8	7	11	9	10	5	3	21	9	9	6	16	6	2	9	10	5
	8.4%	**8.7%**	6.9%	7.5%	7.7%	8.6%	7.8%	7.6%	7.6%	12.0%	8.8%	6.1%	11.5%	8.8%	8.4%	8.9%	10.9%	9.2%	8.8%	6.3%	14.1%	6.5%	10.4%
8	816	**47**	21	31	37	32	22	19	26	9	18	20	7	38	20	11	16	26	17	4	11	24	10
	16.6%	**17.1%**	12.0%	13.0%	16.8%	21.2%	21.4%	20.7%	18.1%	12.0%	15.9%	24.4%	26.9%	16.0%	18.7%	10.9%	29.1%	15.0%	25.0%	12.5%	17.2%	15.6%	20.8%
9	781	**36**	35	35	28	20	14	13	19	10	15	10	0	34	16	13	6	27	6	3	8	23	3
	15.8%	**13.1%**	20.0%	14.6%	12.7%	13.2%	13.6%	14.1%	13.2%	13.3%	13.3%	12.2%	0.0%	14.3%	15.0%	12.9%	10.9%	15.6%	8.8%	9.4%	12.5%	14.9%	6.3%
10 Best health plan possible	2,520	**141**	98	130	115	68	48	41	73	42	61	35	15	120	53	55	25	90	33	17	28	87	22
	51.1%	**51.3%**	56.0%	54.4%	52.3%	45.0%	46.6%	44.6%	50.7%	56.0%	54.0%	42.7%	57.7%	50.4%	49.5%	54.5%	45.5%	52.0%	48.5%	53.1%	43.8%	56.5%	45.8%

NA - Not applicable

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	67	**2**	2	1	0	1	1	0	2	0	0	2	1	1	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	4,928	**275**	175	239	220	151	103	92	144	75	113	82	26	238	107	101	55	173	68	32	64	154	48
	98.7%	**99.3%**	98.9%	99.6%	100.0%	99.3%	99.0%	100.0%	98.6%	100.0%	100.0%	97.6%	96.3%	99.6%	99.1%	100.0%	98.2%	99.4%	100.0%	97.0%	98.5%	100.0%	98.0%
0 to 4	99	**15**	4	4	12	9	8	6	9	2	5	7	1	13	5	7	1	7	3	4	5	5	4
	2.0%	**5.5%**	2.3%	1.7%	5.5%	6.0%	7.8%	6.5%	6.3%	2.7%	4.4%	8.5%	3.8%	5.5%	4.7%	6.9%	1.8%	4.0%	4.4%	12.5%	7.8%	3.2%	8.3%
5	161	**7**	3	11	6	4	1	2	2	1	2	4	0	7	2	4	1	4	2	1	1	4	2
	3.3%	**2.5%**	1.7%	4.6%	2.7%	2.6%	1.0%	2.2%	1.4%	1.3%	1.8%	4.9%	0.0%	2.9%	1.9%	4.0%	1.8%	2.3%	2.9%	3.1%	1.6%	2.6%	4.2%
6 or 7	551	**29**	14	28	22	18	10	11	15	11	12	6	3	26	11	11	6	19	7	3	11	11	7
	11.2%	**10.5%**	8.0%	11.7%	10.0%	11.9%	9.7%	12.0%	10.4%	14.7%	10.6%	7.3%	11.5%	10.9%	10.3%	10.9%	10.9%	11.0%	10.3%	9.4%	17.2%	7.1%	14.6%
8 to 10	4,117	**224**	154	196	180	120	84	73	118	61	94	65	22	192	89	79	47	143	56	24	47	134	35
	83.5%	**81.5%**	88.0%	82.0%	81.8%	79.5%	81.6%	79.3%	81.9%	81.3%	83.2%	79.3%	84.6%	80.7%	83.2%	78.2%	85.5%	82.7%	82.4%	75.0%	73.4%	87.0%	72.9%
Significantly different from column:*																					V	UW	V
0 to 6	398	**27**	9	25	23	18	11	12	15	5	9	12	1	25	9	13	2	14	6	6	8	10	8
	8.1%	**9.8%**	5.1%	10.5%	10.5%	11.9%	10.7%	13.0%	10.4%	6.7%	8.0%	14.6%	3.8%	10.5%	8.4%	12.9%	3.6%	8.1%	8.8%	18.8%	12.5%	6.5%	16.7%
7 to 8	1,229	**71**	33	49	54	45	30	26	37	18	28	25	10	59	29	20	22	42	23	6	20	34	15
	24.9%	**25.8%**	18.9%	20.5%	24.5%	29.8%	29.1%	28.3%	25.7%	24.0%	24.8%	30.5%	38.5%	24.8%	27.1%	19.8%	40.0%	24.3%	33.8%	18.8%	31.3%	22.1%	31.3%
9 to 10	3,301	**177**	133	165	143	88	62	54	92	52	76	45	15	154	69	68	31	117	39	20	36	110	25
	67.0%	**64.4%**	76.0%	69.0%	65.0%	58.3%	60.2%	58.7%	63.9%	69.3%	67.3%	54.9%	57.7%	64.7%	64.5%	67.3%	56.4%	67.6%	57.4%	62.5%	56.3%	71.4%	52.1%
Significantly different from column:*		**C**																			V	UW	V

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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 50

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

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	22	**1**	1	1	1	0	0	0	0	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	NA	NA	NA	NA	NA
Usable responses	4,973	**276**	176	239	219	152	104	92	146	75	112	84	27	238	108	100	56	174	67	33	64	154	49
	99.6%	**99.6%**	99.4%	99.6%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	99.6%	100.0%	99.0%	100.0%	100.0%	98.5%	100.0%	98.5%	100.0%	100.0%
Yes	3,572	**222**	156	209	205	123	81	69	113	60	90	68	22	193	90	80	45	128	63	29	42	129	44
	71.8%	**80.4%**	88.6%	87.4%	93.6%	80.9%	77.9%	75.0%	77.4%	80.0%	80.4%	81.0%	81.5%	81.1%	83.3%	80.0%	80.4%	73.6%	94.0%	87.9%	65.6%	83.8%	89.8%
No	1,401	**54**	20	30	14	29	23	23	33	15	22	16	5	45	18	20	11	46	4	4	22	25	5
	28.2%	**19.6%**	11.4%	12.6%	6.4%	19.1%	22.1%	25.0%	22.6%	20.0%	19.6%	19.0%	18.5%	18.9%	16.7%	20.0%	19.6%	26.4%	6.0%	12.1%	34.4%	16.2%	10.2%
Significantly different from column:*		**ACD**			FGHI	E	E	E	E									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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,572	**222**	156	209	205	123	81	69	113	60	90	68	22	193	90	80	45	128	63	29	42	129	44
Number missing or multiple answer	22	**3**	1	0	3	1	1	0	1	0	2	0	0	3	0	2	0	2	0	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	3,550	**219**	155	209	202	122	80	69	112	60	88	68	22	190	90	78	45	126	63	29	42	127	43
	99.4%	**98.6%**	99.4%	100.0%	98.5%	99.2%	98.8%	100.0%	99.1%	100.0%	97.8%	100.0%	100.0%	98.4%	100.0%	97.5%	100.0%	98.4%	100.0%	100.0%	100.0%	98.4%	97.7%
Never	28	**3**	4	1	3	3	2	2	2	0	2	1	0	3	3	0	0	2	0	1	0	1	2
	0.8%	**1.4%**	2.6%	0.5%	1.5%	2.5%	2.5%	2.9%	1.8%	0.0%	2.3%	1.5%	0.0%	1.6%	3.3%	0.0%	0.0%	1.6%	0.0%	3.4%	0.0%	0.8%	4.7%
Sometimes	289	**18**	8	18	17	11	3	2	8	3	8	7	1	16	9	5	4	11	4	2	5	6	6
	8.1%	**8.2%**	5.2%	8.6%	8.4%	9.0%	3.8%	2.9%	7.1%	5.0%	9.1%	10.3%	4.5%	8.4%	10.0%	6.4%	8.9%	8.7%	6.3%	6.9%	11.9%	4.7%	14.0%
Usually	670	**38**	22	46	33	22	16	15	21	13	19	6	3	35	16	11	10	19	14	5	4	25	7
	18.9%	**17.4%**	14.2%	22.0%	16.3%	18.0%	20.0%	21.7%	18.8%	21.7%	21.6%	8.8%	13.6%	18.4%	17.8%	14.1%	22.2%	15.1%	22.2%	17.2%	9.5%	19.7%	16.3%
Always	2,563	**160**	121	144	149	86	59	50	81	44	59	54	18	136	62	62	31	94	45	21	33	95	28
	72.2%	**73.1%**	78.1%	68.9%	73.8%	70.5%	73.8%	72.5%	72.3%	73.3%	67.0%	79.4%	81.8%	71.6%	68.9%	79.5%	68.9%	74.6%	71.4%	72.4%	78.6%	74.8%	65.1%
Significantly different from column:*																							
Usually or Always	3,233	**198**	143	190	182	108	75	65	102	57	78	60	21	171	78	73	41	113	59	26	37	120	35
	91.1%	**90.4%**	92.3%	90.9%	90.1%	88.5%	93.8%	94.2%	91.1%	95.0%	88.6%	88.2%	95.5%	90.0%	86.7%	93.6%	91.1%	89.7%	93.7%	89.7%	88.1%	94.5%	81.4%
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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,572	**222**	156	209	205	123	81	69	113	60	90	68	22	193	90	80	45	128	63	29	42	129	44
Number missing or multiple answer	70	**4**	2	5	4	2	0	0	1	1	3	0	1	3	0	2	2	4	0	0	0	3	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	3,502	**218**	154	204	201	121	81	69	112	59	87	68	21	190	90	78	43	124	63	29	42	126	43
	98.0%	**98.2%**	98.7%	97.6%	98.0%	98.4%	100.0%	100.0%	99.1%	98.3%	96.7%	100.0%	95.5%	98.4%	100.0%	97.5%	95.6%	96.9%	100.0%	100.0%	100.0%	97.7%	97.7%
Yes	2,259	**148**	86	126	137	88	59	54	84	42	62	42	15	127	56	50	38	89	39	19	28	82	33
	64.5%	**67.9%**	55.8%	61.8%	68.2%	72.7%	72.8%	78.3%	75.0%	71.2%	71.3%	61.8%	71.4%	66.8%	62.2%	64.1%	88.4%	71.8%	61.9%	65.5%	66.7%	65.1%	76.7%
No	1,243	**70**	68	78	64	33	22	15	28	17	25	26	6	63	34	28	5	35	24	10	14	44	10
	35.5%	**32.1%**	44.2%	38.2%	31.8%	27.3%	27.2%	21.7%	25.0%	28.8%	28.7%	38.2%	28.6%	33.2%	37.8%	35.9%	11.6%	28.2%	38.1%	34.5%	33.3%	34.9%	23.3%
Significantly different from column:*		**C**													Q	Q	OP						

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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 53

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

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	(Q58) More Medical Care Than Usual	(Q61) Limited/Prevented from Doing Usual Things	(Q64) Gets Special Therapy	(Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	6 to 13	14 to 18	Child's Hispanic Status (Q71) Hispanic	Not Hispanic	Child's Race (Q72) White	African-American	Other	Child's Health Status (Q53) Excellent or Very Good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) 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	V	W
Number in sample	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	32	**2**	1	0	2	2	1	1	1	1	0	0	0	2	0	0	1	0	0	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	4,963	**275**	176	240	218	150	103	91	145	74	113	84	27	237	108	101	55	174	68	33	65	152	49
	99.4%	**99.3%**	99.4%	100.0%	99.1%	98.7%	99.0%	98.9%	99.3%	98.7%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%
Poor	48	**5**	2	6	5	5	5	4	5	0	3	2	1	3	2	2	0	0	0	5	2	1	2
	1.0%	**1.8%**	1.1%	2.5%	2.3%	3.3%	4.9%	4.4%	3.4%	0.0%	2.7%	2.4%	3.7%	1.3%	1.9%	2.0%	0.0%	0.0%	0.0%	15.2%	3.1%	0.7%	4.1%
Fair	504	**28**	15	23	22	24	20	14	18	9	8	10	5	21	7	13	7	0	0	28	3	15	9
	10.2%	**10.2%**	8.5%	9.6%	10.1%	16.0%	19.4%	15.4%	12.4%	12.2%	7.1%	11.9%	18.5%	8.9%	6.5%	12.9%	12.7%	0.0%	0.0%	84.8%	4.6%	9.9%	18.4%
Good	1,498	**68**	36	62	62	41	32	21	36	17	24	27	9	57	25	24	19	0	68	0	16	35	15
	30.2%	**24.7%**	20.5%	25.8%	28.4%	27.3%	31.1%	23.1%	24.8%	23.0%	21.2%	32.1%	33.3%	24.1%	23.1%	23.8%	34.5%	0.0%	100.0%	0.0%	24.6%	23.0%	30.6%
Very Good	1,816	**109**	73	91	80	55	32	33	52	26	48	33	7	98	46	41	18	109	0	0	26	62	18
	36.6%	**39.6%**	41.5%	37.9%	36.7%	36.7%	31.1%	36.3%	35.9%	35.1%	42.5%	39.3%	25.9%	41.4%	42.6%	40.6%	32.7%	62.6%	0.0%	0.0%	40.0%	40.8%	36.7%
Excellent	1,097	**65**	50	58	49	25	14	19	34	22	30	12	5	58	28	21	11	65	0	0	18	39	5
	22.1%	**23.6%**	28.4%	24.2%	22.5%	16.7%	13.6%	20.9%	23.4%	29.7%	26.5%	14.3%	18.5%	24.5%	25.9%	20.8%	20.0%	37.4%	0.0%	0.0%	27.7%	25.7%	10.2%
Significantly different from column:*										L	L	JK						ST	R	R	W	W	UV
Excellent or Very Good	2,913	**174**	123	149	129	80	46	52	86	48	78	45	12	156	74	62	29	174	0	0	44	101	23
	58.7%	**63.3%**	69.9%	62.1%	59.2%	53.3%	44.7%	57.1%	59.3%	64.9%	69.0%	53.6%	44.4%	65.8%	68.5%	61.4%	52.7%	100.0%	0.0%	0.0%	67.7%	66.4%	46.9%
Significantly different from column:*					G		EI		G		L	K	N	M	Q		O	ST	R	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 54

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

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	(Q58) More Medical Care Than Usual	(Q61) Limited/Prevented from Doing Usual Things	(Q64) Gets Special Therapy	(Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	6 to 13	14 to 18	Child's Hispanic Status (Q71) Hispanic	Not Hispanic	Child's Race (Q72) White	African-American	Other	Child's Health Status (Q53) Excellent or Very Good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) 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	V	W
Number in sample	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	41	**2**	3	1	2	1	0	1	2	1	1	0	0	2	2	0	0	2	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	4,954	**275**	174	239	218	151	104	91	144	74	112	84	27	237	106	101	56	172	68	33	64	154	49
	99.2%	**99.3%**	98.3%	99.6%	99.1%	99.3%	100.0%	98.9%	98.6%	98.7%	99.1%	100.0%	100.0%	99.2%	98.1%	100.0%	100.0%	98.9%	100.0%	100.0%	98.5%	100.0%	100.0%
Poor	239	**19**	5	11	15	17	16	7	17	2	5	11	4	13	4	8	5	3	7	9	3	9	7
	4.8%	**6.9%**	2.9%	4.6%	6.9%	11.3%	15.4%	7.7%	11.8%	2.7%	4.5%	13.1%	14.8%	5.5%	3.8%	7.9%	8.9%	1.7%	10.3%	27.3%	4.7%	5.8%	14.3%
Fair	1,128	**59**	36	37	45	40	23	22	51	10	26	23	8	49	21	18	16	28	19	12	10	36	11
	22.8%	**21.5%**	20.7%	15.5%	20.6%	26.5%	22.1%	24.2%	35.4%	13.5%	23.2%	27.4%	29.6%	20.7%	19.8%	17.8%	28.6%	16.3%	27.9%	36.4%	15.6%	23.4%	22.4%
Good	1,566	**71**	49	55	51	44	33	28	46	16	35	20	7	62	32	25	12	43	19	8	17	37	15
	31.6%	**25.8%**	28.2%	23.0%	23.4%	29.1%	31.7%	30.8%	31.9%	21.6%	31.3%	23.8%	25.9%	26.2%	30.2%	24.8%	21.4%	25.0%	27.9%	24.2%	26.6%	24.0%	30.6%
Very Good	1,134	**70**	43	66	59	32	24	24	24	22	24	20	3	62	26	29	11	52	15	2	20	37	12
	22.9%	**25.5%**	24.7%	27.6%	27.1%	21.2%	23.1%	26.4%	16.7%	29.7%	21.4%	23.8%	11.1%	26.2%	24.5%	28.7%	19.6%	30.2%	22.1%	6.1%	31.3%	24.0%	24.5%
Excellent	887	**56**	41	70	48	18	8	10	6	24	22	10	5	51	23	21	12	46	8	2	14	35	4
	17.9%	**20.4%**	23.6%	29.3%	22.0%	11.9%	7.7%	11.0%	4.2%	32.4%	19.6%	11.9%	18.5%	21.5%	21.7%	20.8%	21.4%	26.7%	11.8%	6.1%	21.9%	22.7%	8.2%
Significantly different from column:*		**D**			FGHI	EI	E	EI	EFH	KL	J	J						ST	R	R	W	W	UV
Excellent or Very Good	2,021	**126**	84	136	107	50	32	34	30	46	46	30	8	113	49	50	23	98	23	4	34	72	16
	40.8%	**45.8%**	48.3%	56.9%	49.1%	33.1%	30.8%	37.4%	20.8%	62.2%	41.1%	35.7%	29.6%	47.7%	46.2%	49.5%	41.1%	57.0%	33.8%	12.1%	53.1%	46.8%	32.7%
Significantly different from column:*		**D**			FGI	EI	E	I	EFH	KL	J	J						ST	RT	RS	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 55

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

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	14	**2**	0	0	0	1	1	0	1	0	1	1	0	2	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	NA	NA
Usable responses	4,981	**275**	177	240	220	151	103	92	145	75	112	83	27	237	107	100	56	173	67	33	64	153	49
	99.7%	**99.3%**	100.0%	100.0%	100.0%	99.3%	99.0%	100.0%	99.3%	100.0%	99.1%	98.8%	100.0%	99.2%	99.1%	99.0%	100.0%	99.4%	98.5%	100.0%	98.5%	99.4%	100.0%
Yes	3,589	**220**	144	195	220	117	74	63	106	54	91	70	19	192	86	80	45	129	62	27	46	125	41
	72.1%	**80.0%**	81.4%	81.3%	100.0%	77.5%	71.8%	68.5%	73.1%	72.0%	81.3%	84.3%	70.4%	81.0%	80.4%	80.0%	80.4%	74.6%	92.5%	81.8%	71.9%	81.7%	83.7%
No	1,392	**55**	33	45	0	34	29	29	39	21	21	13	8	45	21	20	11	44	5	6	18	28	8
	27.9%	**20.0%**	18.6%	18.8%	0.0%	22.5%	28.2%	31.5%	26.9%	28.0%	18.8%	15.7%	29.6%	19.0%	19.6%	20.0%	19.6%	25.4%	7.5%	18.2%	28.1%	18.3%	16.3%
Significantly different from column:*		**A**			FGHI	E	E	E	E									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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,589	**220**	144	195	220	117	74	63	106	54	91	70	19	192	86	80	45	129	62	27	46	125	41
Number missing or multiple answer	18	**3**	1	1	3	2	1	0	3	0	1	2	0	3	2	0	1	1	1	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	3,571	**217**	143	194	217	115	73	63	103	54	90	68	19	189	84	80	44	128	61	26	45	125	40
	99.5%	**98.6%**	99.3%	99.5%	98.6%	98.3%	98.6%	100.0%	97.2%	100.0%	98.9%	97.1%	100.0%	98.4%	97.7%	100.0%	97.8%	99.2%	98.4%	96.3%	97.8%	100.0%	97.6%
Yes	3,438	**209**	138	188	209	111	70	58	99	49	90	65	18	182	82	76	42	123	58	26	43	120	39
	96.3%	**96.3%**	96.5%	96.9%	96.3%	96.5%	95.9%	92.1%	96.1%	90.7%	100.0%	95.6%	94.7%	96.3%	97.6%	95.0%	95.5%	96.1%	95.1%	100.0%	95.6%	96.0%	97.5%
No	133	**8**	5	6	8	4	3	5	4	5	0	3	1	7	2	4	2	5	3	0	2	5	1
	3.7%	**3.7%**	3.5%	3.1%	3.7%	3.5%	4.1%	7.9%	3.9%	9.3%	0.0%	4.4%	5.3%	3.7%	2.4%	5.0%	4.5%	3.9%	4.9%	0.0%	4.4%	4.0%	2.5%
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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,438	**209**	138	188	209	111	70	58	99	49	90	65	18	182	82	76	42	123	58	26	43	120	39
Number missing or multiple answer	28	**2**	0	1	2	2	2	1	2	2	0	0	0	2	2	0	0	0	2	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	3,410	**207**	138	187	207	109	68	57	97	47	90	65	18	180	80	76	42	123	56	26	43	118	39
	99.2%	**99.0%**	100.0%	99.5%	99.0%	98.2%	97.1%	98.3%	98.0%	95.9%	100.0%	100.0%	100.0%	98.9%	97.6%	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%	98.3%	100.0%
Yes	3,355	**206**	135	183	206	108	67	56	96	46	90	65	17	180	80	76	41	122	56	26	43	117	39
	98.4%	**99.5%**	97.8%	97.9%	99.5%	99.1%	98.5%	98.2%	99.0%	97.9%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	97.6%	99.2%	100.0%	100.0%	100.0%	99.2%	100.0%
No	55	**1**	3	4	1	1	1	1	1	1	0	0	1	0	0	0	1	1	0	0	0	1	0
	1.6%	**0.5%**	2.2%	2.1%	0.5%	0.9%	1.5%	1.8%	1.0%	2.1%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	2.4%	0.8%	0.0%	0.0%	0.0%	0.8%	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC 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

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	115	**6**	3	3	5	0	3	1	3	2	3	1	0	5	4	2	0	2	2	2	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	NA	NA
Usable responses	4,880	**271**	174	237	215	152	101	91	143	73	110	83	27	234	104	99	56	172	66	31	63	150	49
	97.7%	**97.8%**	98.3%	98.8%	97.7%	100.0%	97.1%	98.9%	97.9%	97.3%	97.3%	98.8%	100.0%	97.9%	96.3%	98.0%	100.0%	98.9%	97.1%	93.9%	96.9%	97.4%	100.0%
Yes	2,770	**152**	83	116	117	152	80	73	101	39	62	47	17	127	55	52	36	80	41	29	28	82	37
	56.8%	**56.1%**	47.7%	48.9%	54.4%	100.0%	79.2%	80.2%	70.6%	53.4%	56.4%	56.6%	63.0%	54.3%	52.9%	52.5%	64.3%	46.5%	62.1%	93.5%	44.4%	54.7%	75.5%
No	2,110	**119**	91	121	98	0	21	18	42	34	48	36	10	107	49	47	20	92	25	2	35	68	12
	43.2%	**43.9%**	52.3%	51.1%	45.6%	0.0%	20.8%	19.8%	29.4%	46.6%	43.6%	43.4%	37.0%	45.7%	47.1%	47.5%	35.7%	53.5%	37.9%	6.5%	55.6%	45.3%	24.5%
Significantly different from column:*					FGHI	EGHI	EF	EF	EF									ST	RT	RS	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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,770	**152**	83	116	117	152	80	73	101	39	62	47	17	127	55	52	36	80	41	29	28	82	37
Number missing or multiple answer	26	**3**	2	1	3	3	2	1	2	0	1	2	0	3	2	1	0	2	0	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	NA	NA	NA	NA	NA
Usable responses	2,744	**149**	81	115	114	149	78	72	99	39	61	45	17	124	53	51	36	78	41	28	27	81	36
	99.1%	**98.0%**	97.6%	99.1%	97.4%	98.0%	97.5%	98.6%	98.0%	100.0%	98.4%	95.7%	100.0%	97.6%	96.4%	98.1%	100.0%	97.5%	100.0%	96.6%	96.4%	98.8%	97.3%
Yes	2,588	**137**	79	109	108	137	74	66	92	32	60	41	17	112	52	42	34	71	36	28	25	76	32
	94.3%	**91.9%**	97.5%	94.8%	94.7%	91.9%	94.9%	91.7%	92.9%	82.1%	98.4%	91.1%	100.0%	90.3%	98.1%	82.4%	94.4%	91.0%	87.8%	100.0%	92.6%	93.8%	88.9%
No	156	**12**	2	6	6	12	4	6	7	7	1	4	0	12	1	9	2	7	5	0	2	5	4
	5.7%	**8.1%**	2.5%	5.2%	5.3%	8.1%	5.1%	8.3%	7.1%	17.9%	1.6%	8.9%	0.0%	9.7%	1.9%	17.6%	5.6%	9.0%	12.2%	0.0%	7.4%	6.2%	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,588	**137**	79	109	108	137	74	66	92	32	60	41	17	112	52	42	34	71	36	28	25	76	32
Number missing or multiple answer	26	**1**	0	2	1	1	1	0	1	0	0	1	0	1	1	0	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	2,562	**136**	79	107	107	136	73	66	91	32	60	40	17	111	51	42	34	71	35	28	25	76	31
	99.0%	**99.3%**	100.0%	98.2%	99.1%	99.3%	98.6%	100.0%	98.9%	100.0%	100.0%	97.6%	100.0%	99.1%	98.1%	100.0%	100.0%	100.0%	97.2%	100.0%	100.0%	100.0%	96.9%
Yes	2,529	**135**	78	104	106	135	72	65	90	32	59	40	17	110	51	42	33	70	35	28	24	76	31
	98.7%	**99.3%**	98.7%	97.2%	99.1%	99.3%	98.6%	98.5%	98.9%	100.0%	98.3%	100.0%	100.0%	99.1%	100.0%	100.0%	97.1%	98.6%	100.0%	100.0%	96.0%	100.0%	100.0%
No	33	**1**	1	3	1	1	1	1	1	0	1	0	0	1	0	0	1	1	0	0	1	0	0
	1.3%	**0.7%**	1.3%	2.8%	0.9%	0.7%	1.4%	1.5%	1.1%	0.0%	1.7%	0.0%	0.0%	0.9%	0.0%	0.0%	2.9%	1.4%	0.0%	0.0%	4.0%	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	86	**4**	2	5	3	4	0	1	3	1	1	2	0	4	2	2	0	2	2	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	4,909	**273**	175	235	217	148	104	91	143	74	112	82	27	235	106	99	56	172	66	33	64	153	47
	98.3%	**98.6%**	98.9%	97.9%	98.6%	97.4%	100.0%	98.9%	97.9%	98.7%	99.1%	97.6%	100.0%	98.3%	98.1%	98.0%	100.0%	98.9%	97.1%	100.0%	98.5%	99.4%	95.9%
Yes	1,843	**104**	59	92	74	80	104	59	71	32	39	29	14	81	32	35	28	46	32	25	22	53	27
	37.5%	**38.1%**	33.7%	39.1%	34.1%	54.1%	100.0%	64.8%	49.7%	43.2%	34.8%	35.4%	51.9%	34.5%	30.2%	35.4%	50.0%	26.7%	48.5%	75.8%	34.4%	34.6%	57.4%
No	3,066	**169**	116	143	143	68	0	32	72	42	73	53	13	154	74	64	28	126	34	8	42	100	20
	62.5%	**61.9%**	66.3%	60.9%	65.9%	45.9%	0.0%	35.2%	50.3%	56.8%	65.2%	64.6%	48.1%	65.5%	69.8%	64.6%	50.0%	73.3%	51.5%	24.2%	65.6%	65.4%	42.6%
Significantly different from column:*					FGHI	EG	EFHI	EGI	EGH						Q		O	ST	RT	RS	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC 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)

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	1,843	**104**	59	92	74	80	104	59	71	32	39	29	14	81	32	35	28	46	32	25	22	53	27
Number missing or multiple answer	18	**3**	0	2	3	2	3	1	3	0	2	1	1	2	0	1	2	2	0	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	NA	NA	NA	NA	NA
Usable responses	1,825	**101**	59	90	71	78	101	58	68	32	37	28	13	79	32	34	26	44	32	24	21	52	26
	99.0%	**97.1%**	100.0%	97.8%	95.9%	97.5%	97.1%	98.3%	95.8%	100.0%	94.9%	96.6%	92.9%	97.5%	100.0%	97.1%	92.9%	95.7%	100.0%	96.0%	95.5%	98.1%	96.3%
Yes	1,707	**92**	56	81	64	76	92	56	66	28	34	26	12	71	31	29	23	41	26	24	17	49	24
	93.5%	**91.1%**	94.9%	90.0%	90.1%	97.4%	91.1%	96.6%	97.1%	87.5%	91.9%	92.9%	92.3%	89.9%	96.9%	85.3%	88.5%	93.2%	81.3%	100.0%	81.0%	94.2%	92.3%
No	118	**9**	3	9	7	2	9	2	2	4	3	2	1	8	1	5	3	3	6	0	4	3	2
	6.5%	**8.9%**	5.1%	10.0%	9.9%	2.6%	8.9%	3.4%	2.9%	12.5%	8.1%	7.1%	7.7%	10.1%	3.1%	14.7%	11.5%	6.8%	18.8%	0.0%	19.0%	5.8%	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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

	2021 CSS Average - Chronic	2021	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	1,707	**92**	56	81	64	76	92	56	66	28	34	26	12	71	31	29	23	41	26	24	17	49	24
Number missing or multiple answer	12	**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	1,695	**92**	56	79	64	76	92	56	66	28	34	26	12	71	31	29	23	41	26	24	17	49	24
	99.3%	**100.0%**	100.0%	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%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,679	**92**	55	79	64	76	92	56	66	28	34	26	12	71	31	29	23	41	26	24	17	49	24
	99.1%	**100.0%**	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%	100.0%	100.0%	100.0%
No	16	**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%**	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%
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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 64

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

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	71	**3**	2	1	2	1	1	0	2	1	0	2	0	3	1	2	0	1	1	1	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	4,924	**274**	175	239	218	151	103	92	144	74	113	82	27	236	107	99	56	173	67	32	64	154	47
	98.6%	**98.9%**	98.9%	99.6%	99.1%	99.3%	99.0%	100.0%	98.6%	98.7%	100.0%	97.6%	100.0%	98.7%	99.1%	98.0%	100.0%	99.4%	98.5%	97.0%	98.5%	100.0%	95.9%
Yes	1,733	**92**	56	81	63	73	59	92	63	42	31	18	10	77	31	34	21	52	21	18	21	47	21
	35.2%	**33.6%**	32.0%	33.9%	28.9%	48.3%	57.3%	100.0%	43.8%	56.8%	27.4%	22.0%	37.0%	32.6%	29.0%	34.3%	37.5%	30.1%	31.3%	56.3%	32.8%	30.5%	44.7%
No	3,191	**182**	119	158	155	78	44	0	81	32	82	64	17	159	76	65	35	121	46	14	43	107	26
	64.8%	**66.4%**	68.0%	66.1%	71.1%	51.7%	42.7%	0.0%	56.3%	43.2%	72.6%	78.0%	63.0%	67.4%	71.0%	65.7%	62.5%	69.9%	68.7%	43.8%	67.2%	69.5%	55.3%
Significantly different from column:*					FGHI	EH	EHI	EFGI	EGH	KL	J	J						T	T	RS			

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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	1,733	**92**	56	81	63	73	59	92	63	42	31	18	10	77	31	34	21	52	21	18	21	47	21
Number missing or multiple answer	22	**1**	2	0	1	1	0	1	1	0	1	0	0	1	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	1,711	**91**	54	81	62	72	59	91	62	42	30	18	10	76	30	34	21	51	21	18	21	46	21
	98.7%	**98.9%**	96.4%	100.0%	98.4%	98.6%	100.0%	98.9%	98.4%	100.0%	96.8%	100.0%	100.0%	98.7%	96.8%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%	97.9%	100.0%
Yes	1,532	**82**	48	76	56	68	56	82	58	38	27	16	10	67	28	28	20	47	18	16	18	42	19
	89.5%	**90.1%**	88.9%	93.8%	90.3%	94.4%	94.9%	90.1%	93.5%	90.5%	90.0%	88.9%	100.0%	88.2%	93.3%	82.4%	95.2%	92.2%	85.7%	88.9%	85.7%	91.3%	90.5%
No	179	**9**	6	5	6	4	3	9	4	4	3	2	0	9	2	6	1	4	3	2	3	4	2
	10.5%	**9.9%**	11.1%	6.2%	9.7%	5.6%	5.1%	9.9%	6.5%	9.5%	10.0%	11.1%	0.0%	11.8%	6.7%	17.6%	4.8%	7.8%	14.3%	11.1%	14.3%	8.7%	9.5%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC 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)

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	1,532	**82**	48	76	56	68	56	82	58	38	27	16	10	67	28	28	20	47	18	16	18	42	19
Number missing or multiple answer	13	**3**	0	0	1	3	2	3	2	2	1	0	0	2	0	1	2	2	1	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	1,519	**79**	48	76	55	65	54	79	56	36	26	16	10	65	28	27	18	45	17	16	18	41	17
	99.2%	**96.3%**	100.0%	100.0%	98.2%	95.6%	96.4%	96.3%	96.6%	94.7%	96.3%	100.0%	100.0%	97.0%	100.0%	96.4%	90.0%	95.7%	94.4%	100.0%	100.0%	97.6%	89.5%
Yes	1,483	**79**	47	76	55	65	54	79	56	36	26	16	10	65	28	27	18	45	17	16	18	41	17
	97.6%	**100.0%**	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%	100.0%	100.0%
No	36	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.4%	**0.0%**	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%	0.0%	0.0%	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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC 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

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	81	**4**	2	3	2	3	3	0	0	0	2	0	0	3	1	1	0	2	0	1	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	NA	NA
Usable responses	4,914	**273**	175	237	218	149	101	92	146	75	111	84	27	236	107	100	56	172	68	32	64	151	49
	98.4%	**98.6%**	98.9%	98.8%	99.1%	98.0%	97.1%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	98.7%	99.1%	99.0%	100.0%	98.9%	100.0%	97.0%	98.5%	98.1%	100.0%
Yes	2,955	**146**	105	107	106	101	71	63	146	31	62	51	18	120	59	43	35	86	36	23	27	81	33
	60.1%	**53.5%**	60.0%	45.1%	48.6%	67.8%	70.3%	68.5%	100.0%	41.3%	55.9%	60.7%	66.7%	50.8%	55.1%	43.0%	62.5%	50.0%	52.9%	71.9%	42.2%	53.6%	67.3%
No	1,959	**127**	70	130	112	48	30	29	0	44	49	33	9	116	48	57	21	86	32	9	37	70	16
	39.9%	**46.5%**	40.0%	54.9%	51.4%	32.2%	29.7%	31.5%	0.0%	58.7%	44.1%	39.3%	33.3%	49.2%	44.9%	57.0%	37.5%	50.0%	47.1%	28.1%	57.8%	46.4%	32.7%
Significantly different from column:*		**A**			FGHI	EI	EI	EI	EFGH	L		J				Q	P	T		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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC 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)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2021 CSS Average - Chronic	**2021**	2020	2019	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,955	**146**	105	107	106	101	71	63	146	31	62	51	18	120	59	43	35	86	36	23	27	81	33
Number missing or multiple answer	37	**2**	2	0	1	1	1	1	2	0	2	0	0	1	1	0	1	2	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	2,918	**144**	103	107	105	100	70	62	144	31	60	51	18	119	58	43	34	84	36	23	27	80	33
	98.7%	**98.6%**	98.1%	100.0%	99.1%	99.0%	98.6%	98.4%	98.6%	100.0%	96.8%	100.0%	100.0%	99.2%	98.3%	100.0%	97.1%	97.7%	100.0%	100.0%	100.0%	98.8%	100.0%
Yes	2,857	**142**	103	105	104	98	68	60	142	30	59	51	18	118	58	41	34	83	36	22	27	79	32
	97.9%	**98.6%**	100.0%	98.1%	99.0%	98.0%	97.1%	96.8%	98.6%	96.8%	98.3%	100.0%	100.0%	99.2%	100.0%	95.3%	100.0%	98.8%	100.0%	95.7%	100.0%	98.8%	97.0%
No	61	**2**	0	2	1	2	2	2	2	1	1	0	0	1	0	2	0	1	0	1	0	1	1
	2.1%	**1.4%**	0.0%	1.9%	1.0%	2.0%	2.9%	3.2%	1.4%	3.2%	1.7%	0.0%	0.0%	0.8%	0.0%	4.7%	0.0%	1.2%	0.0%	4.3%	0.0%	1.3%	3.0%
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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 69

What is your child's age?

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	72	**5**	2	3	5	4	4	1	2	0	0	0	0	2	0	1	0	3	0	1	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	4,923	**272**	175	237	215	148	100	91	144	75	113	84	27	237	108	100	56	171	68	32	64	152	47
	98.6%	**98.2%**	98.9%	98.8%	97.7%	97.4%	96.2%	98.9%	98.6%	100.0%	100.0%	100.0%	100.0%	99.2%	100.0%	99.0%	100.0%	98.3%	100.0%	97.0%	98.5%	98.7%	95.9%
Less than 1 year old	39	**0**	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**0.0%**	1.7%	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%
1 year old	95	**9**	4	13	7	4	3	4	2	9	0	0	0	9	3	5	1	7	2	0	2	5	1
	1.9%	**3.3%**	2.3%	5.5%	3.3%	2.7%	3.0%	4.4%	1.4%	12.0%	0.0%	0.0%	0.0%	3.8%	2.8%	5.0%	1.8%	4.1%	2.9%	0.0%	3.1%	3.3%	2.1%
2 years old	148	**16**	11	26	11	10	6	11	7	16	0	0	1	15	3	8	5	11	4	1	2	9	4
	3.0%	**5.9%**	6.3%	11.0%	5.1%	6.8%	6.0%	12.1%	4.9%	21.3%	0.0%	0.0%	3.7%	6.3%	2.8%	8.0%	8.9%	6.4%	5.9%	3.1%	3.1%	5.9%	8.5%
3 years old	174	**12**	11	23	9	9	6	9	4	12	0	0	2	10	3	5	4	5	4	2	0	9	3
	3.5%	**4.4%**	6.3%	9.7%	4.2%	6.1%	6.0%	9.9%	2.8%	16.0%	0.0%	0.0%	7.4%	4.2%	2.8%	5.0%	7.1%	2.9%	5.9%	6.3%	0.0%	5.9%	6.4%
4 to 6 years old	631	**51**	24	24	36	25	23	25	26	38	13	0	5	44	18	19	12	34	9	8	9	33	9
	12.8%	**18.8%**	13.7%	10.1%	16.7%	16.9%	23.0%	27.5%	18.1%	50.7%	11.5%	0.0%	18.5%	18.6%	16.7%	19.0%	21.4%	19.9%	13.2%	25.0%	14.1%	21.7%	19.1%
7 to 9 years old	847	**41**	24	39	34	28	10	11	21	0	41	0	4	36	21	12	5	30	9	2	10	24	7
	17.2%	**15.1%**	13.7%	16.5%	15.8%	18.9%	10.0%	12.1%	14.6%	0.0%	36.3%	0.0%	14.8%	15.2%	19.4%	12.0%	8.9%	17.5%	13.2%	6.3%	15.6%	15.8%	14.9%
10 to 13 years old	1,363	**59**	37	49	48	25	23	13	33	0	59	0	5	52	26	22	10	39	13	7	19	31	6
	27.7%	**21.7%**	21.1%	20.7%	22.3%	16.9%	23.0%	14.3%	22.9%	0.0%	52.2%	0.0%	18.5%	21.9%	24.1%	22.0%	17.9%	22.8%	19.1%	21.9%	29.7%	20.4%	12.8%
14 to 18 years old	1,626	**84**	61	59	70	47	29	18	51	0	0	84	10	71	34	29	19	45	27	12	22	41	17
	33.0%	**30.9%**	34.9%	24.9%	32.6%	31.8%	29.0%	19.8%	35.4%	0.0%	0.0%	100.0%	37.0%	30.0%	31.5%	29.0%	33.9%	26.3%	39.7%	37.5%	34.4%	27.0%	36.2%
3 years old or younger	456	**37**	29	66	27	23	15	24	13	37	0	0	3	34	9	18	10	23	10	3	4	23	8
	9.3%	**13.6%**	16.6%	27.8%	12.6%	15.5%	15.0%	26.4%	9.0%	49.3%	0.0%	0.0%	11.1%	14.3%	8.3%	18.0%	17.9%	13.5%	14.7%	9.4%	6.3%	15.1%	17.0%
Significantly different from column:*		**AD**			H	H		EFI	H	KL	J	J			P	O							

NA - Not applicable

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Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 70

Is your child male or female?

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	72	**4**	1	3	4	4	4	1	2	0	0	0	0	1	0	0	0	2	0	1	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	4,923	**273**	176	237	216	148	100	91	144	75	113	84	27	238	108	101	56	172	68	32	65	152	47
	98.6%	**98.6%**	99.4%	98.8%	98.2%	97.4%	96.2%	98.9%	98.6%	100.0%	100.0%	100.0%	100.0%	99.6%	100.0%	100.0%	100.0%	98.9%	100.0%	97.0%	100.0%	98.7%	95.9%
Male	2,855	**159**	97	139	122	81	60	59	79	51	69	39	16	140	69	55	29	106	35	17	40	86	29
	58.0%	**58.2%**	55.1%	58.6%	56.5%	54.7%	60.0%	64.8%	54.9%	68.0%	61.1%	46.4%	59.3%	58.8%	63.9%	54.5%	51.8%	61.6%	51.5%	53.1%	61.5%	56.6%	61.7%
Female	2,068	**114**	79	98	94	67	40	32	65	24	44	45	11	98	39	46	27	66	33	15	25	66	18
	42.0%	**41.8%**	44.9%	41.4%	43.5%	45.3%	40.0%	35.2%	45.1%	32.0%	38.9%	53.6%	40.7%	41.2%	36.1%	45.5%	48.2%	38.4%	48.5%	46.9%	38.5%	43.4%	38.3%
Significantly different from column:*										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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	(Q58) More Medical Care Than Usual	(Q61) Limited/Prevented from Doing Usual Things	(Q64) Gets Special Therapy	(Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	6 to 13	14 to 18	Child's Hispanic Status (Q71) Hispanic	Not Hispanic	Child's Race (Q72) White	African-American	Other	Child's Health Status (Q53) Excellent or Very Good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) 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	V	W
Number in sample	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	123	**11**	3	8	9	8	9	5	8	1	4	3	0	0	0	2	4	6	2	3	1	7	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	4,872	**266**	174	232	211	144	95	87	138	74	109	81	27	239	108	99	52	168	66	30	64	147	47
	97.5%	**96.0%**	98.3%	96.7%	95.9%	94.7%	91.3%	94.6%	94.5%	98.7%	96.5%	96.4%	100.0%	100.0%	100.0%	98.0%	92.9%	96.6%	97.1%	90.9%	98.5%	95.5%	95.9%
Yes, Hispanic or Latino	1,253	**27**	13	27	19	17	14	10	18	6	11	10	27	0	5	2	17	12	9	6	4	16	7
	25.7%	**10.2%**	7.5%	11.6%	9.0%	11.8%	14.7%	11.5%	13.0%	8.1%	10.1%	12.3%	100.0%	0.0%	4.6%	2.0%	32.7%	7.1%	13.6%	20.0%	6.3%	10.9%	14.9%
No, not Hispanic or Latino	3,619	**239**	161	205	192	127	81	77	120	68	98	71	0	239	103	97	35	156	57	24	60	131	40
	74.3%	**89.8%**	92.5%	88.4%	91.0%	88.2%	85.3%	88.5%	87.0%	91.9%	89.9%	87.7%	0.0%	100.0%	95.4%	98.0%	67.3%	92.9%	86.4%	80.0%	93.8%	89.1%	85.1%
Significantly different from column:*		**A**													Q	Q	OP						

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.

Aetna Better Health of Louisiana

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 72

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

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	231	**12**	3	1	9	9	9	6	9	2	4	2	3	4	0	0	0	9	0	2	3	6	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	4,764	**265**	174	239	211	143	95	86	137	73	109	82	24	235	108	101	56	165	68	31	62	148	46
	95.4%	**95.7%**	98.3%	99.6%	95.9%	94.1%	91.3%	93.5%	93.8%	97.3%	96.5%	97.6%	88.9%	98.3%	100.0%	100.0%	100.0%	94.8%	100.0%	93.9%	95.4%	96.1%	93.9%
White	3,013	**142**	106	140	115	78	49	41	80	32	63	47	13	127	108	0	34	91	38	13	28	80	29
	63.2%	**53.6%**	60.9%	58.6%	54.5%	54.5%	51.6%	47.7%	58.4%	43.8%	57.8%	57.3%	54.2%	54.0%	100.0%	0.0%	60.7%	55.2%	55.9%	41.9%	45.2%	54.1%	63.0%
Black or African-American	1,533	**124**	63	108	98	65	44	43	57	40	45	38	6	114	0	101	23	76	30	17	33	66	19
	32.2%	**46.8%**	36.2%	45.2%	46.4%	45.5%	46.3%	50.0%	41.6%	54.8%	41.3%	46.3%	25.0%	48.5%	0.0%	100.0%	41.1%	46.1%	44.1%	54.8%	53.2%	44.6%	41.3%
Asian	198	**4**	2	8	2	3	3	2	3	2	1	1	0	4	0	0	4	1	3	0	1	3	0
	4.2%	**1.5%**	1.1%	3.3%	0.9%	2.1%	3.2%	2.3%	2.2%	2.7%	0.9%	1.2%	0.0%	1.7%	0.0%	0.0%	7.1%	0.6%	4.4%	0.0%	1.6%	2.0%	0.0%
Native Hawaiian or other Pacific Islander	71	**3**	1	6	3	2	2	1	2	0	1	2	0	2	0	0	3	1	1	1	0	3	0
	1.5%	**1.1%**	0.6%	2.5%	1.4%	1.4%	2.1%	1.2%	1.5%	0.0%	0.9%	2.4%	0.0%	0.9%	0.0%	0.0%	5.4%	0.6%	1.5%	3.2%	0.0%	2.0%	0.0%
American Indian or Alaska Native	210	**14**	6	14	13	9	5	5	7	4	7	3	3	10	0	0	14	9	3	2	2	8	3
	4.4%	**5.3%**	3.4%	5.9%	6.2%	6.3%	5.3%	5.8%	5.1%	5.5%	6.4%	3.7%	12.5%	4.3%	0.0%	0.0%	25.0%	5.5%	4.4%	6.5%	3.2%	5.4%	6.5%
Other	625	**29**	8	20	23	19	14	10	20	8	10	11	14	12	0	0	29	11	13	4	5	17	6
	13.1%	**10.9%**	4.6%	8.4%	10.9%	13.3%	14.7%	11.6%	14.6%	11.0%	9.2%	13.4%	58.3%	5.1%	0.0%	0.0%	51.8%	6.7%	19.1%	12.9%	8.1%	11.5%	13.0%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 73

What is your age?

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	119	**7**	3	5	6	5	5	2	4	1	2	0	0	3	0	0	0	5	0	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	4,876	**270**	174	235	214	147	99	90	142	74	111	84	27	236	108	101	56	169	68	32	64	151	46
	97.6%	**97.5%**	98.3%	97.9%	97.3%	96.7%	95.2%	97.8%	97.3%	98.7%	98.2%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	97.1%	100.0%	97.0%	98.5%	98.1%	93.9%
Under 18	225	**13**	18	19	9	10	5	6	9	4	4	4	0	12	7	4	2	7	4	1	4	7	2
	4.6%	**4.8%**	10.3%	8.1%	4.2%	6.8%	5.1%	6.7%	6.3%	5.4%	3.6%	4.8%	0.0%	5.1%	6.5%	4.0%	3.6%	4.1%	5.9%	3.1%	6.3%	4.6%	4.3%
18 to 24	97	**6**	10	11	5	4	1	2	2	5	0	1	1	5	0	5	1	6	0	0	0	4	2
	2.0%	**2.2%**	5.7%	4.7%	2.3%	2.7%	1.0%	2.2%	1.4%	6.8%	0.0%	1.2%	3.7%	2.1%	0.0%	5.0%	1.8%	3.6%	0.0%	0.0%	0.0%	2.6%	4.3%
25 to 34	1,106	**81**	32	67	61	40	34	32	36	41	32	8	10	71	30	35	15	52	18	11	14	48	18
	22.7%	**30.0%**	18.4%	28.5%	28.5%	27.2%	34.3%	35.6%	25.4%	55.4%	28.8%	9.5%	37.0%	30.1%	27.8%	34.7%	26.8%	30.8%	26.5%	34.4%	21.9%	31.8%	39.1%
35 to 44	1,740	**91**	50	64	74	49	30	25	48	15	40	36	8	80	33	36	21	52	27	12	24	45	16
	35.7%	**33.7%**	28.7%	27.2%	34.6%	33.3%	30.3%	27.8%	33.8%	20.3%	36.0%	42.9%	29.6%	33.9%	30.6%	35.6%	37.5%	30.8%	39.7%	37.5%	37.5%	29.8%	34.8%
45 to 54	1,008	**50**	29	36	41	27	20	19	30	7	23	20	6	42	24	12	12	31	15	4	13	30	6
	20.7%	**18.5%**	16.7%	15.3%	19.2%	18.4%	20.2%	21.1%	21.1%	9.5%	20.7%	23.8%	22.2%	17.8%	22.2%	11.9%	21.4%	18.3%	22.1%	12.5%	20.3%	19.9%	13.0%
55 to 64	471	**22**	25	26	18	14	6	4	13	2	7	13	1	20	11	7	3	15	4	3	6	14	2
	9.7%	**8.1%**	14.4%	11.1%	8.4%	9.5%	6.1%	4.4%	9.2%	2.7%	6.3%	15.5%	3.7%	8.5%	10.2%	6.9%	5.4%	8.9%	5.9%	9.4%	9.4%	9.3%	4.3%
65 to 74	194	**6**	5	11	5	3	3	2	3	0	4	2	1	5	2	2	2	5	0	1	3	3	0
	4.0%	**2.2%**	2.9%	4.7%	2.3%	2.0%	3.0%	2.2%	2.1%	0.0%	3.6%	2.4%	3.7%	2.1%	1.9%	2.0%	3.6%	3.0%	0.0%	3.1%	4.7%	2.0%	0.0%
75 or older	35	**1**	5	1	1	0	0	0	1	0	1	0	0	1	1	0	0	1	0	0	0	0	0
	0.7%	**0.4%**	2.9%	0.4%	0.5%	0.0%	0.0%	0.0%	0.7%	0.0%	0.9%	0.0%	0.0%	0.4%	0.9%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%
35 or older	3,448	**170**	114	138	139	93	59	50	95	24	75	71	16	148	71	57	38	104	46	20	46	92	24
	70.7%	**63.0%**	65.5%	58.7%	65.0%	63.3%	59.6%	55.6%	66.9%	32.4%	67.6%	84.5%	59.3%	62.7%	65.7%	56.4%	67.9%	61.5%	67.6%	62.5%	71.9%	60.9%	52.2%
Significantly different from column:*		**A**								KL	JL	JK									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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 74

Are you male or female?

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	90	**6**	5	1	6	5	5	2	3	1	1	0	0	2	0	0	0	4	0	1	0	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	4,905	**271**	172	239	214	147	99	90	143	74	112	84	27	237	108	101	56	170	68	32	65	151	46
	98.2%	**97.8%**	97.2%	99.6%	97.3%	96.7%	95.2%	97.8%	97.9%	98.7%	99.1%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	97.7%	100.0%	97.0%	100.0%	98.1%	93.9%
Male	493	**31**	22	19	25	18	9	6	18	3	15	13	5	25	15	8	8	20	9	2	5	20	4
	10.1%	**11.4%**	12.8%	7.9%	11.7%	12.2%	9.1%	6.7%	12.6%	4.1%	13.4%	15.5%	18.5%	10.5%	13.9%	7.9%	14.3%	11.8%	13.2%	6.3%	7.7%	13.2%	8.7%
Female	4,412	**240**	150	220	189	129	90	84	125	71	97	71	22	212	93	93	48	150	59	30	60	131	42
	89.9%	**88.6%**	87.2%	92.1%	88.3%	87.8%	90.9%	93.3%	87.4%	95.9%	86.6%	84.5%	81.5%	89.5%	86.1%	92.1%	85.7%	88.2%	86.8%	93.8%	92.3%	86.8%	91.3%
Significantly different from column:*										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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 75

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

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	135	**6**	3	5	5	4	4	2	4	1	2	0	0	2	0	0	0	5	0	1	1	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	4,860	**271**	174	235	215	148	100	90	142	74	111	84	27	237	108	101	56	169	68	32	64	152	46
	97.3%	**97.8%**	98.3%	97.9%	97.7%	97.4%	96.2%	97.8%	97.3%	98.7%	98.2%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	97.1%	100.0%	97.0%	98.5%	98.7%	93.9%
8th grade or less	221	**2**	5	6	2	1	0	0	1	0	0	2	0	2	2	0	0	0	2	0	1	1	0
	4.5%	**0.7%**	2.9%	2.6%	0.9%	0.7%	0.0%	0.0%	0.7%	0.0%	0.0%	2.4%	0.0%	0.8%	1.9%	0.0%	0.0%	0.0%	2.9%	0.0%	1.6%	0.7%	0.0%
Some high school, but did not graduate	486	**24**	14	19	19	13	10	7	15	4	9	11	5	18	8	7	8	13	7	4	7	13	4
	10.0%	**8.9%**	8.0%	8.1%	8.8%	8.8%	10.0%	7.8%	10.6%	5.4%	8.1%	13.1%	18.5%	7.6%	7.4%	6.9%	14.3%	7.7%	10.3%	12.5%	10.9%	8.6%	8.7%
High school graduate or GED	1,453	**81**	53	67	63	43	33	35	43	19	35	27	9	70	35	27	18	49	21	11	18	44	18
	29.9%	**29.9%**	30.5%	28.5%	29.3%	29.1%	33.0%	38.9%	30.3%	25.7%	31.5%	32.1%	33.3%	29.5%	32.4%	26.7%	32.1%	29.0%	30.9%	34.4%	28.1%	28.9%	39.1%
Some college or 2-year degree	1,779	**111**	71	110	91	62	39	32	62	33	46	30	12	97	50	38	21	69	29	12	26	64	15
	36.6%	**41.0%**	40.8%	46.8%	42.3%	41.9%	39.0%	35.6%	43.7%	44.6%	41.4%	35.7%	44.4%	40.9%	46.3%	37.6%	37.5%	40.8%	42.6%	37.5%	40.6%	42.1%	32.6%
4-year college graduate	535	**37**	15	13	28	19	13	11	15	15	12	10	1	36	10	20	7	26	6	5	6	20	9
	11.0%	**13.7%**	8.6%	5.5%	13.0%	12.8%	13.0%	12.2%	10.6%	20.3%	10.8%	11.9%	3.7%	15.2%	9.3%	19.8%	12.5%	15.4%	8.8%	15.6%	9.4%	13.2%	19.6%
More than 4-year college degree	386	**16**	16	20	12	10	5	5	6	3	9	4	0	14	3	9	2	12	3	0	6	10	0
	7.9%	**5.9%**	9.2%	8.5%	5.6%	6.8%	5.0%	5.6%	4.2%	4.1%	8.1%	4.8%	0.0%	5.9%	2.8%	8.9%	3.6%	7.1%	4.4%	0.0%	9.4%	6.6%	0.0%
4-year college graduate or more	921	**53**	31	33	40	29	18	16	21	18	21	14	1	50	13	29	9	38	9	5	12	30	9
	19.0%	**19.6%**	17.8%	14.0%	18.6%	19.6%	18.0%	17.8%	14.8%	24.3%	18.9%	16.7%	3.7%	21.1%	12.0%	28.7%	16.1%	22.5%	13.2%	15.6%	18.8%	19.7%	19.6%
Significantly different from column:*													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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 76

How are you related to the child?

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	4,995	**277**	177	240	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	242	**9**	9	7	8	7	6	4	5	1	3	2	1	4	3	0	1	7	1	1	0	5	4
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	4,753	**268**	168	233	212	145	98	88	141	74	110	82	26	235	105	101	55	167	67	32	65	149	45
	95.2%	**96.8%**	94.9%	97.1%	96.4%	95.4%	94.2%	95.7%	96.6%	98.7%	97.3%	97.6%	96.3%	98.3%	97.2%	100.0%	98.2%	96.0%	98.5%	97.0%	100.0%	96.8%	91.8%
Mother or father	4,092	**242**	141	197	191	128	86	80	122	67	102	72	23	213	95	94	48	152	61	29	58	134	43
	86.1%	**90.3%**	83.9%	84.5%	90.1%	88.3%	87.8%	90.9%	86.5%	90.5%	92.7%	87.8%	88.5%	90.6%	90.5%	93.1%	87.3%	91.0%	91.0%	90.6%	89.2%	89.9%	95.6%
Grandparent	419	**20**	19	26	17	12	9	5	14	5	6	8	2	17	7	5	7	12	4	2	5	11	2
	8.8%	**7.5%**	11.3%	11.2%	8.0%	8.3%	9.2%	5.7%	9.9%	6.8%	5.5%	9.8%	7.7%	7.2%	6.7%	5.0%	12.7%	7.2%	6.0%	6.3%	7.7%	7.4%	4.4%
Aunt or uncle	55	**1**	1	4	1	1	0	0	1	0	0	1	0	1	1	0	0	0	1	0	0	1	0
	1.2%	**0.4%**	0.6%	1.7%	0.5%	0.7%	0.0%	0.0%	0.7%	0.0%	0.0%	1.2%	0.0%	0.4%	1.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.7%	0.0%
Older brother or sister	7	**1**	0	2	0	1	1	1	1	1	0	0	1	0	0	0	0	1	0	0	0	1	0
	0.1%	**0.4%**	0.0%	0.9%	0.0%	0.7%	1.0%	1.1%	0.7%	1.4%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.7%	0.0%
Other relative	8	**0**	0	1	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%	0.4%	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%
Legal guardian	148	**3**	5	3	2	3	2	2	3	1	2	0	0	3	1	2	0	2	0	1	1	2	0
	3.1%	**1.1%**	3.0%	1.3%	0.9%	2.1%	2.0%	2.3%	2.1%	1.4%	1.8%	0.0%	0.0%	1.3%	1.0%	2.0%	0.0%	1.2%	0.0%	3.1%	1.5%	1.3%	0.0%
Someone else	24	**1**	2	0	1	0	0	0	0	0	0	1	0	1	1	0	0	0	1	0	1	0	0
	0.5%	**0.4%**	1.2%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.4%	1.0%	0.0%	0.0%	0.0%	1.5%	0.0%	1.5%	0.0%	0.0%

NA - Not applicable

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 77

X414

When selecting your child's health provider(s), how often did you have a problem finding a physician you were comfortable with based on your cultural, personal, or religious beliefs?

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	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	---	**277**	---	---	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	---	**9**	---	---	8	7	5	3	5	1	3	2	1	3	1	1	2	7	1	1	0	6	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	---	**268**	---	---	212	145	99	89	141	74	110	82	26	236	107	100	54	167	67	32	65	148	46
	---	**96.8%**	---	---	96.4%	95.4%	95.2%	96.7%	96.6%	98.7%	97.3%	97.6%	96.3%	98.7%	99.1%	99.0%	96.4%	96.0%	98.5%	97.0%	100.0%	96.1%	93.9%
Always	---	**19**	---	---	16	9	10	6	11	7	8	4	0	19	7	8	4	11	6	2	5	9	5
	---	**7.1%**	---	---	7.5%	6.2%	10.1%	6.7%	7.8%	9.5%	7.3%	4.9%	0.0%	8.1%	6.5%	8.0%	7.4%	6.6%	9.0%	6.3%	7.7%	6.1%	10.9%
Usually	---	**7**	---	---	3	3	4	2	4	2	2	3	2	5	4	1	2	4	2	1	1	3	3
	---	**2.6%**	---	---	1.4%	2.1%	4.0%	2.2%	2.8%	2.7%	1.8%	3.7%	7.7%	2.1%	3.7%	1.0%	3.7%	2.4%	3.0%	3.1%	1.5%	2.0%	6.5%
Sometimes	---	**21**	---	---	15	13	11	13	10	4	6	9	0	19	7	8	4	11	7	1	9	10	2
	---	**7.8%**	---	---	7.1%	9.0%	11.1%	14.6%	7.1%	5.4%	5.5%	11.0%	0.0%	8.1%	6.5%	8.0%	7.4%	6.6%	10.4%	3.1%	13.8%	6.8%	4.3%
Never	---	**221**	---	---	178	120	74	68	116	61	94	66	24	193	89	83	44	141	52	28	50	126	36
	---	**82.5%**	---	---	84.0%	82.8%	74.7%	76.4%	82.3%	82.4%	85.5%	80.5%	92.3%	81.8%	83.2%	83.0%	81.5%	84.4%	77.6%	87.5%	76.9%	85.1%	78.3%
Significantly different from column:*																							
Never or Sometimes	---	**242**	---	---	193	133	85	81	126	65	100	75	24	212	96	91	48	152	59	29	59	136	38
	---	**90.3%**	---	---	91.0%	91.7%	85.9%	91.0%	89.4%	87.8%	90.9%	91.5%	92.3%	89.8%	89.7%	91.0%	88.9%	91.0%	88.1%	90.6%	90.8%	91.9%	82.6%
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.

Aetna Better Health of Louisiana

4917000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

Question 78

X415

When your child's plan needs to share information with you, how do you prefer to receive this information? Mark one or more.

Base: All respondents

	2021 CSS Average - Chronic	**2021**	2020	2019	Type of Chronic Condition (Q55) Takes Prescription Medicine	(Q58) More Medical Care Than Usual	(Q61) Limited/Prevented from Doing Usual Things	(Q64) Gets Special Therapy	(Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	6 to 13	14 to 18	Child's Hispanic Status (Q71) Hispanic	Not Hispanic	Child's Race (Q72) White	African-American	Other	Child's Health Status (Q53) Excellent or Very Good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) 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	V	W
Number in sample	---	**277**	---	---	220	152	104	92	146	75	113	84	27	239	108	101	56	174	68	33	65	154	49
Number missing or multiple answer	---	**6**	---	---	6	5	4	2	3	1	1	1	1	1	0	0	1	4	1	1	0	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	---	**271**	---	---	214	147	100	90	143	74	112	83	26	238	108	101	55	170	67	32	65	151	46
	---	**97.8%**	---	---	97.3%	96.7%	96.2%	97.8%	97.9%	98.7%	99.1%	98.8%	96.3%	99.6%	100.0%	100.0%	98.2%	97.7%	98.5%	97.0%	100.0%	98.1%	93.9%
By postal mail	---	**207**	---	---	161	109	75	66	111	57	85	63	21	181	83	71	49	127	53	26	46	117	38
	---	**76.4%**	---	---	75.2%	74.1%	75.0%	73.3%	77.6%	77.0%	75.9%	75.9%	80.8%	76.1%	76.9%	70.3%	89.1%	74.7%	79.1%	81.3%	70.8%	77.5%	82.6%
A phone call from someone at the plan	---	**161**	---	---	133	88	54	56	82	49	60	51	15	141	64	59	33	97	42	21	33	91	31
	---	**59.4%**	---	---	62.1%	59.9%	54.0%	62.2%	57.3%	66.2%	53.6%	61.4%	57.7%	59.2%	59.3%	58.4%	60.0%	57.1%	62.7%	65.6%	50.8%	60.3%	67.4%
By text message	---	**173**	---	---	134	94	64	58	88	49	65	59	20	149	68	62	40	112	39	22	36	100	31
	---	**63.8%**	---	---	62.6%	63.9%	64.0%	64.4%	61.5%	66.2%	58.0%	71.1%	76.9%	62.6%	63.0%	61.4%	72.7%	65.9%	58.2%	68.8%	55.4%	66.2%	67.4%
By email	---	**173**	---	---	139	90	59	58	87	54	70	48	18	151	62	72	34	112	43	17	41	99	26
	---	**63.8%**	---	---	65.0%	61.2%	59.0%	64.4%	60.8%	73.0%	62.5%	57.8%	69.2%	63.4%	57.4%	71.3%	61.8%	65.9%	64.2%	53.1%	63.1%	65.6%	56.5%
Mobile phone app	---	**79**	---	---	66	49	33	30	40	26	27	26	9	69	22	38	17	45	19	15	13	52	11
	---	**29.2%**	---	---	30.8%	33.3%	33.0%	33.3%	28.0%	35.1%	24.1%	31.3%	34.6%	29.0%	20.4%	37.6%	30.9%	26.5%	28.4%	46.9%	20.0%	34.4%	23.9%
On the plan's website	---	**75**	---	---	61	44	28	28	39	25	26	24	8	67	21	38	13	42	20	13	16	44	11
	---	**27.7%**	---	---	28.5%	29.9%	28.0%	31.1%	27.3%	33.8%	23.2%	28.9%	30.8%	28.2%	19.4%	37.6%	23.6%	24.7%	29.9%	40.6%	24.6%	29.1%	23.9%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

APPENDIX D. SURVEY MATERIALS

aetna™

Presorted
First Class
U.S. Postage
PAID
Permit #5745
Baltimore, MD

CSS Processing
PO Box 10810
Herndon, VA 20172

RESPONSE NEEDED

AET-r

AETLA7_1

How can Aetna Better Health® of Louisiana 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 Aetna Better Health® of Louisiana. 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.

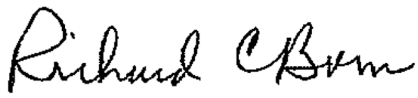
The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

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,



Richard C. Born
VP, Medicaid Health Plan/CEO

aetna™

AETLA7_3

About three weeks ago, we sent you a survey about the services we provide to your child at Aetna Better Health® of Louisiana. 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.

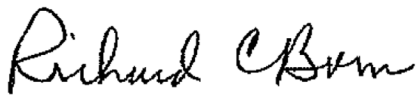
The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

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,



Richard C. Born
VP, Medicaid Health Plan/CEO

Si quiere que CSS le envíe un cuestionario en español, por favor llámenos al 1-800-874-5561.

We need your help! Recently, we sent you a short survey about your child's health care. Your answers will help to 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!

PRST FIRST CLASS
U.S. POSTAGE
PAID
BALTIMORE, MD
PERMIT 5745

CSS Processing
PO Box 10810
Herndon, VA 20172

AET47

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 Aetna Better Health® of Louisiana. 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 from a clinic, emergency room, or doctor's office. This includes care your child got in person, by phone, or by video. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away?

   ☐ 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?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

   ☐ 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 for your child as soon as your child needed?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?

   ☐ 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

Please continue inside →

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

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

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?

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

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?

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

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?

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

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?

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

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 talk to 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 have an in person, phone, or video visit with his or her personal doctor?

☐ 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?

Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

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

Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

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

Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

30. Is <u>your child</u> 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 <u>your child</u> to understand?

Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

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

Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

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?

Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

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 <u>3 months</u>?

☐ 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, include the care your child got in person, by phone, or by video. 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 with a specialist?

☐ 1 Yes
☐ 2 No → ***If No, Go to Question 44***

41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

42. How many specialists has your child talked to 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 talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst specialist possible — Best specialist possible

Your Child's Health Plan

The next questions ask about your experience with your child's health plan.

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?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

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

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

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?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

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 possible — Best health plan 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***

Please continue on back →

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

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

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 <u>your child's</u> 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 <u>your</u> 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. When selecting your child's health provider(s), how often did you have a problem finding a physician you were comfortable with based on your cultural, personal, or religious beliefs?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

78. When your child's plan needs to share information with you, how do you prefer to receive this information? Mark one or more.

☐ a By postal mail
☐ b A phone call from someone at the plan
☐ c By text message
☐ d By email
☐ e Mobile phone app
☐ f On the plan's website

THANK YOU

Please return the completed survey in the postage-paid envelope to:

Center for the Study of Services
PO Box 10810
Herndon, VA 20172

Please do not include any other correspondence.

Report of Results

for

Aetna Better Health of Louisiana (Adult Population)

2021 (MY2020) CAHPS® 5.1H Medicaid Member Experience Survey

Prepared for:

Aetna Better Health of Louisiana

Prepared by:

Center for the Study of Services
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Center for the Study of Services

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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 some measures from the HEDIS *Effectiveness of Care* domain, including influenza vaccinations and smoking cessation measures.

EXECUTIVE SUMMARY

In 2020, Aetna Better Health 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®) 5.1H 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 actionable performance feedback to help improve member experience.

CSS administered the Adult Medicaid version of the CAHPS Health Plan Survey on behalf of Aetna Better Health of Louisiana, hereafter referred to as ABH of LA, between February 17 and May 13, 2021.

The final survey sample for ABH of LA included 1,350 members. During the survey fielding period, 160 sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 11.99 percent.

This was the second survey administration cycle taking place during the COVID-19 pandemic. In response to significant changes in consumer behavior during the pandemic and the accompanying shift in care delivery toward telemedicine, NCQA expanded the CAHPS questionnaires to include any care received "in person, by phone, or by video." While NCQA has not provided trending guidelines for the revised questionnaires, in June of 2020 NCQA recommended against using its 2020 CAHPS national benchmarks for improvement scoring and year-over-year trending[1]. Additionally, NCQA's Health Plan Ratings (HPR) methodology calls for CAHPS scores to be compared to prior-year benchmarks. In a departure from this standard methodology, NCQA decided to base its 2021 Health Plan Ratings (HPR) on the current-year (2021) Quality Compass® national benchmarks, which will not be available until September 2021. **In this context, your organization's 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

This Executive Summary focuses on key CAHPS performance metrics, including year-over-year changes in results, comparisons to relevant national benchmarks, and estimated Health Plan Ratings[2]. Also identified are top organizational priorities for quality improvement based on CSS's *Key Driver Analysis*.

[1] For more information, see www.ncqa.org/covid/

[2] CSS calculated HPR (star) ratings based on the 2020 NCQA Quality Compass National Percentiles (the most recent dataset available at the time of this report's publication). They should only be used as **estimates** of your organization's official HPR scores. NCQA has scheduled a private release of final ratings to individual plans in early September, with a final public release (at www.ncqa.org) planned for September 15, 2021.

RESULTS ON KEY SURVEY MEASURES

All results reported in this section 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.

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES IN PERFORMANCE COMPARED TO 2020

Reportable* Rate IMPROVED	Reportable* Rate DECLINED
No statistically significant improvements	No statistically significant declines

* Includes CAHPS ratings and composites that achieved a reportable result (100 or more valid responses). Excludes Effectiveness of Care measures.
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, How Well Doctors Communicate, Customer Service.

STATISTICALLY SIGNIFICANT DIFFERENCES IN PERFORMANCE COMPARED TO NATIONAL BENCHMARKS

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
2021 CSS Adult Medicaid Average	
None	None
2020 NCQA Quality Compass National Average (All LOBs)	
None	None

* Includes CAHPS ratings and composites that achieved a reportable result (100 or more valid responses). Excludes Effectiveness of Care measures.
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, How Well Doctors Communicate, Customer Service.

ESTIMATED 2021 NCQA HEALTH PLAN RATINGS

Estimated* 2021 NCQA Health Plan Rating	
★★★★★	Rating of Specialist Seen Most Often
★★★★☆	Getting Care Quickly, Rating of Personal Doctor, Rating of All Health Care
★★★☆☆	Getting Needed Care, Coordination of Care, Rating of Health Plan

* Estimated HPR stars for applicable CAHPS measures, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are provided for reference only. Excludes Effectiveness of Care measures.
Final HPR stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scored directly to plans in September of 2021.

Note: estimated star ratings are provided for all applicable CAHPS measures regardless of measure denominator.

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 the quality improvement opportunities that would generate the greatest impact for ABH of LA. Effective interventions in these areas would lead to the largest gains in the *Rating of Health Plan* score.

Top Priorities for Quality Improvement
1. Improving member access to care (ease of getting needed care, tests, or treatment)
2. Improving health plan provider network (highly-rated personal doctors)
3. Improving the ability of the health plan customer service to provide necessary information or help

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

WHAT IS NEW IN 2021

CAHPS SURVEY UPDATES (VERSION 5.1H)

In response to significant changes in consumer behavior during the past year and the accompanying shift in care delivery toward telemedicine, NCQA updated the CAHPS Health Plan Survey to version 5.1H. Several questions were reworded to include any care received "in person, by phone, or by video" during the past six months. References to "seeing a provider" or "visiting a doctor's office or clinic" were removed or replaced with more inclusive language to reflect this expanded array of care settings. To date, NCQA has not issued trending guidelines for the revised questionnaires.

IMPACT OF COVID-19 ON THE 2020 NCQA QUALITY COMPASS DATASETS

Citing concerns about the impact of COVID-19 on CAHPS data collection and response rates, as well as the potential for response bias because members were asked to reflect on their health care experiences over the past year while simultaneously living through a pandemic, **NCQA released national, regional, and state benchmarks (averages and percentiles) for health plans' internal quality improvement purposes. NCQA did not report 2020 CAHPS survey results for individual plans in Quality Compass and issued a general recommendation against using the 2020 benchmarks for improvement scoring and year-over-year trending. In this context, your organization's 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

CHANGES IN THE 2021 NCQA HEALTH PLAN RATINGS (HPR) METHODOLOGY[3] DUE TO COVID-19

Prior to the COVID-19 pandemic, NCQA had planned a significant overhaul of its Health Plan Ratings methodology. As a reminder, below is the list of Patient Experience (CAHPS) and Effectiveness of Care measures included in NCQA's Medicaid Health Plan Ratings:

Measure Domain	Individual Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (percent *Usually* or *Always*)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (percent *9* or *10*) Coordination of Care (percent *Usually* or *Always*)
Satisfaction with Plan Services	Rating of Health Plan (percent *9* or *10*)
Effectiveness of Care	Flu Vaccinations for Adults Ages 18-64 (percent *Yes*) Medical Assistance with Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit (percent *Sometimes, Usually,* or *Always*)

Health Plan Ratings are reported to the public on a five-star scale, indicating how well a plan is performing compared to NCQA's Quality Compass national benchmarks. NCQA's original (2020) HPR methodology, released just prior to the COVID-19 pandemic, had relied on prior-year Quality Compass benchmarks for assignment of star ratings. NCQA had concerns about using the 2020 CAHPS data for public reporting and canceled the 2020 Health Plan Ratings because of the pandemic. NCQA decided to base the 2021 Health Plan Ratings on the current-year (2021) national benchmarks. This decision has significant implications for current and future reporting.

- Because NCQA will calculate final 2021 Health Plan Ratings based on the 2021 Quality Compass data submissions, the results will not be available to plans until September of 2021[4]. Therefore, **CSS can only estimate Health Plan Ratings based on the 2020 benchmarks at this time. Star rating estimates in this report are based on the prior-year (2020) NCQA Quality Compass National benchmarks, the most recent dataset available to date.**

- NCQA has not finalized the 2022 Health Plan Ratings methodology. NCQA may choose to continue using current-year benchmarks for HPR 2022 or revert to the original methodology, which relies on prior-year benchmarks. NCQA expects to make this decision in the summer of 2021.

[3] For more information, please refer to www.ncqa.org/hedis/reports-and-research/ncqas-health-plan-ratings-2021/ and Appendix B

[4] NCQA has scheduled a private release of final ratings to individual plans in early September, with a final public release (at www.ncqa.org) planned for September 15, 2021

UPDATES TO THE 2021 CSS CAHPS SURVEY RESULTS REPORT

CSS has made several updates to the 2021 CAHPS Results Reports:

- Measure denominators and three-year score trends have been added to key exhibits.
- CSS recognizes that NCQA will not release the 2021 Health Plan Ratings until September of 2021. As a courtesy to Aetna Better Health, CSS is providing estimated star ratings based on the available 2020 Quality Compass national benchmarks in accordance with NCQA's scoring guidelines. **The CSS-calculated star ratings should be treated as unofficial estimates and used with caution for internal purposes only.**
- The CSS *Key Driver Model* has been updated using CSS's Book-of-Business data collected over the past two years.
- An updated *Health Plan Quality Improvement Resource Guide* is included.

ABOUT THIS REPORT

The key features of this 2021 CAHPS results report are highlighted below.

- CSS calculated survey results following NCQA's guidelines in *HEDIS 2021, Volume 3: Specifications for Survey Measures*. All results are reported regardless of measure denominator.

- As a courtesy to Aetna Better Health, CSS is providing estimated Health Plan Ratings (star ratings) based on the available 2020 Quality Compass national benchmarks. **The CSS-calculated star ratings should be treated as unofficial estimates and used with caution for internal purposes only.** Estimated star ratings are provided regardless of measure denominator. NCQA is expected to release final 2021 Health Plan Ratings in September.

- Throughout the report, the 2021 ABH of LA survey results are compared to national benchmark scores, represented by the 2021 CSS Adult Medicaid Average and the 2020 NCQA Quality Compass Adult Medicaid National Average for All Lines of Business (LOBs). The 2021 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 2020 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 for ABH of LA, including estimated 2021 HPR star ratings. This section highlights the areas where ABH of LA 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. Top organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.

- *Summary of Survey Results* presents the 2021 ABH of LA survey scores on key measures, including question summary rates, global proportions, and estimated star ratings; changes in rates 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 2021 ABH of LA results are compared to the 2021 CSS Adult Medicaid Average on all measures. Where appropriate, the 2021 summary rates and global proportions are also compared to the 2020 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 2021 CSS Adult Medicaid Average rates. All rates are calculated according to the NCQA guidelines.

- *Member Profile and Analysis of Plan Ratings by Member Segment* compares the 2021 ABH of LA respondent profile to the relevant national distribution(s) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* identifies key member experience touch points that appear to drive the overall *Rating of Health Plan*. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall member assessment of the plan. The 2021 ABH of LA results on each key driver are compared to the highest score among the 23 plans contributing to the 2021 CSS 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 ABH of LA *Rating of Health Plan* score due to improved performance on the key driver measure. A separate section of the report provides some helpful resources for health plan quality improvement.

- The *Appendix* includes:

  - Score calculation guidelines and methodology
  - A glossary of terms
  - A one-page *Survey Results at a Glance* summary
  - 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 2021 CAHPS Health Plan Survey on behalf of ABH of LA in accordance with the NCQA methodology detailed in *HEDIS 2021, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2021 Survey Measures.* The survey can be administered using a mail-only or a mixed methodology (mail with telephone follow-up). 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).

ABH of LA elected to use the standard mixed methodology.

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

- An initial survey package was mailed on February 17.
- An initial reminder/thank-you postcard was mailed on February 25.
- A replacement survey package was mailed on March 25.
- A second reminder/thank-you postcard was mailed on April 5.
- A telephone follow-up phase targeting non-respondents, with up to six telephone follow-up attempts spaced at different times of the day and on different days of the week, started on April 10.
- Data collection closed on May 13.

Survey results were submitted to NCQA on May 26, 2021.

SURVEY MATERIALS

CSS designed all member-facing materials (see Appendix) for Aetna Better Health in accordance with the NCQA guidelines detailed in *HEDIS 2021, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2021 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 5.1H survey. Besides the core CAHPS questions, the survey included four supplemental questions added by the plan. In addition to English, sample members had the option to request the survey in Spanish using a telephone request line.

The carrier envelope used for survey mailings was marked "RESPONSE NEEDED" or "FINAL REMINDER – PLEASE RESPOND!", depending on the mailing wave, to improve the likelihood of response. 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, 2020; 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, 2020 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. ABH of LA chose not to oversample. The final survey sample for ABH of LA included 1,350 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 predefined degree of certainty.

For plans following the mixed methodology, Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. CATI supervisors maintained quality control by monitoring the telephone interviews and response capture by interviewers in real time and auditing recorded interviews. At least 10 percent of the interviews were monitored by supervisors.

Due to the multiple outreach 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.

SURVEY RESPONSE RATE

During the survey fielding period, 160 sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 11.99 percent. Using the most conservative assumption about measure rates (i.e., 50%) and given the number of completed surveys received, the 95% confidence interval around measure rates is ±7.75%. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 1.

EXHIBIT 1. 2021 ABH OF LA ADULT MEDICAID CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	2021 Your Organization		2021 CSS Adult Medicaid Average
	Number	Percent of Initial Sample	Percent of Total Initial Sample
Initial Sample	1,350	100.0%	100.0%
Complete and Eligible - Mail	120	8.9%	11.7%
Complete and Eligible - Phone*	40	3.0%	4.0%
Complete and Eligible - Internet**	0	0.0%	0.1%
Complete and Eligible - Total	160	11.9%	15.8%
Does not meet Eligible Population criteria	8	0.6%	0.6%
Incomplete (but Eligible)	32	2.4%	2.1%
Language barrier	4	0.3%	1.4%
Mentally or physically incapacitated	3	0.2%	0.2%
Deceased	1	0.1%	0.1%
Refusal	64	4.7%	3.3%
Nonresponse after maximum attempts	1,071	79.3%	75.8%
Added to Do Not Call (DNC) list	7	0.5%	0.7%
NCQA Response Rate* **		**11.99%**	**16.21%**

* Applies to plans following mixed methodology.
** Any sample members who called and requested another survey were given the option to complete the survey online.
*** 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]

Below is a more detailed breakdown of completed surveys by language. In addition to English, sample members had the option to request the survey in Spanish using a telephone request line.

EXHIBIT 2. 2021 ABH OF LA ADULT MEDICAID CAHPS SURVEY: COMPLETED SURVEYS BY LANGUAGE

Survey Language	2021 Your Organization	
	Number	Percent
Complete and Eligible - English	160	100.0%
Complete and Eligible - Total	160	100.0%

4913000

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. 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. NCQA plans to release final Health Plan Ratings for participating plans on September 15, 2021.**

GLOBAL RATING QUESTIONS

CAHPS Health Plan Survey (version 5.1H) 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 2021 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 with 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 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 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 predefined set of two or more related questions on the survey. The proportions are calculated by first determining the relevant proportion on each survey question contributing to the composite and then averaging these proportions across all questions in the composite.

Throughout the report, all question summary rates 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 2021, Volume 3: Specifications for Survey Measures* or consult Appendix A.

ESTIMATED NCQA HEALTH PLAN RATINGS (STAR RATINGS)

Health Plan Ratings, displayed as star ratings, were estimated by CSS based on NCQA's *2021 Health Plan Rating* methodology. **The CSS-calculated HPR star ratings should be treated as unofficial estimates and used with caution for internal purposes only.** For details, please consult www.ncqa.org/hedis/reports-and-research/ncqas-health-plan-ratings-2021/ as well as Appendix A of this report.

NCQA MINIMUM DENOMINATOR SIZE

For a measure result (i.e., question summary rate or composite global proportion) 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.

COMPARISONS TO NATIONAL BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2021 ABH of LA results are compared to the 2021 CSS Adult Medicaid Average as well as to the 2020 NCQA Quality Compass Adult Medicaid National Average (All LOBs). The 2021 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 2020 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. 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 3 provides a high-level ABH of LA performance overview on key survey measures. These include overall ratings, composite global proportions, and summary rates for additional measures. Where applicable, changes in scores over time and comparisons to applicable national benchmarks are reported and tested for statistical significance.

EXHIBIT 3. 2021 ABH OF LA ADULT MEDICAID CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

Survey Measures	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2021 NCQA Health Plan (Star) Rating
	2021		2020		2019		2021 CSS Adult Medicaid Average		2020 NCQA Quality Compass National Average (All LOBs)		
	Rate	(n)	Rate	Point Change	Rate	Point Change	Rate	Point Diff.	Rate	Point Diff.	
Patient Experience Measures Reported in NCQA Health Plan Ratings											★★★½☆
Getting Care											★★★½☆
Getting Needed Care (% Always or Usually)	**85.30%**	**(91)**	79.25%	[+6.05]	80.16%	[+5.14]	83.47%	[+1.83]	82.96%	[+2.34]	★★★☆☆
Getting Care Quickly (% Always or Usually)	**87.01%**	**(73)**	80.37%	[+6.64]	80.48%	[+6.53]	81.20%	[+5.81]	82.35%	[+4.66]	★★★★☆
Satisfaction With Plan Physicians											★★★★☆
Rating of Personal Doctor (% 9 or 10)	**72.03%**	**(118)**	69.49%	[+2.54]	65.71%	[+6.32]	67.20%	[+4.83]	69.24%	[+2.79]	★★★★☆
Rating of Specialist Seen Most Often (% 9 or 10)	**80.60%**	**(67)**	62.79%	[+17.81] ✓	66.67%	[+13.93] ✓	67.36%	[+13.24] ✓	69.47%	[+11.13] ✓	★★★★★
Rating of All Health Care (% 9 or 10)	**60.91%**	**(110)**	56.15%	[+4.76]	52.38%	[+8.53]	56.74%	[+4.17]	57.67%	[+3.24]	★★★★☆
Coordination of Care (% Always or Usually)	**84.78%**	**(46)**	88.73%	[-3.95]	87.29%	[-2.51]	82.73%	[+2.06]	85.14%	[-0.36]	★★★☆☆
Satisfaction With Plan Services											★★★☆☆
Rating of Health Plan (% 9 or 10)	**61.94%**	**(155)**	62.60%	[-0.67]	57.27%	[+4.67]	59.09%	[+2.84]	62.23%	[-0.29]	★★★☆☆
Additional Measures NOT Reported in NCQA Health Plan Ratings											
How Well Drs. Communicate (% Always or Usually)	**91.67%**	**(93)**	94.31%	[-2.65]	91.92%	[-0.26]	91.65%	[+0.02]	93.16%	[-1.49]	
Customer Service (% Always or Usually)	**89.42%**	**(52)**	86.81%	[+2.61]	88.26%	[+1.16]	88.51%	[+0.91]	89.27%	[+0.15]	
Rating of All Health Care (% 8, 9 or 10)	**83.64%**	**(110)**	73.26%	[+10.37] ✓	71.83%	[+11.81] ✓	77.16%	[+6.47]	76.43%	[+7.21]	
Rating of Personal Doctor (% 8, 9 or 10)	**85.59%**	**(118)**	83.05%	[+2.54]	84.49%	[+1.10]	82.25%	[+3.35]	83.46%	[+2.13]	
Rating of Specialist Seen Most Often (% 8, 9 or 10)	**86.57%**	**(67)**	81.40%	[+5.17]	84.68%	[+1.88]	82.64%	[+3.93]	83.93%	[+2.64]	
Rating of Health Plan (% 8, 9 or 10)	**79.35%**	**(155)**	74.39%	[+4.96]	76.56%	[+2.80]	75.76%	[+3.59]	78.50%	[+0.85]	

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Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark 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 the current-year rate and the comparison rate are marked with a ✓ symbol.

Health Plan Ratings (HPR)

Estimated HPR stars for applicable measures, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scored directly to plans in September of 2021.

DETAILED PERFORMANCE CHARTS

Detailed charts are provided for CAHPS composite global proportions and question summary rates. The charts have the following features:

TREND IN RESULTS

- 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.
- Statistical comparisons are conducted between the current-year and each of the prior-year rates, if available. Differences in rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are marked with a ✓ (checkmark) symbol next to the comparison score. For example, a checkmark appearing next to the 2020 rate denotes a statistically significant difference between the 2021 and 2020 rates.

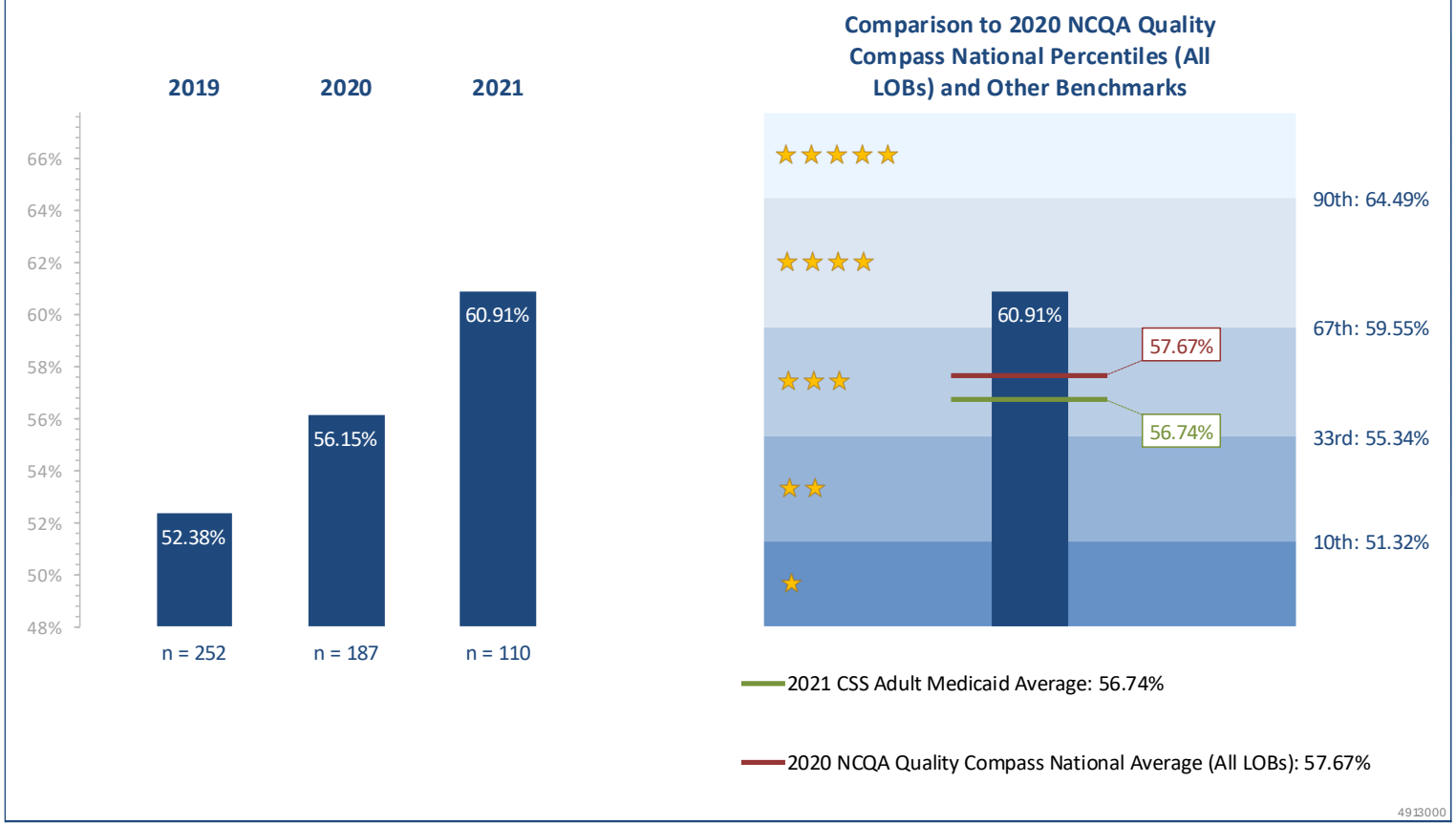
COMPARISON TO NATIONAL BENCHMARKS AND NCQA QUALITY COMPASS PERCENTILES

To help health plans benchmark their performance on key CAHPS measures, CSS licensed the *2020 NCQA Quality Compass CAHPS Benchmarks*. This dataset includes question summary rates 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. **Reminder: because NCQA recommended against using the 2020 benchmarks for improvement scoring and year-over-year trending, comparisons of your organization's results to these benchmarks should be made with caution.**

- For CAHPS ratings and composites, the bar representing the 2021 ABH of LA score is juxtaposed against the 2020 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 2021 CSS Adult Medicaid Average as well as the 2020 NCQA Quality Compass Adult Medicaid National Average (All LOBs). If the 2021 ABH of LA 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



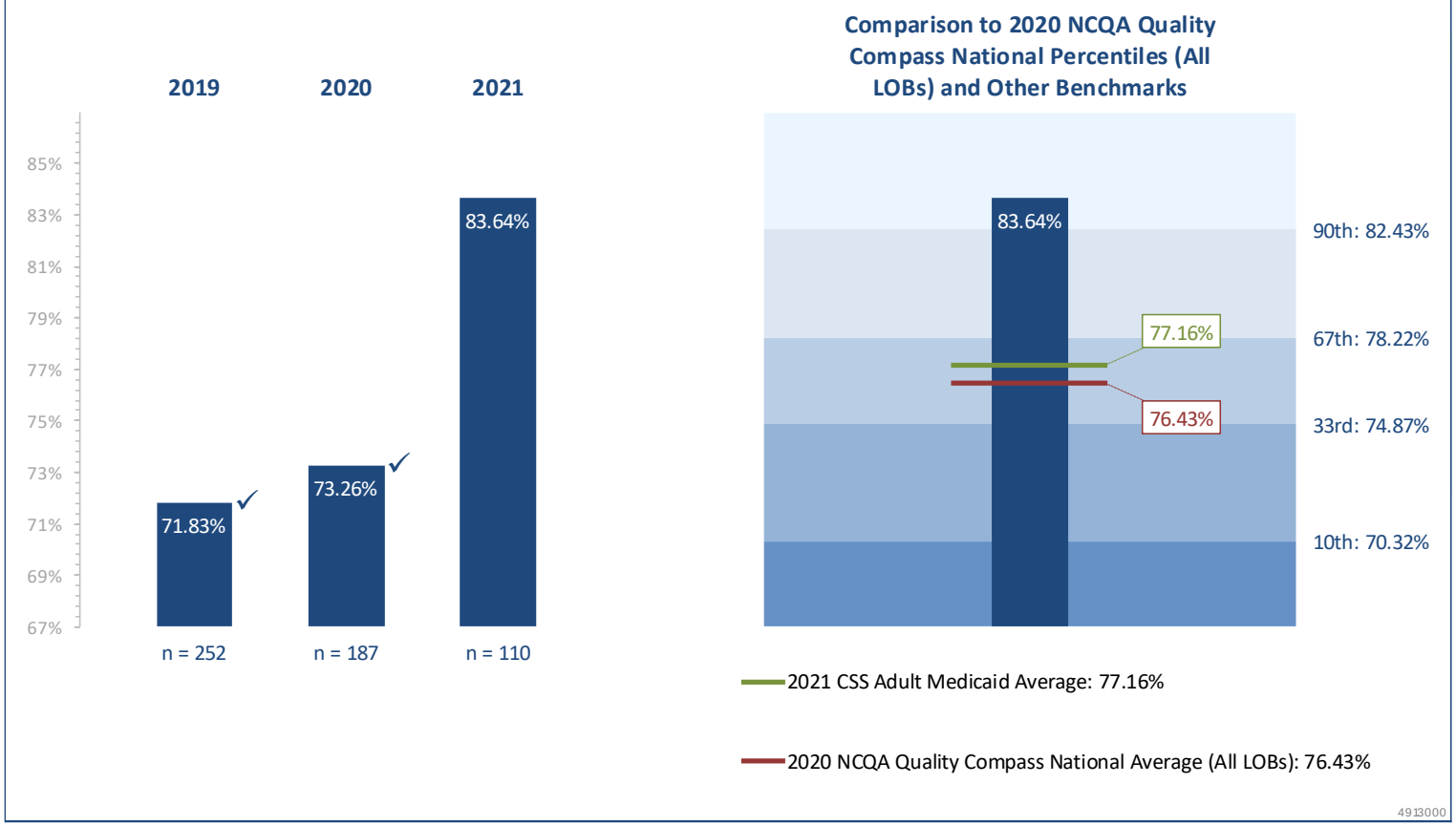
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

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 the 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



This measure is not included in NCQA's 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.

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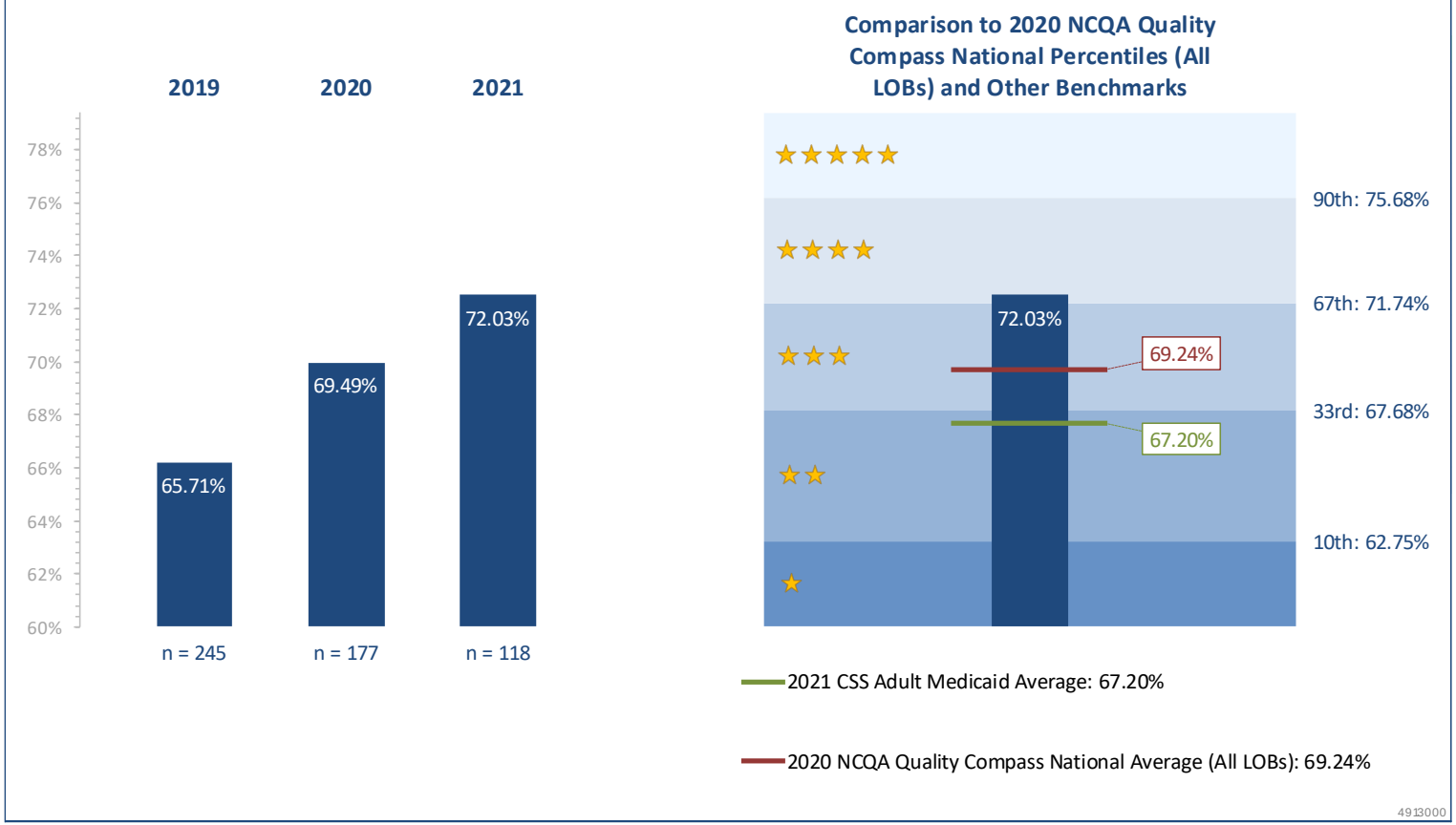
Rating of Personal Doctor

Percent Responding 9 or 10



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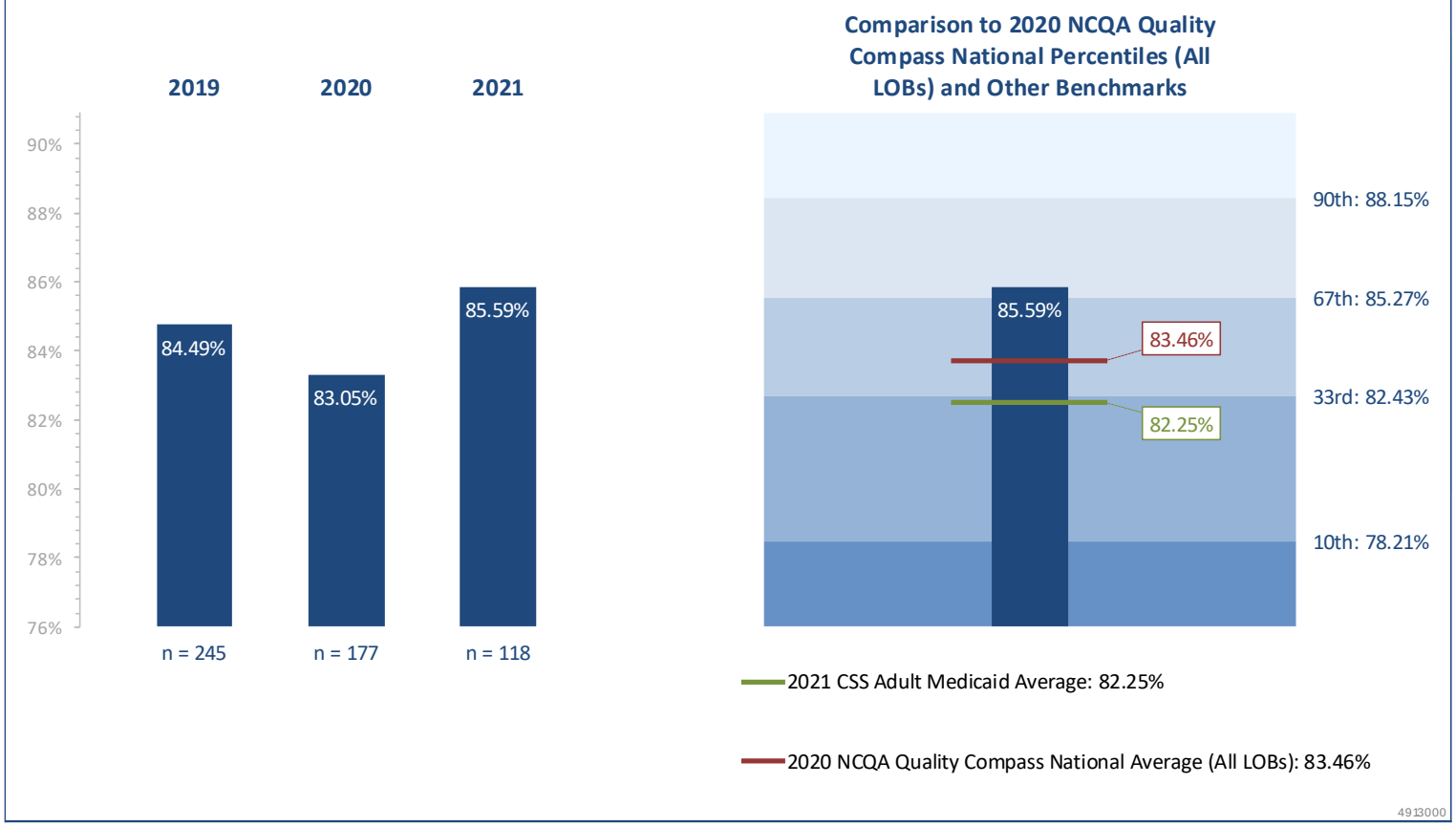
Rating of Personal Doctor

Percent Responding 8, 9 or 10



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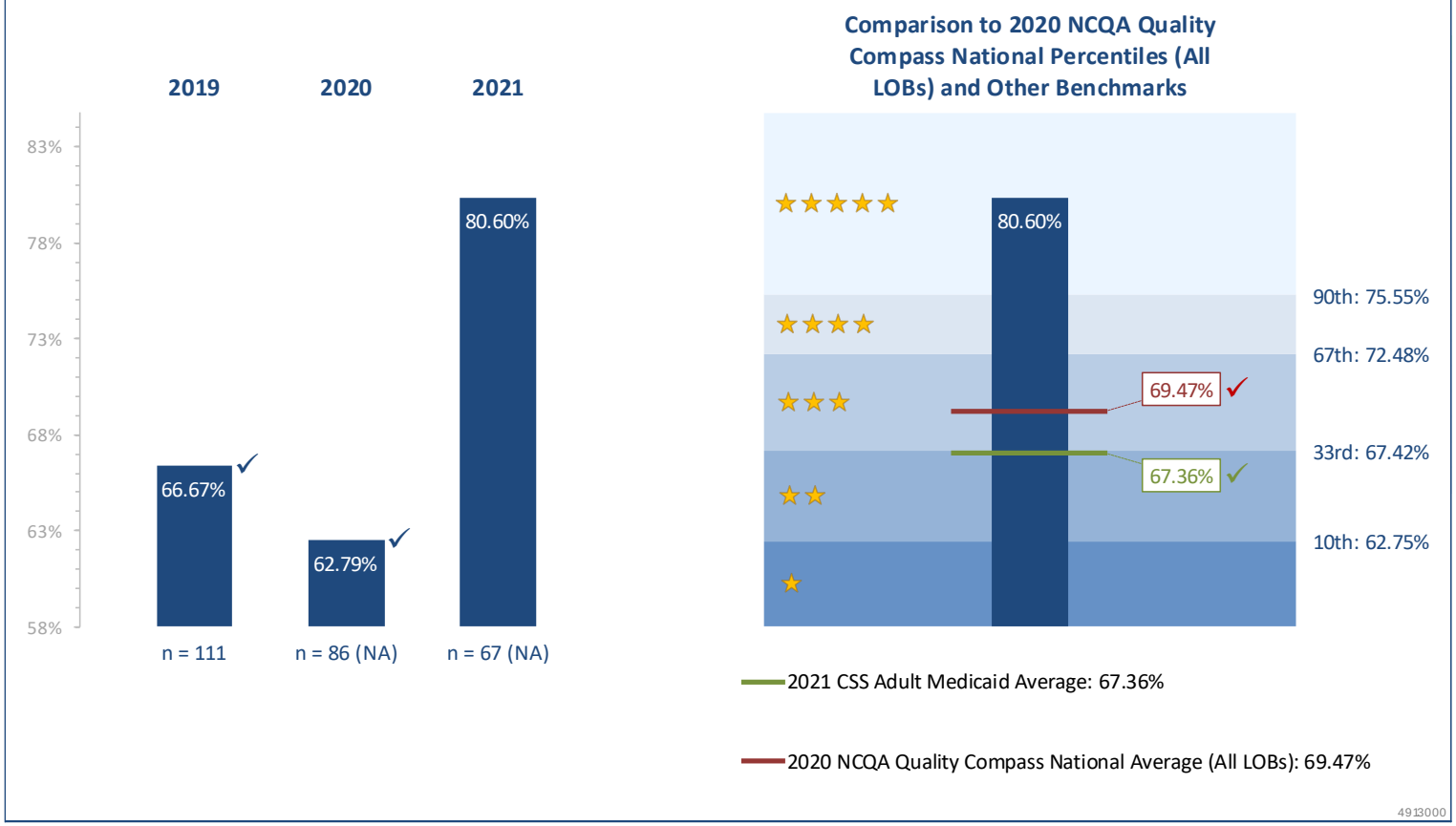
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the 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



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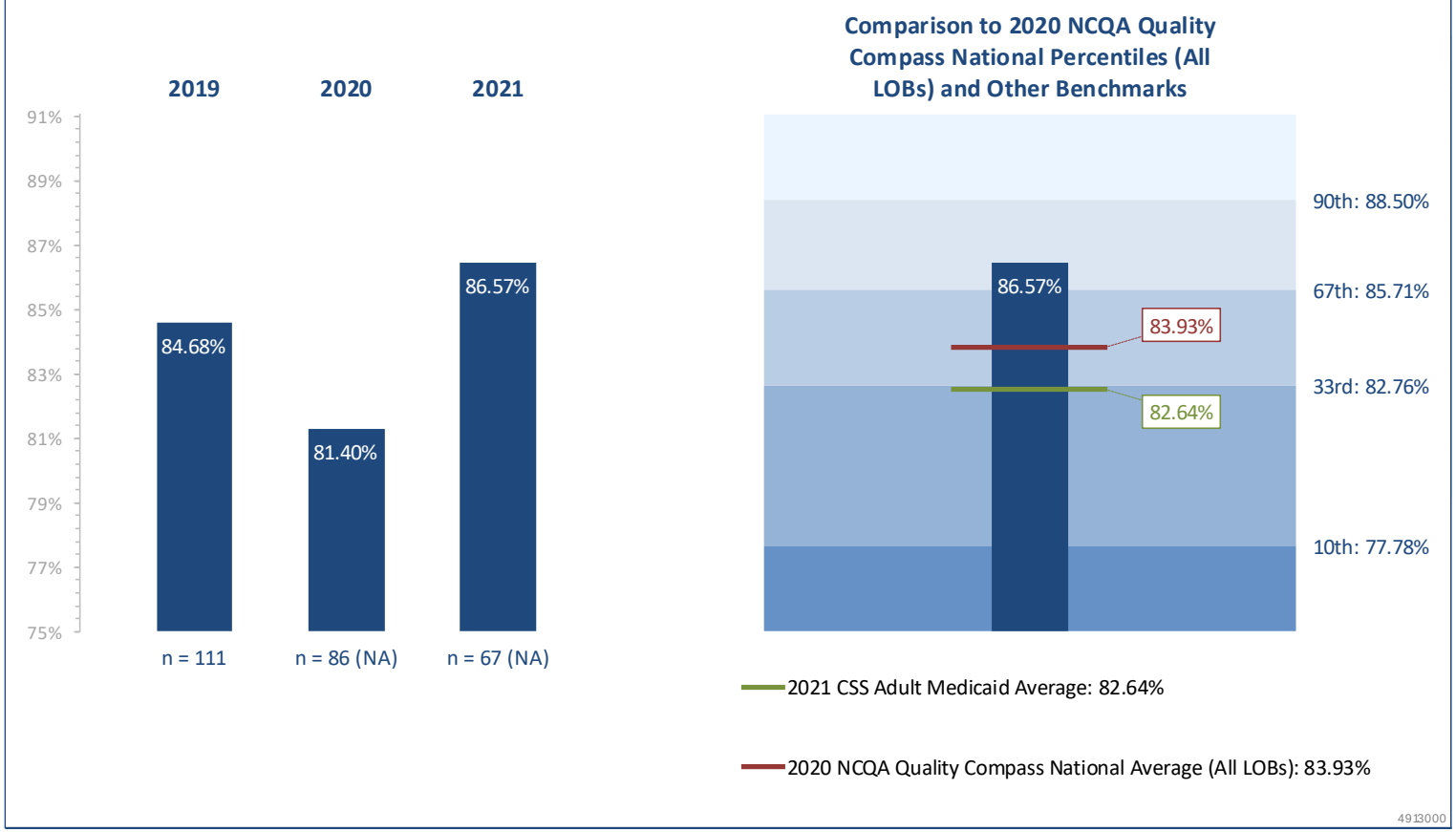
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the 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



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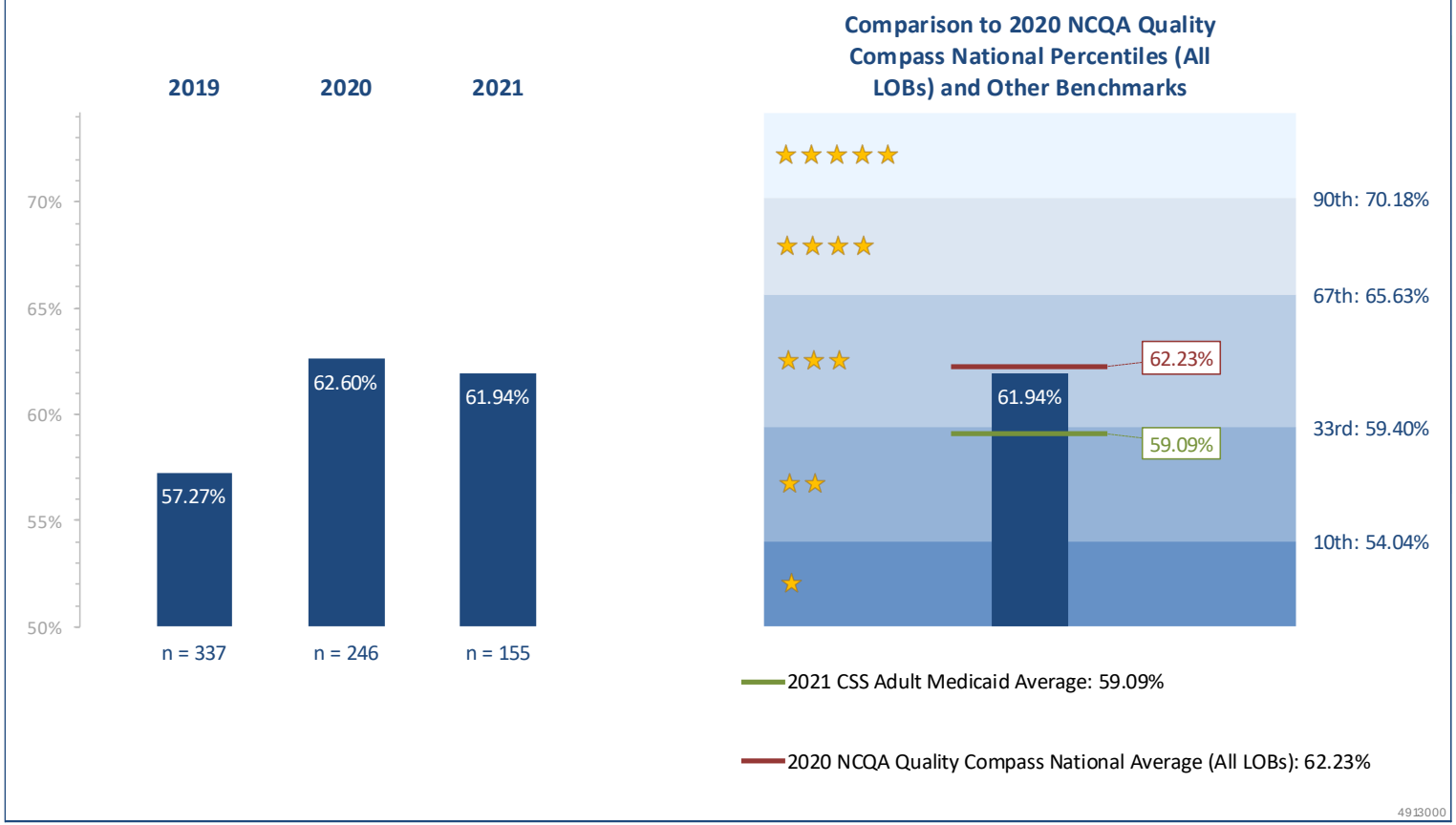
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value 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 the 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



Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

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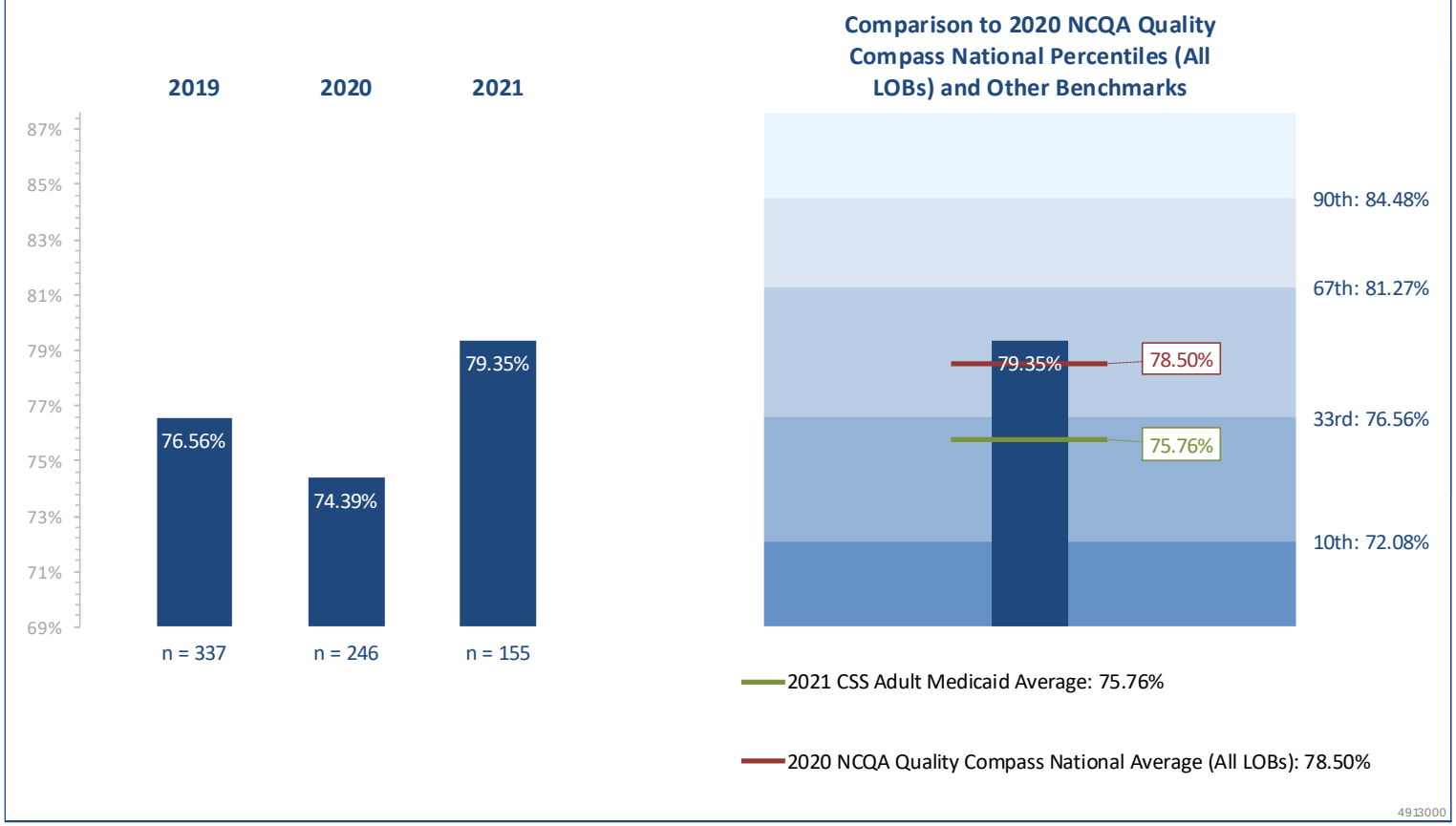
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the 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



This measure is not included in NCQA's Health Plan Ratings.

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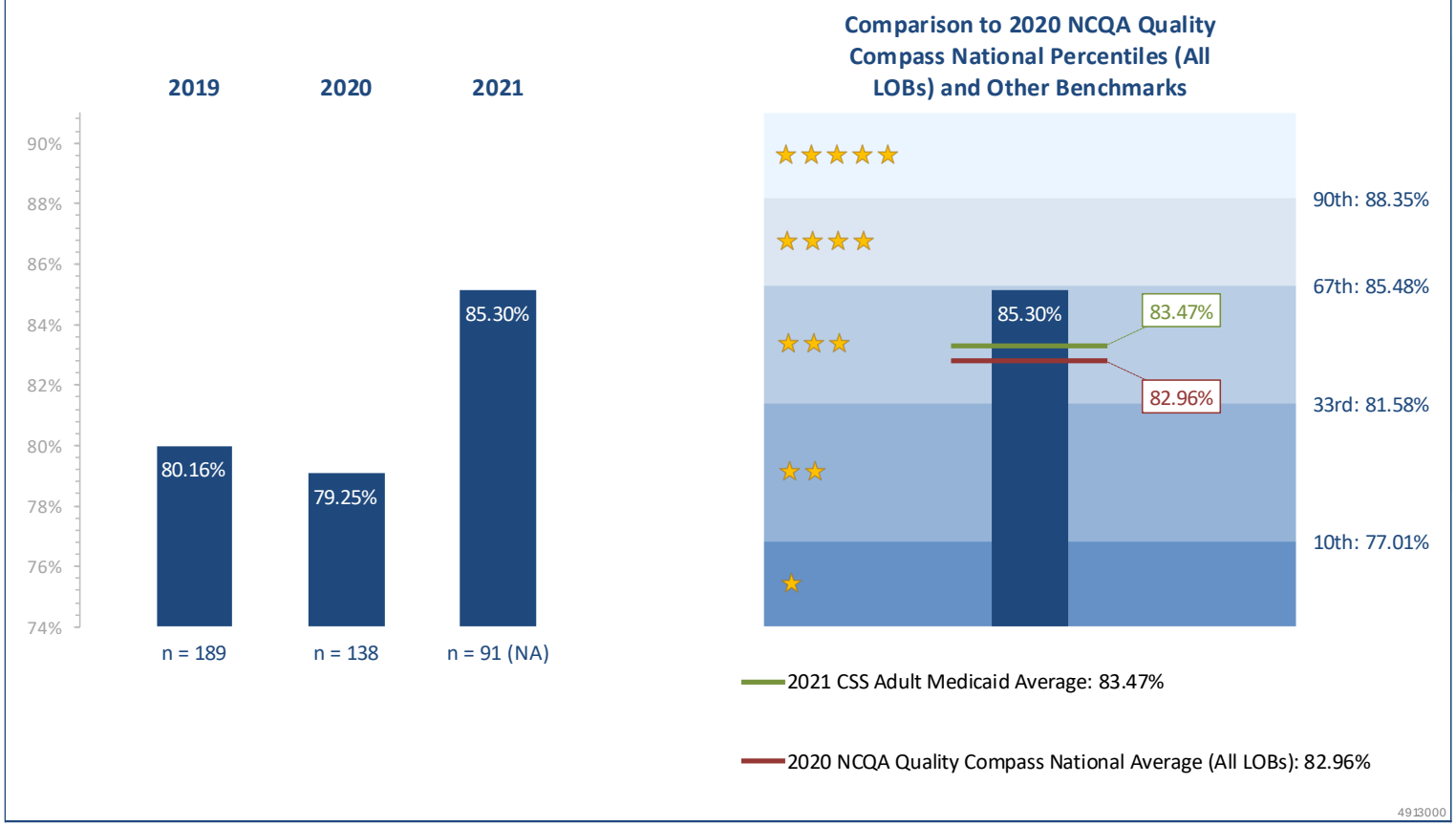
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the 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



Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

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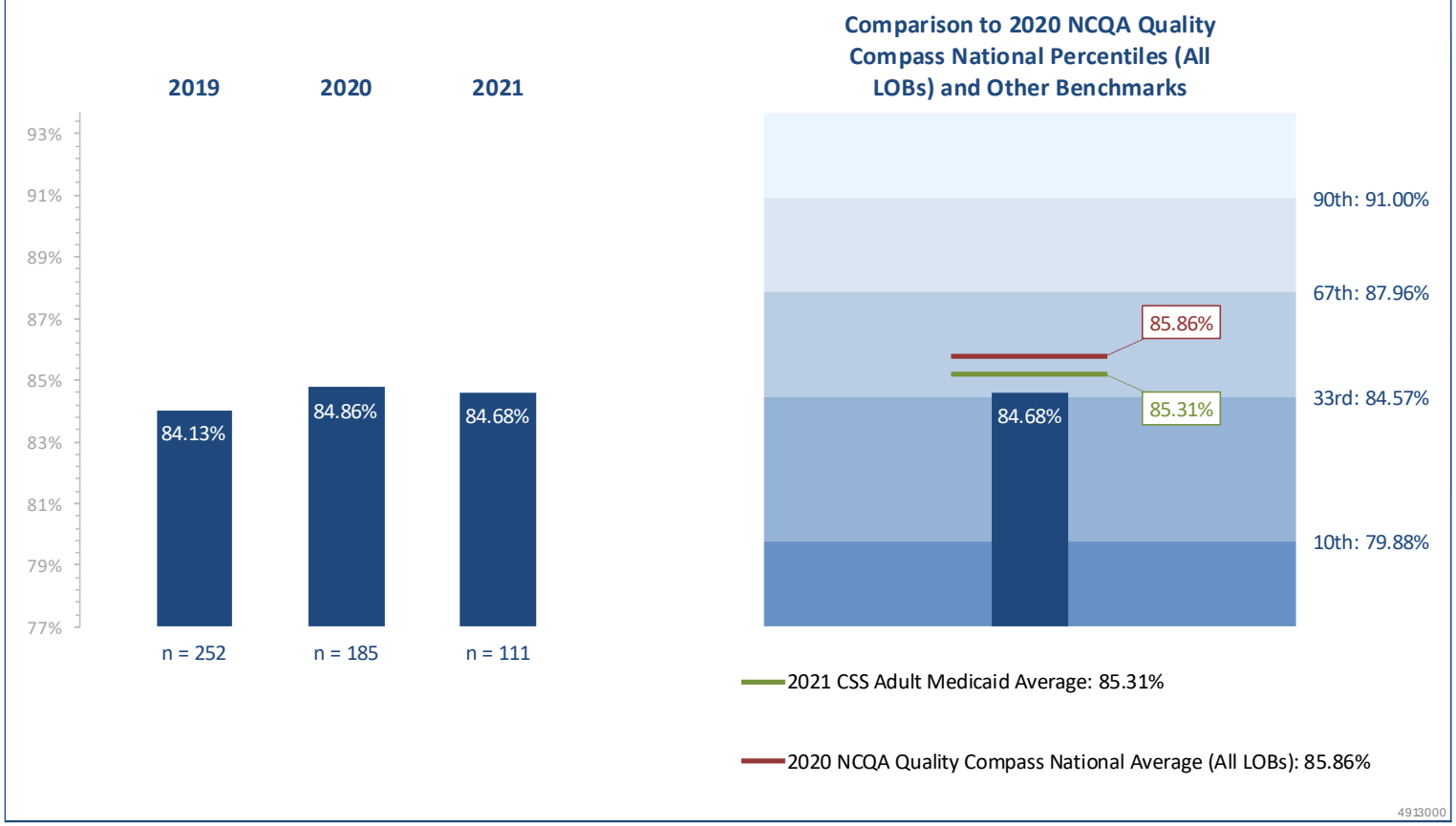
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the 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



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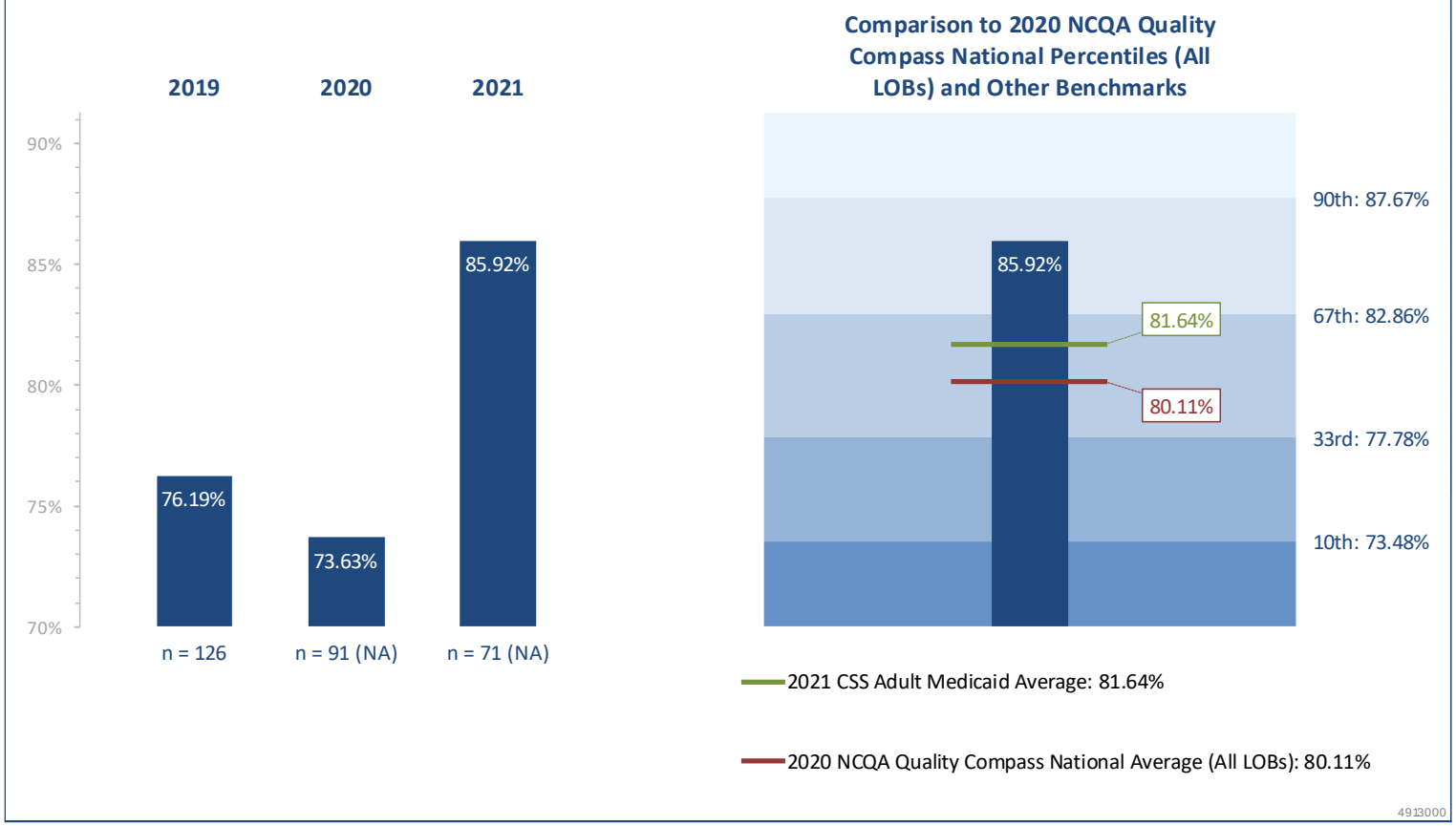
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

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 the 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



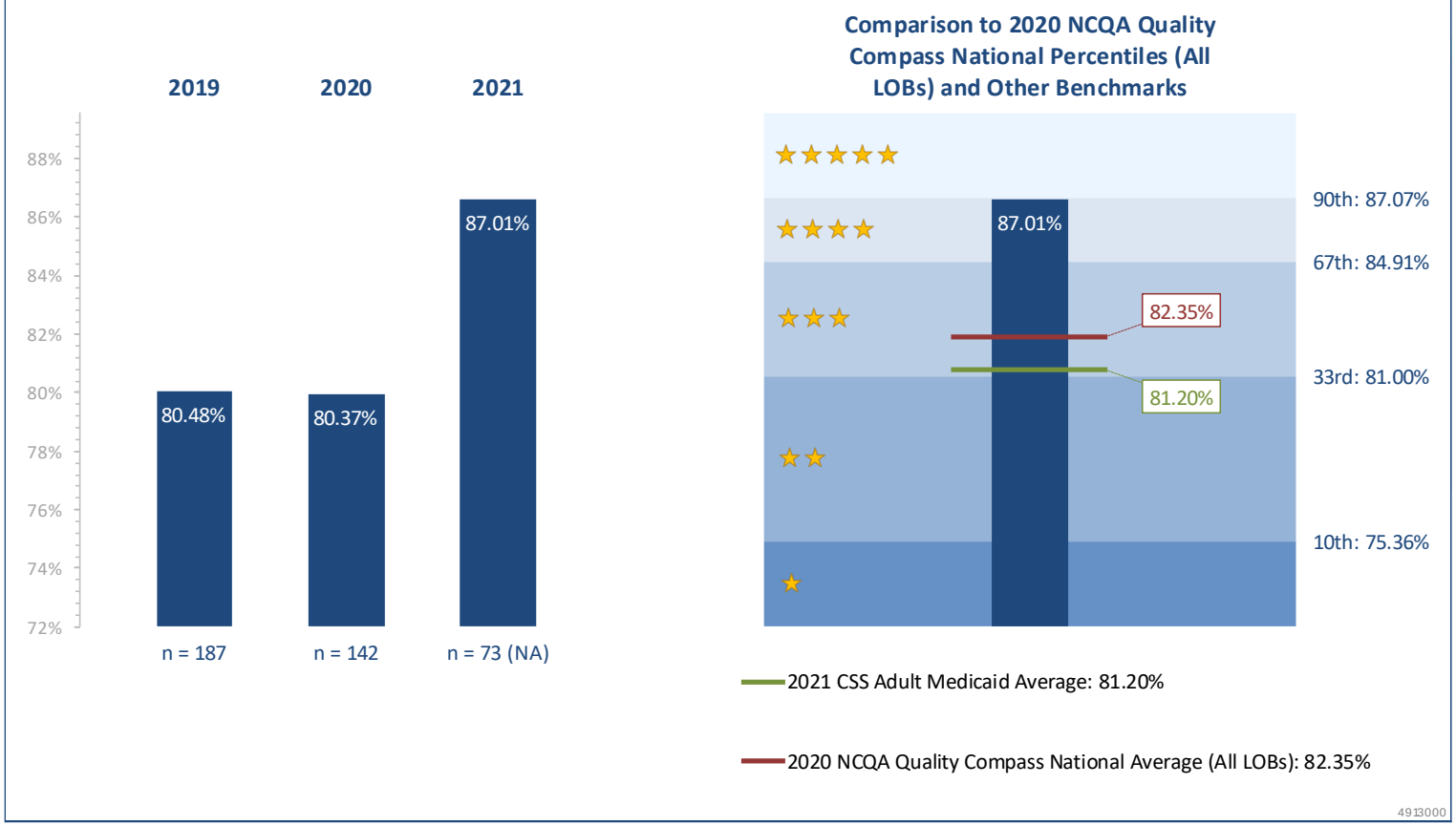
This measure is not included in NCQA's Health Plan Ratings.

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 the 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



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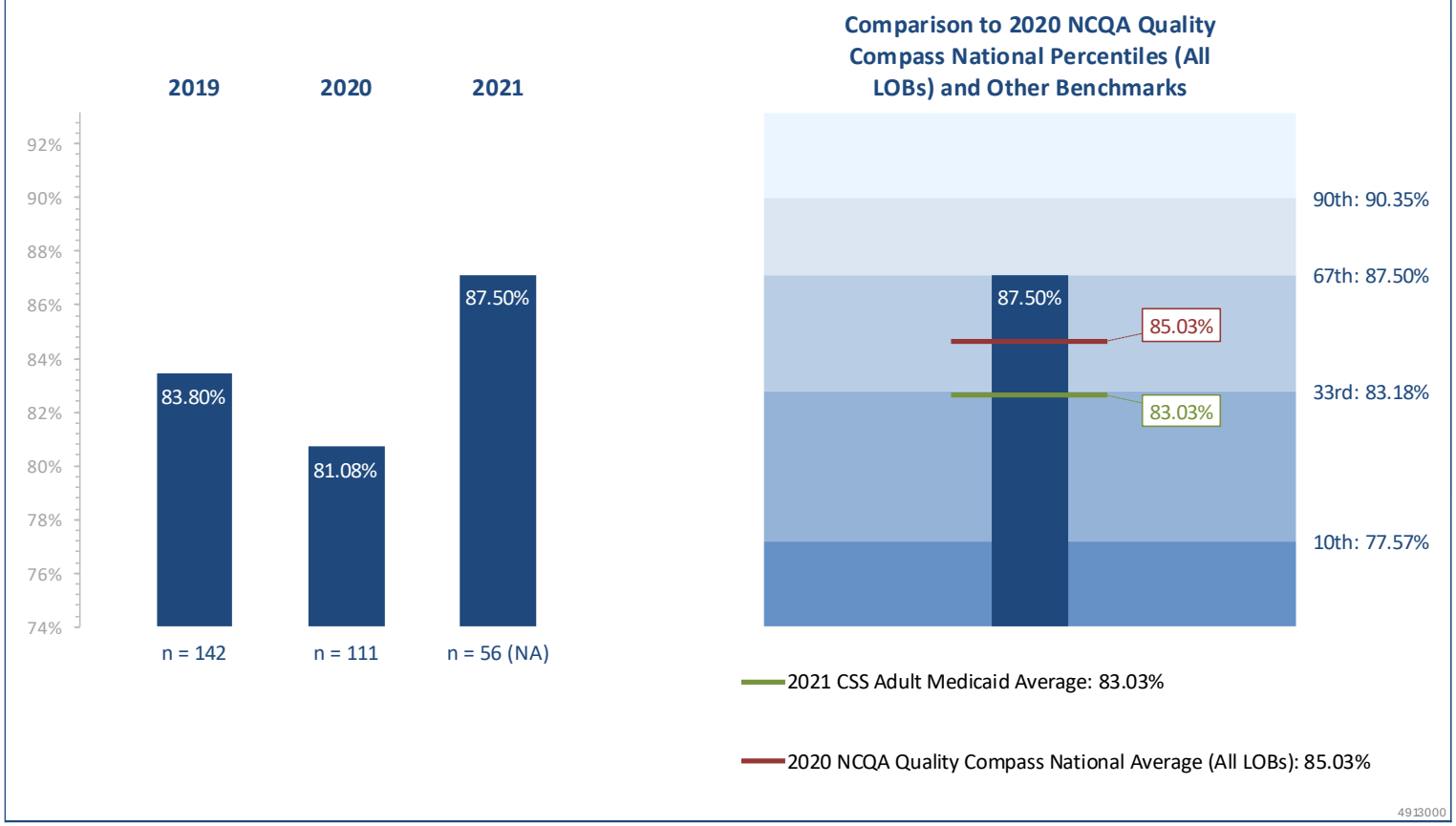
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the 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



This measure is not included in NCQA's Health Plan Ratings.

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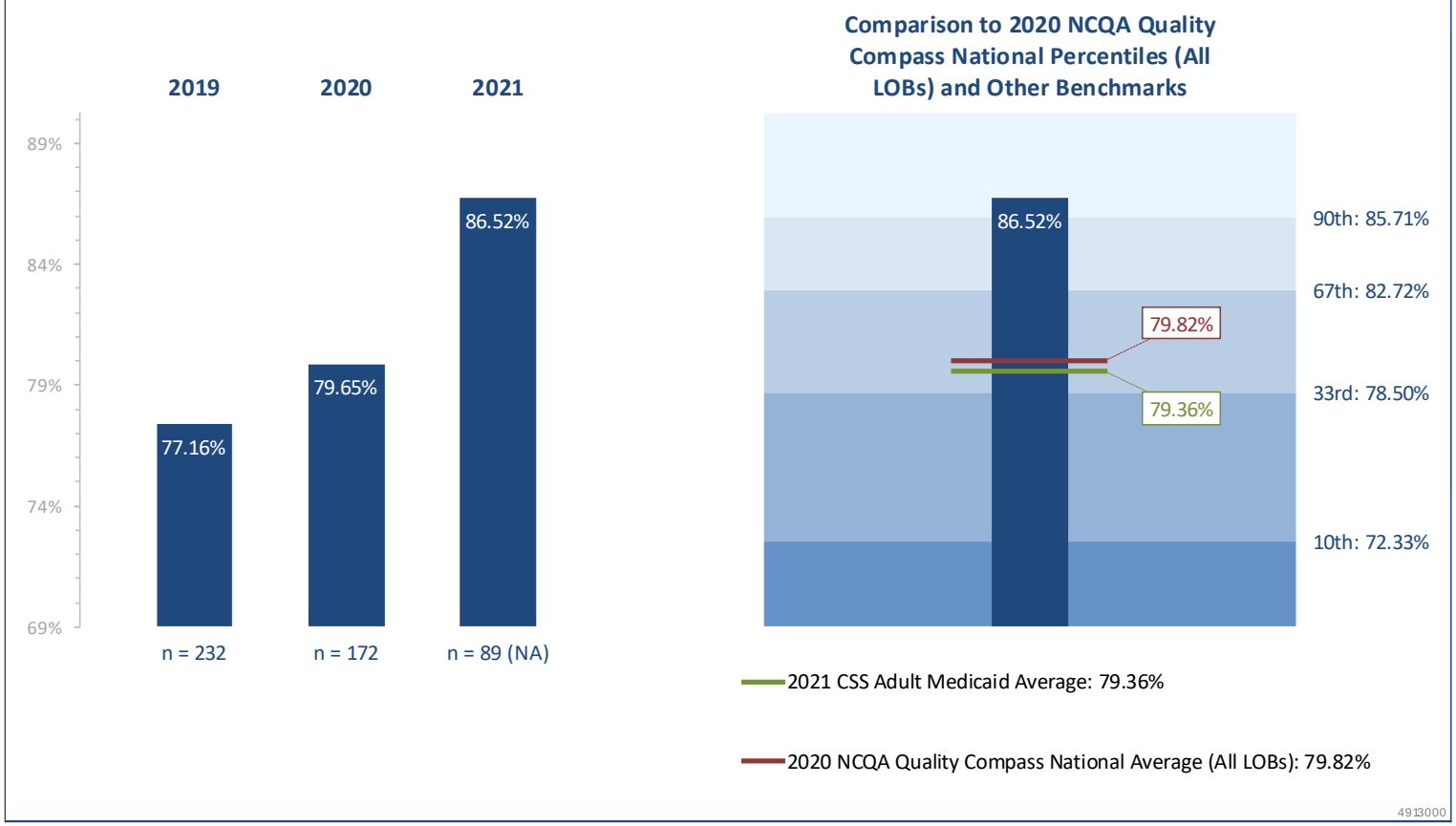
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the 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



This measure is not included in NCQA's Health Plan Ratings.

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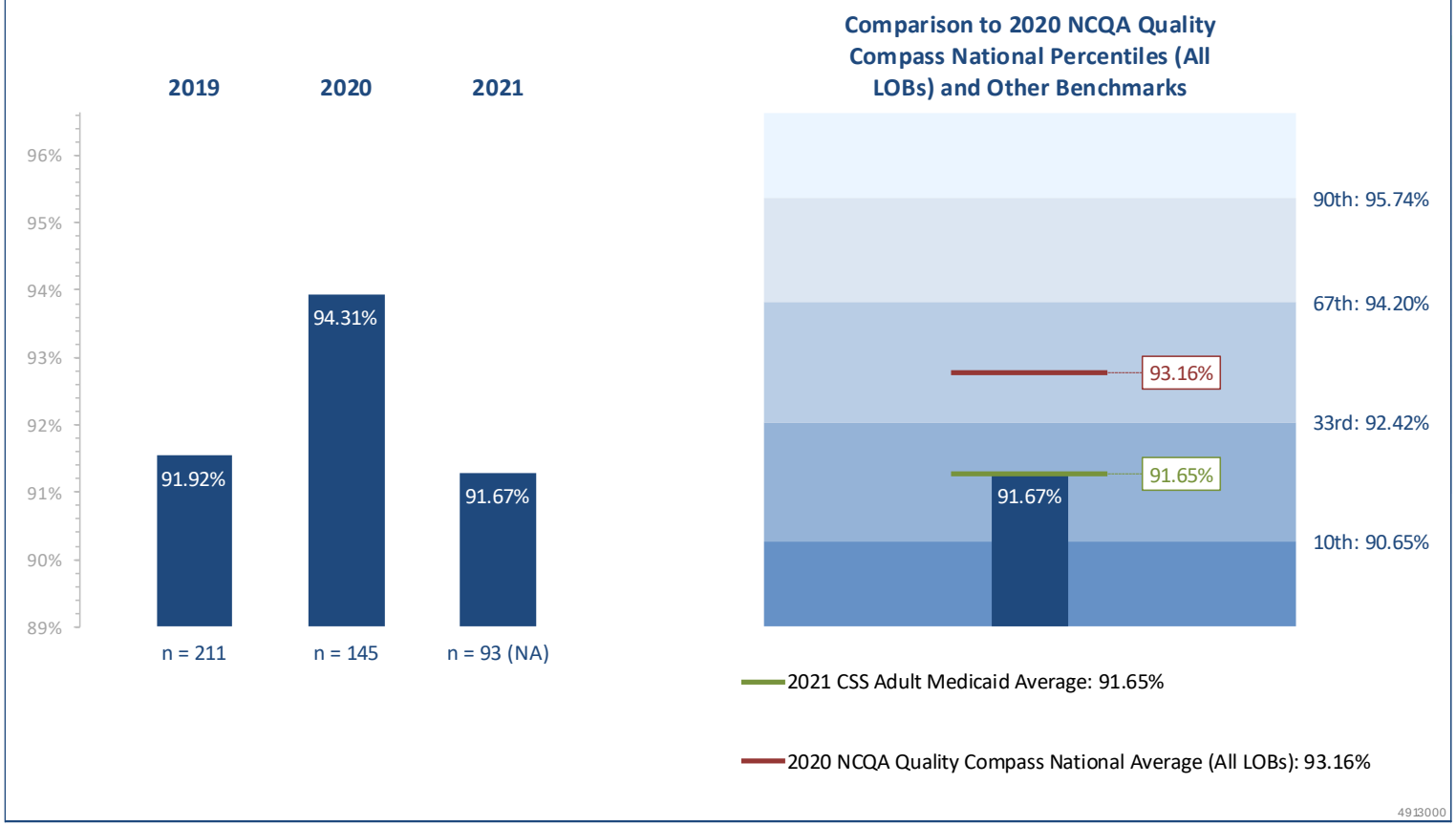
How Well Doctors Communicate

Percent Responding Always or Usually



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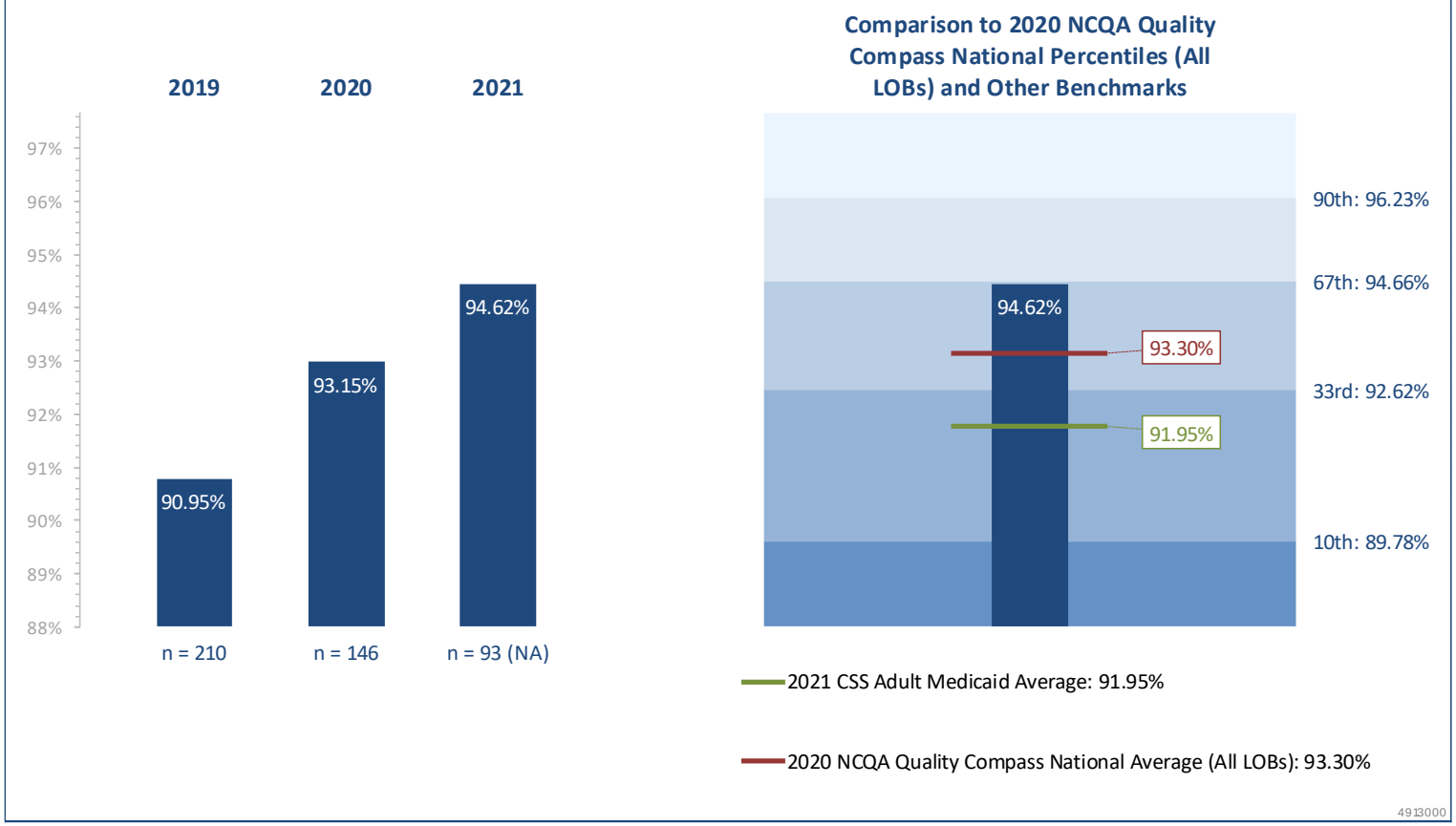
How Well Doctors Communicate: Doctor Explained Things (Q12)

Percent Responding Always or Usually



This measure is not included in NCQA's Health Plan Ratings.

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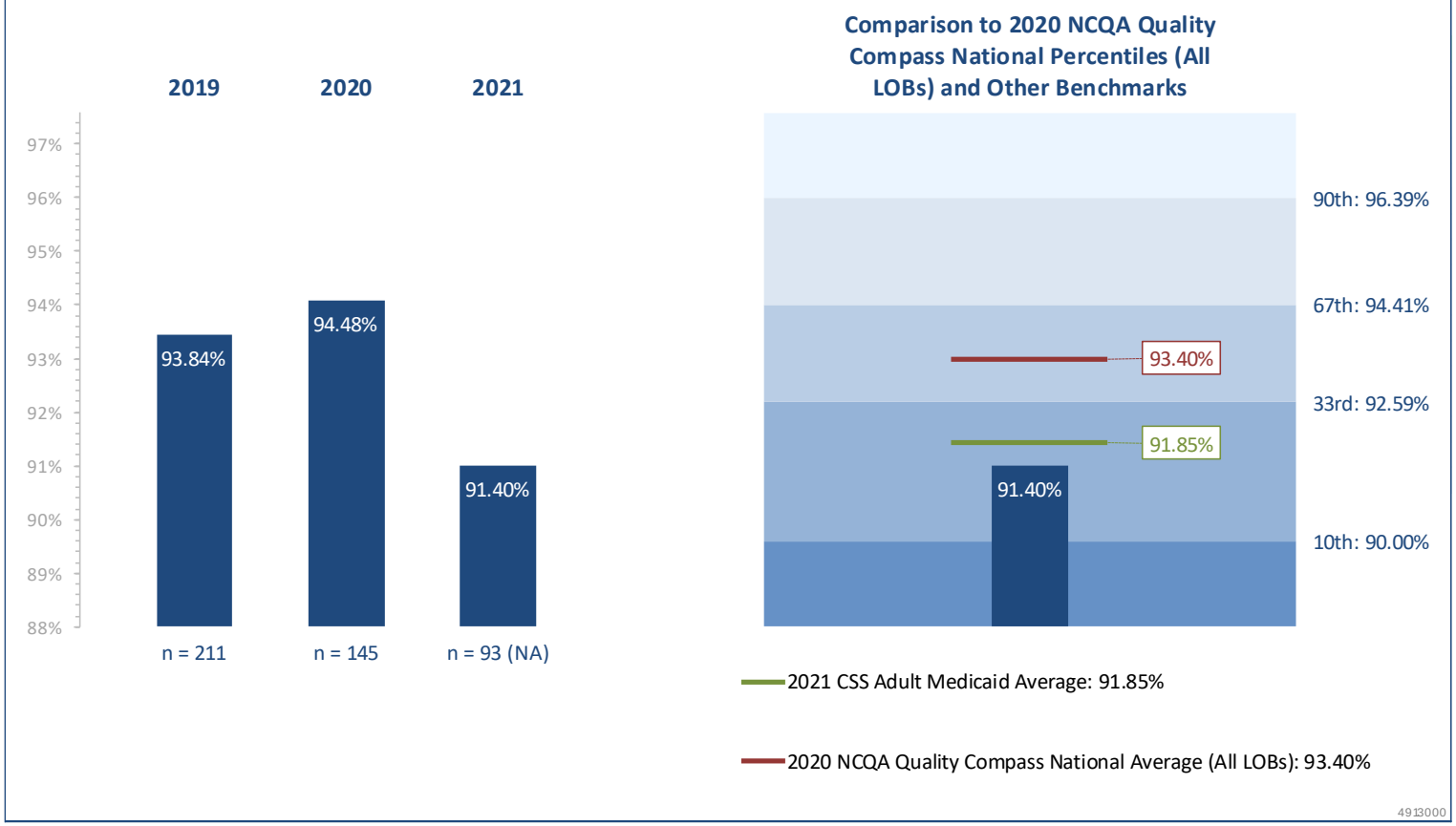
How Well Doctors Communicate: Doctor Listened Carefully (Q13)

Percent Responding Always or Usually



This measure is not included in NCQA's 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.

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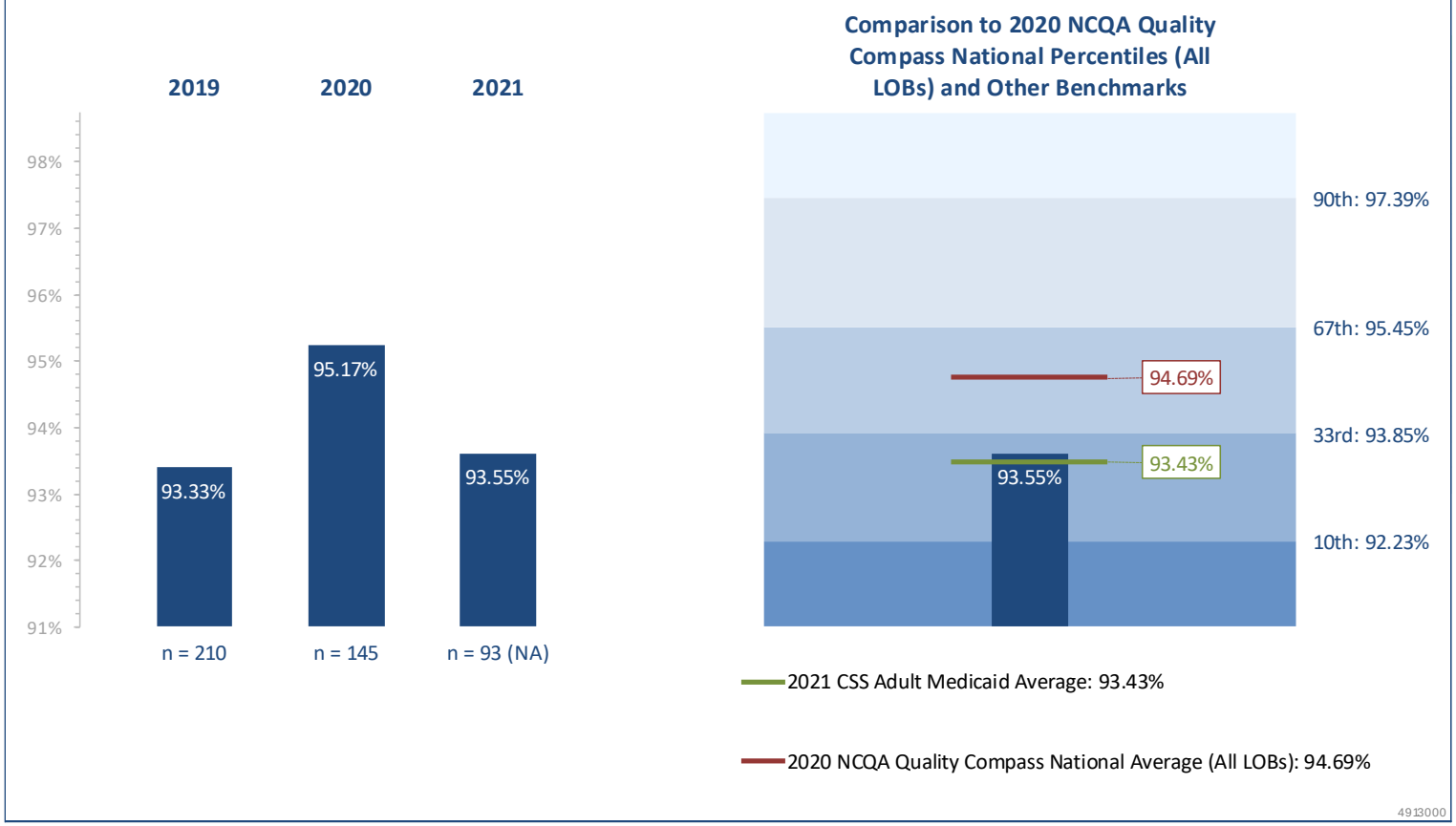
How Well Doctors Communicate: Doctor Showed Respect (Q14)

Percent Responding Always or Usually



This measure is not included in NCQA's Health Plan Ratings.

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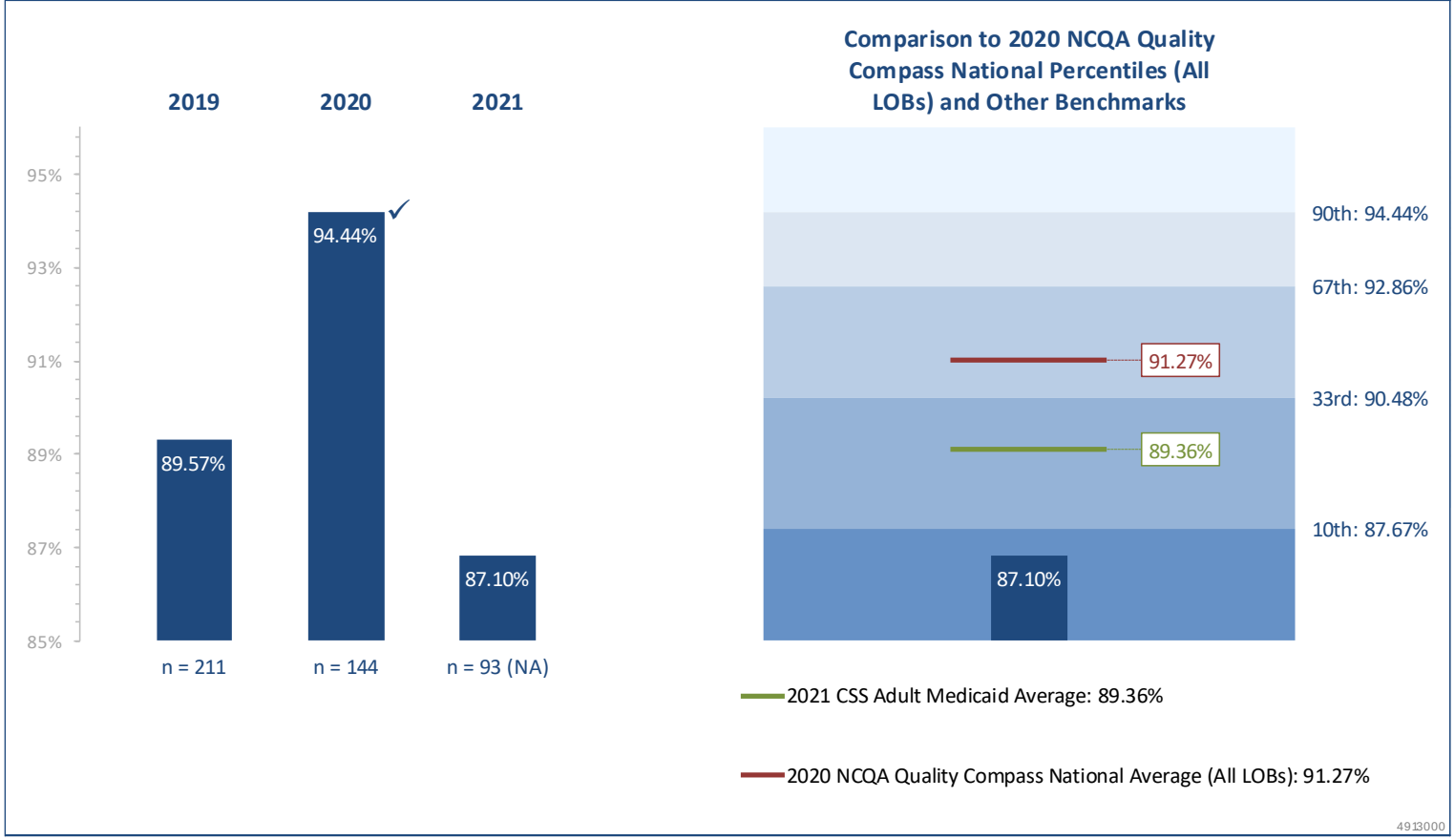
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the 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



This measure is not included in NCQA's Health Plan Ratings.

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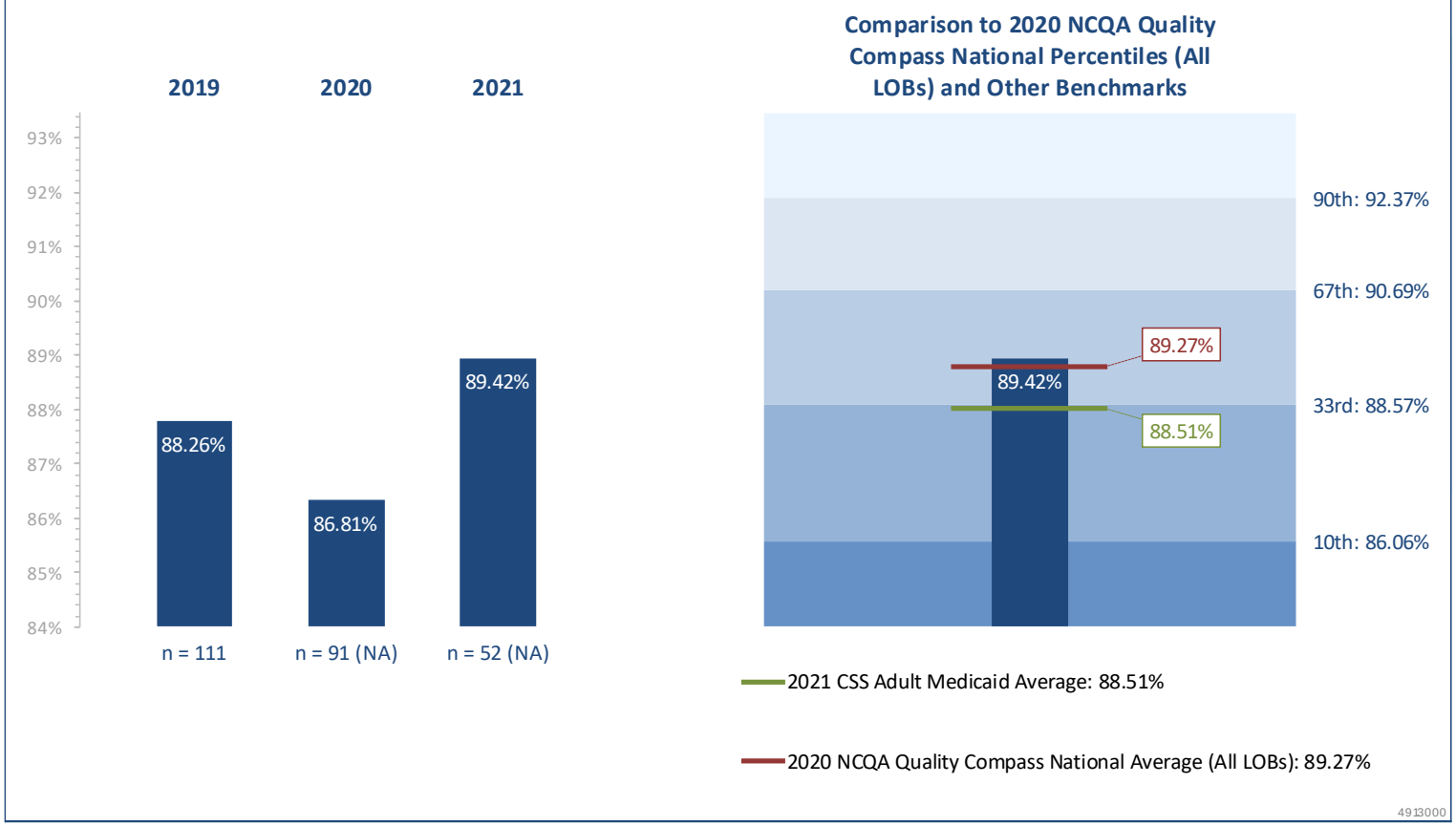
Customer Service

Percent Responding Always or Usually



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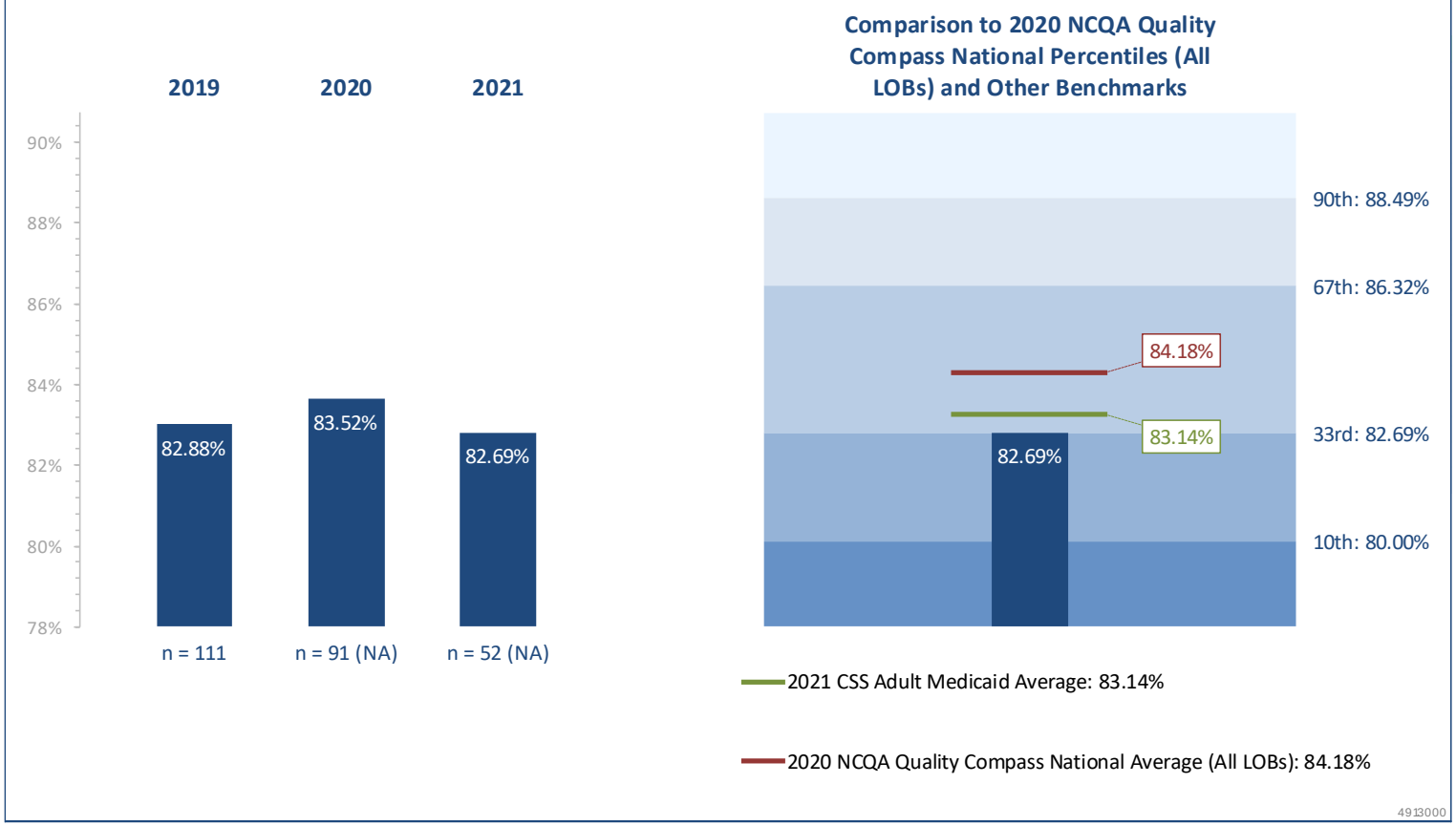
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the 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



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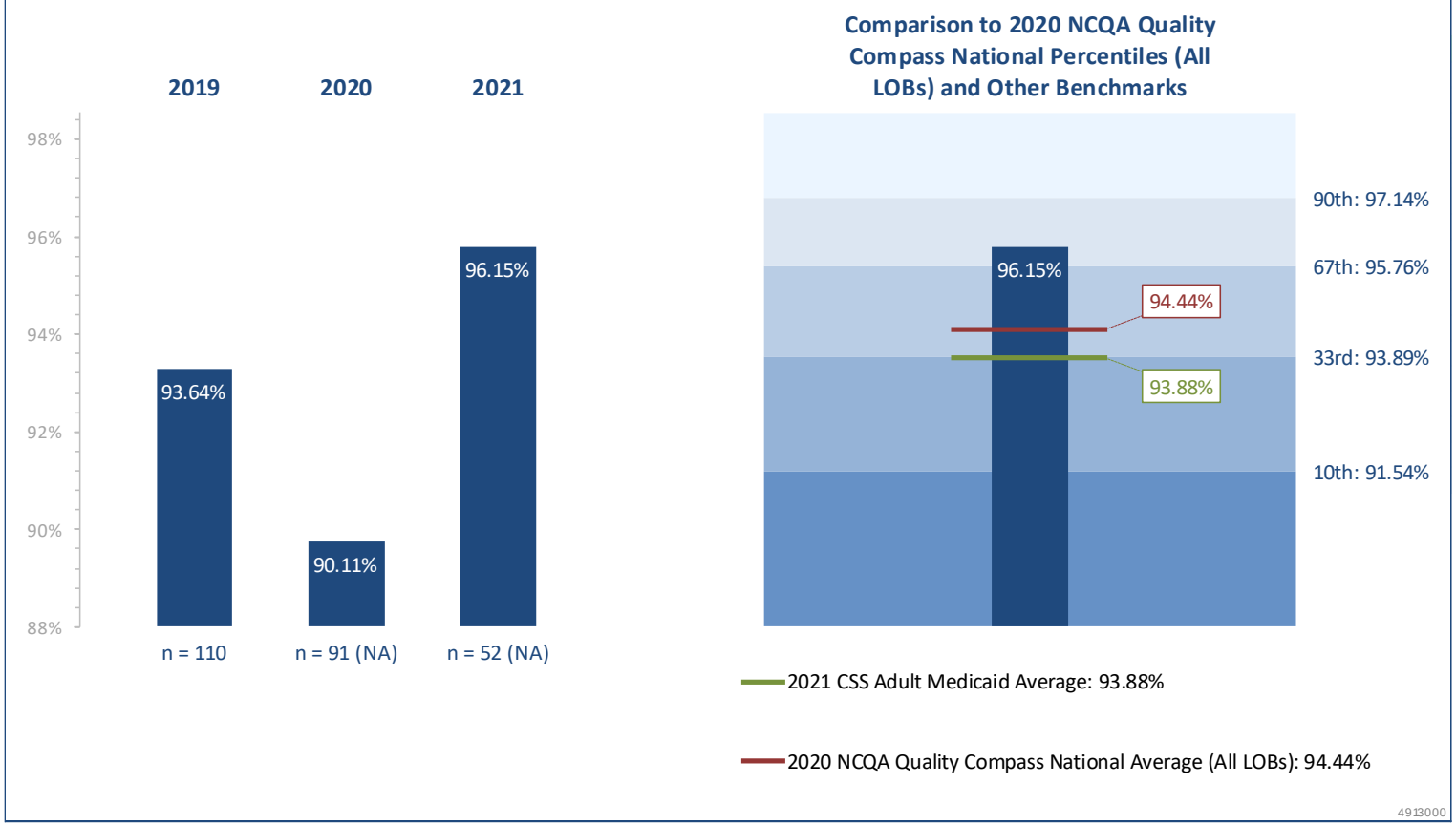
Customer Service: Customer Service Was Courteous/Respectful (Q25)

Percent Responding Always or Usually



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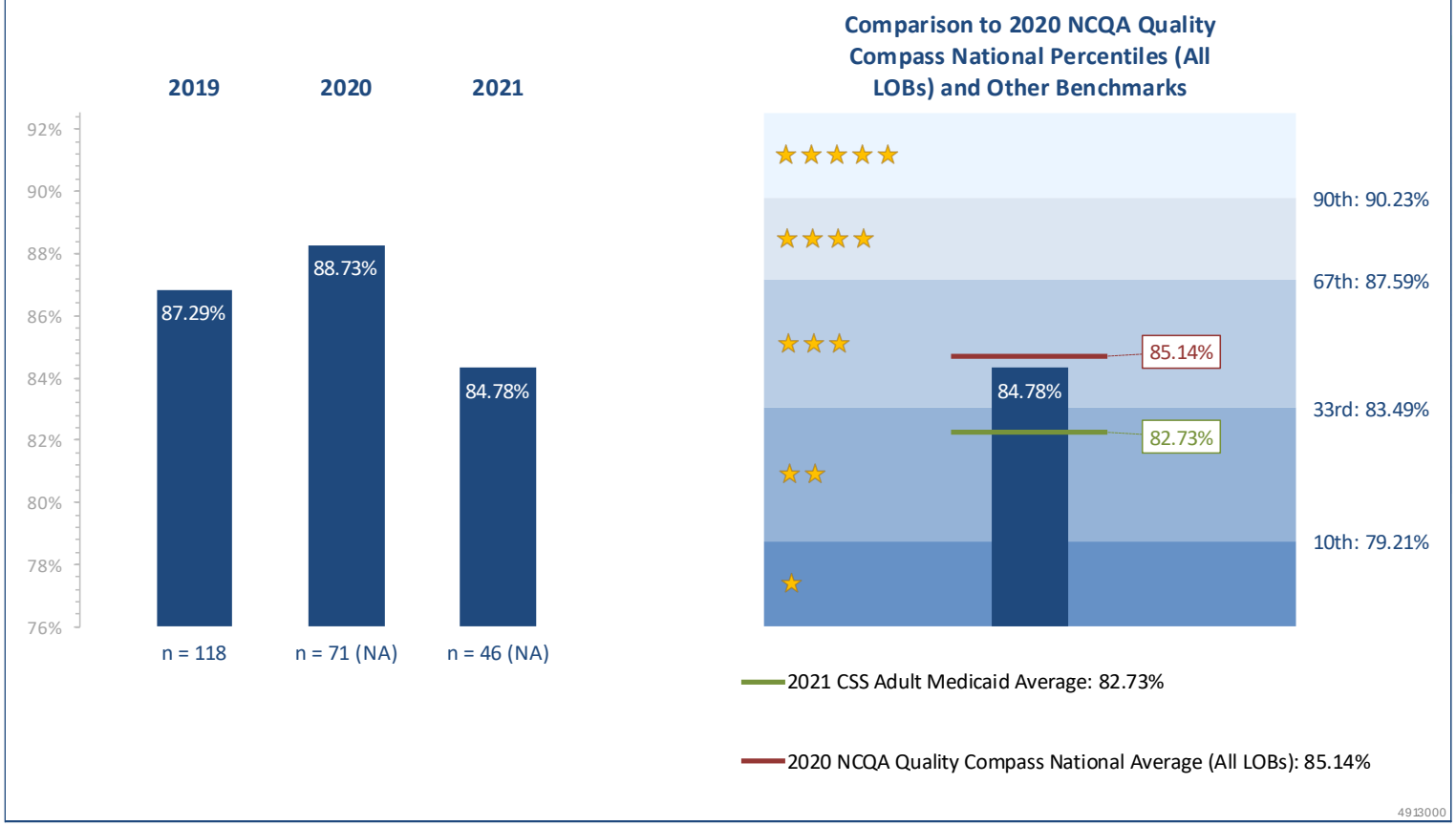
Coordination of Care

Percent Responding Always or Usually



Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

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 the 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 2021, 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.

EFFECTIVENESS OF CARE MEASURES

FLU VACCINATIONS FOR ADULTS AGES 18–64 (FVA)

★ *Flu Vaccinations for Adults* 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.

EFFECTIVENESS OF CARE RESULTS

Exhibit 4 provides a summary of ABH of LA results on HEDIS *Effectiveness of Care* measures. Comparisons to prior-year rates (if available) as well as to the 2021 CSS Adult Medicaid Average rates with statistical significance tests are included.

EXHIBIT 4. 2021 ABH OF LA ADULT MEDICAID CAHPS SURVEY: EFFECTIVENESS OF CARE MEASURES

Effectiveness of Care Measures	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2021 NCQA Health Plan (Star) Rating
	2021		2020		2019		2021 CSS Adult Medicaid Average		2020 NCQA Quality Compass National Average (All LOBs)		
	Rate	(n)	Rate	Point Change	Rate	Point Change	Rate	Point Diff.	Rate	Point Diff.	
Flu Vaccinations for Adults (FVA)											
Flu Vaccinations for Adults (% Yes)	**37.91%**	**(153)**	41.74%	[-3.83]	36.34%	[+1.57]	39.10%	[-1.19]	43.83%	[-5.92]	★★☆☆☆
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)											
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	**75.76%**	**(165)**	73.73%	[+2.03]	73.23%	[+2.53]	71.82%	[+3.94]	77.20%	[-1.44]	★★★☆☆
Discussing Cessation Medications (% Sometimes, Usually, or Always)	**50.91%**	**(165)**	51.90%	[-0.99]	50.20%	[+0.71]	50.30%	[+0.60]	54.47%	[-3.56]	Not calculated
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	**51.53%**	**(163)**	49.58%	[+1.96]	45.06%	[+6.47]	43.96%	[+7.57]	48.67%	[+2.86]	

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Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark 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 the current-year rate and the comparison rate are marked with a ✓ symbol.

Health Plan Ratings (HPR)

Estimated HPR stars for applicable measures, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scored directly to plans in September of 2021.

MEMBERSHIP PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the ABH of LA membership, including demographics, self-reported health status, and responses to survey questions 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.

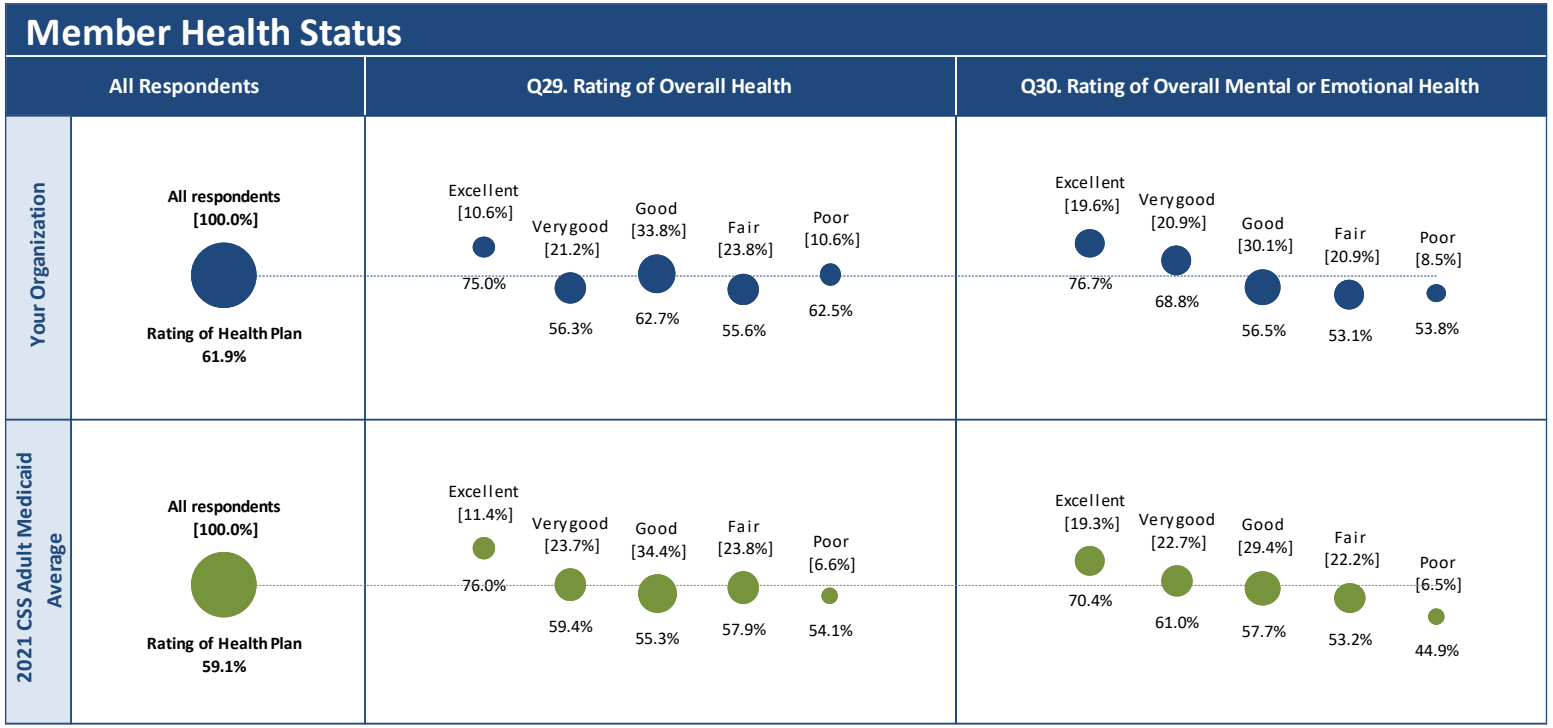
The charts on the following pages show how *Rating of Health Plan* (% *9* or *10*) varies by the member subgroup of ABH of LA compared to the relevant national benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. The label above the bubble and the percentage in square brackets below it identify the subgroup and its size. The area of the bubble visually represents the size of the subgroup. 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:

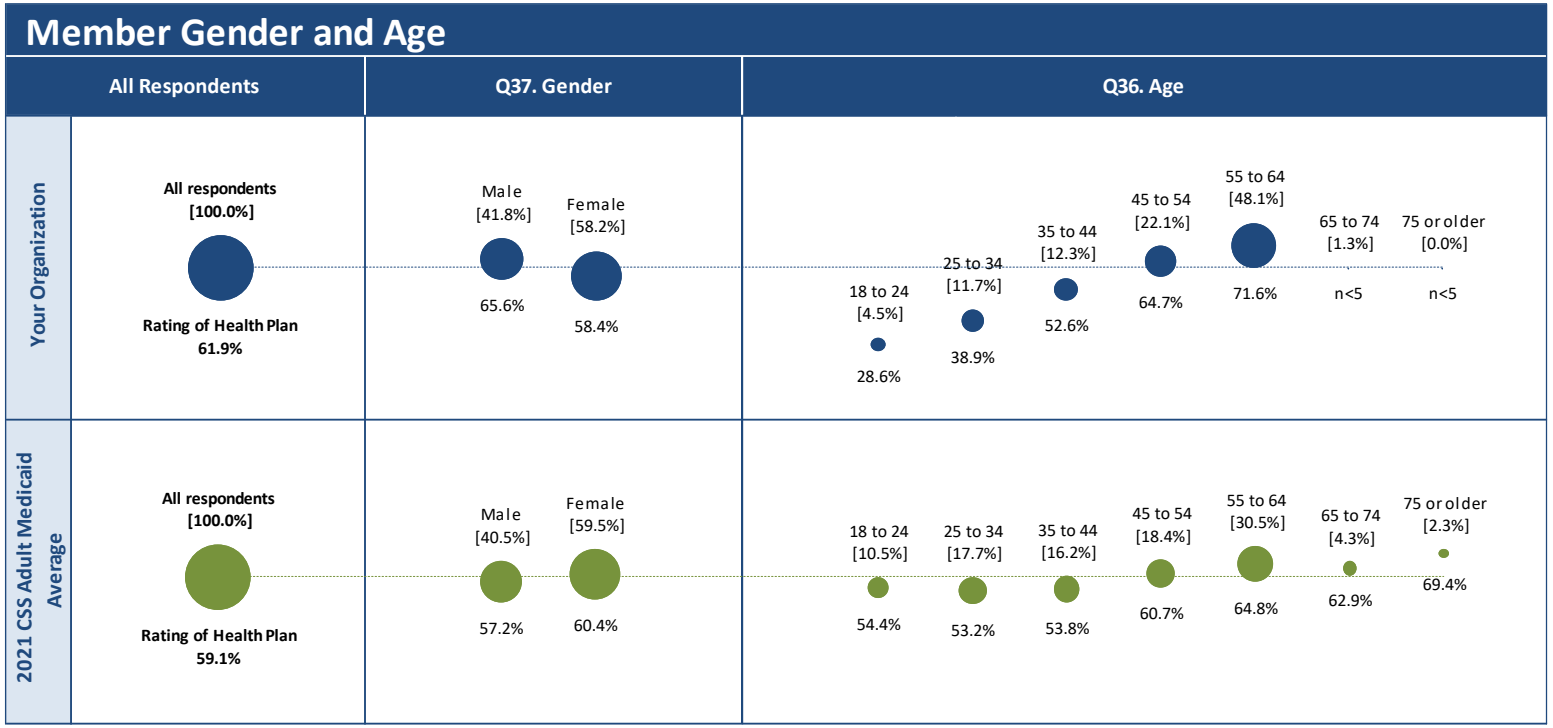
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status



Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Gender and Age



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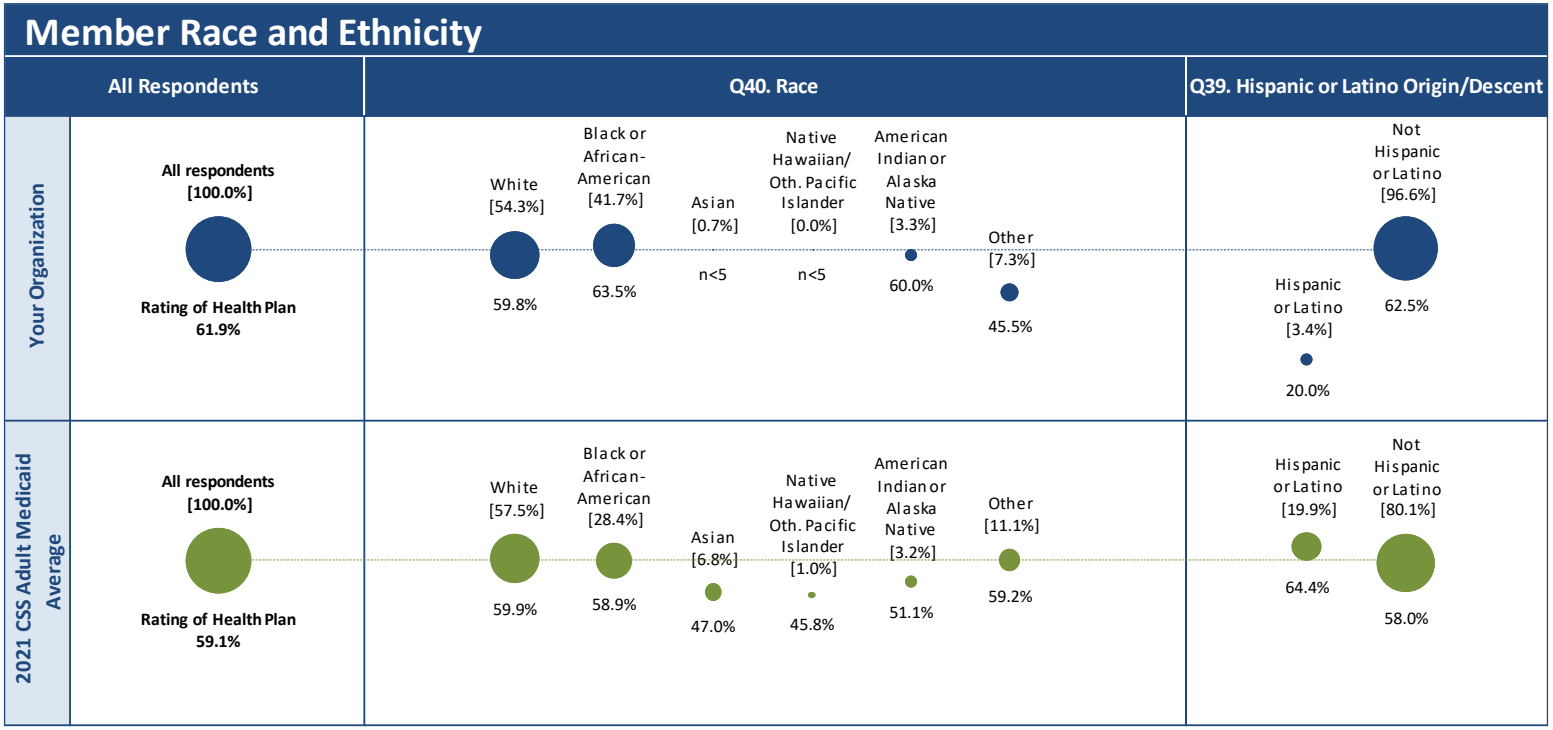
Member Race and Ethnicity



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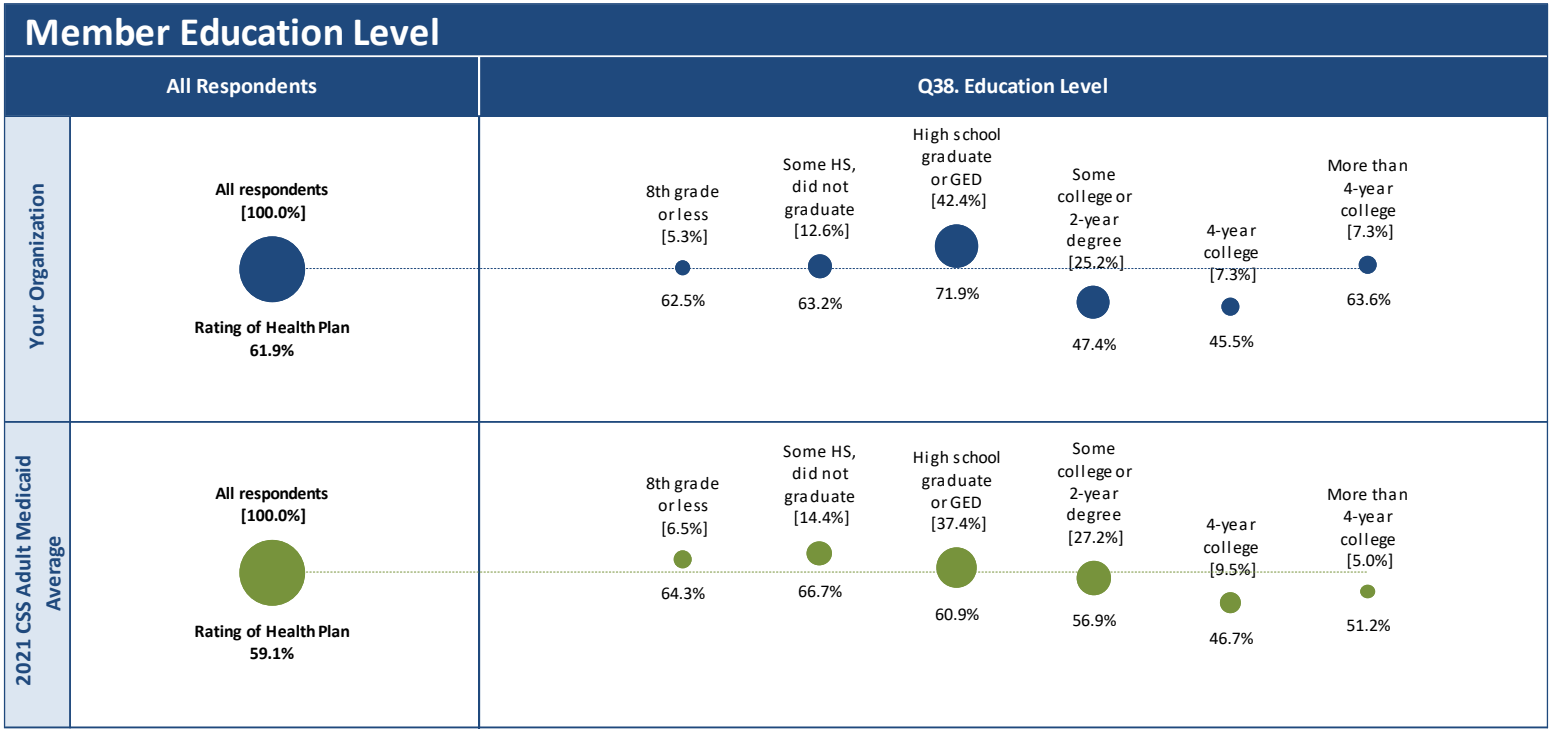
Member Education Level



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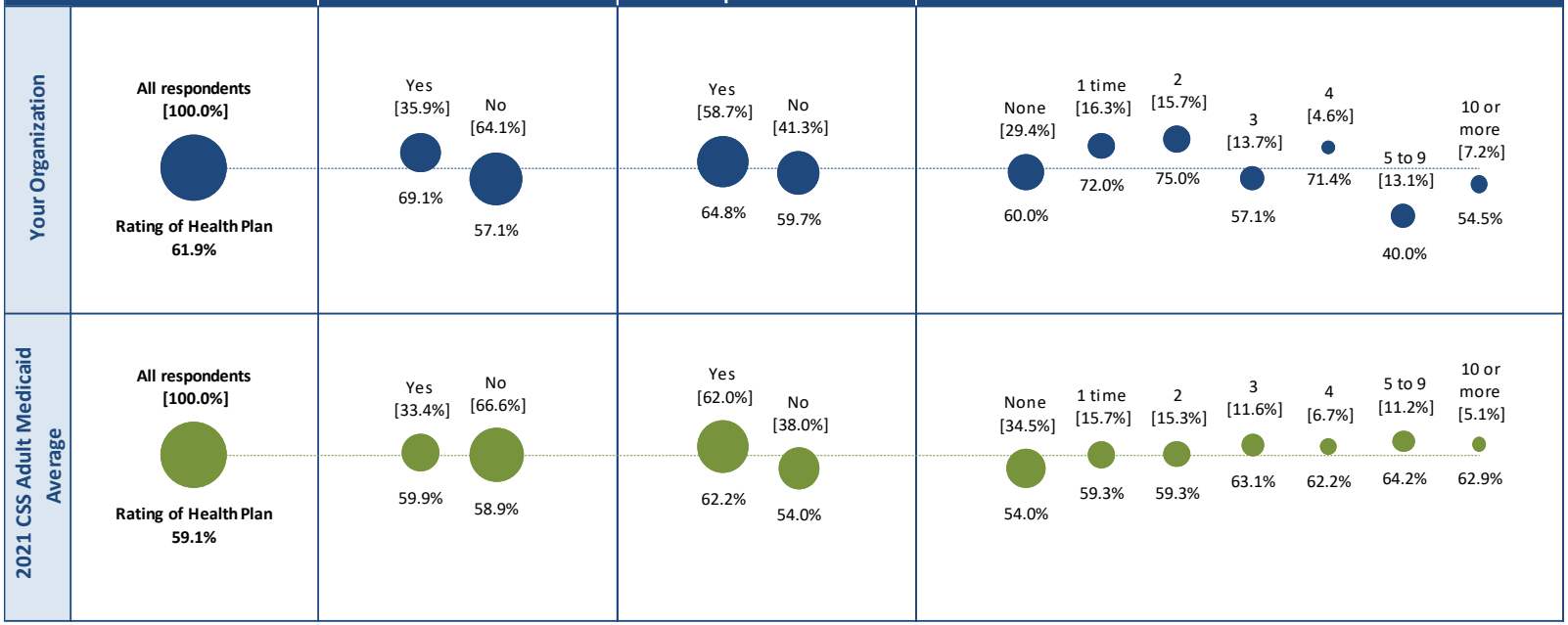
USE OF SERVICES

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

Type of Care Received



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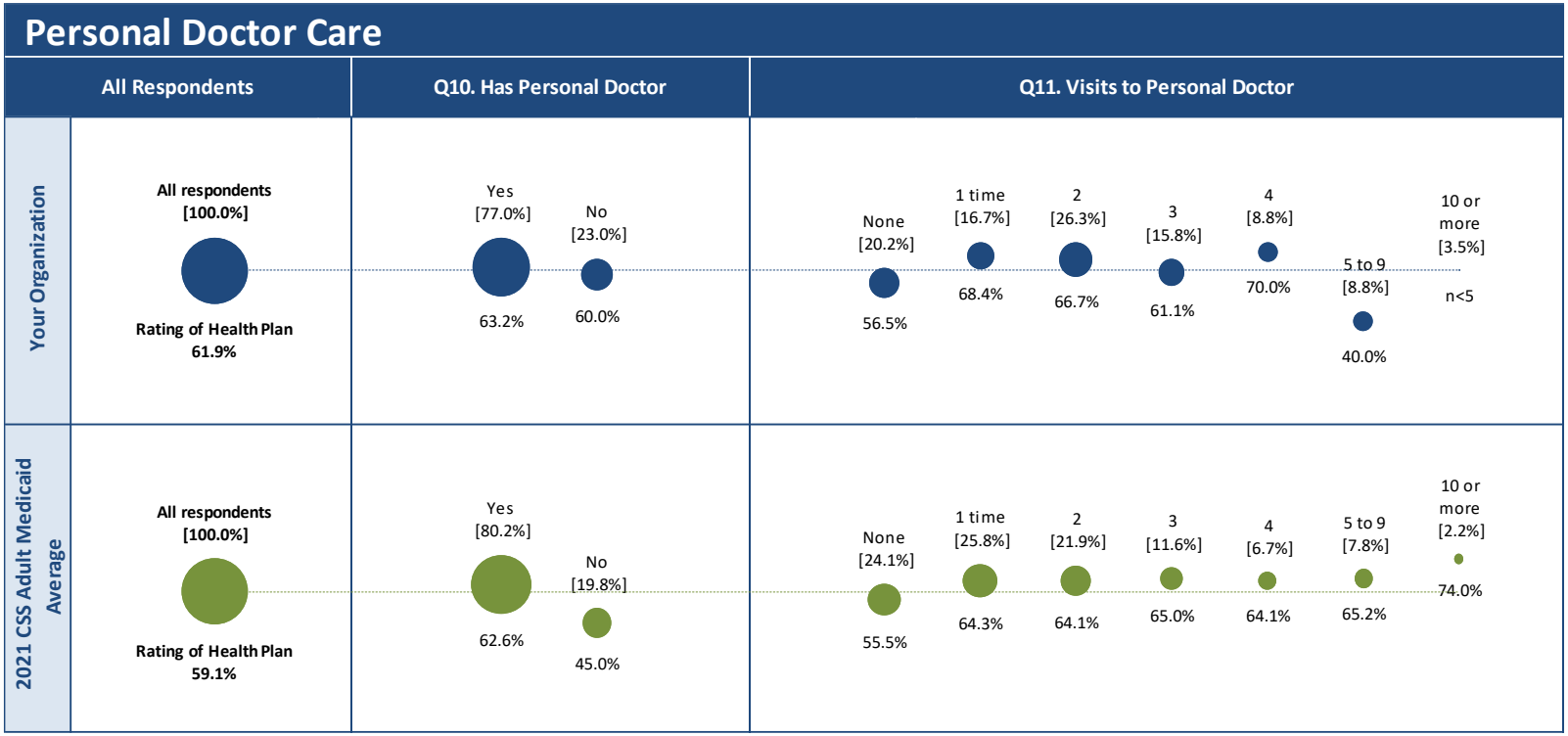
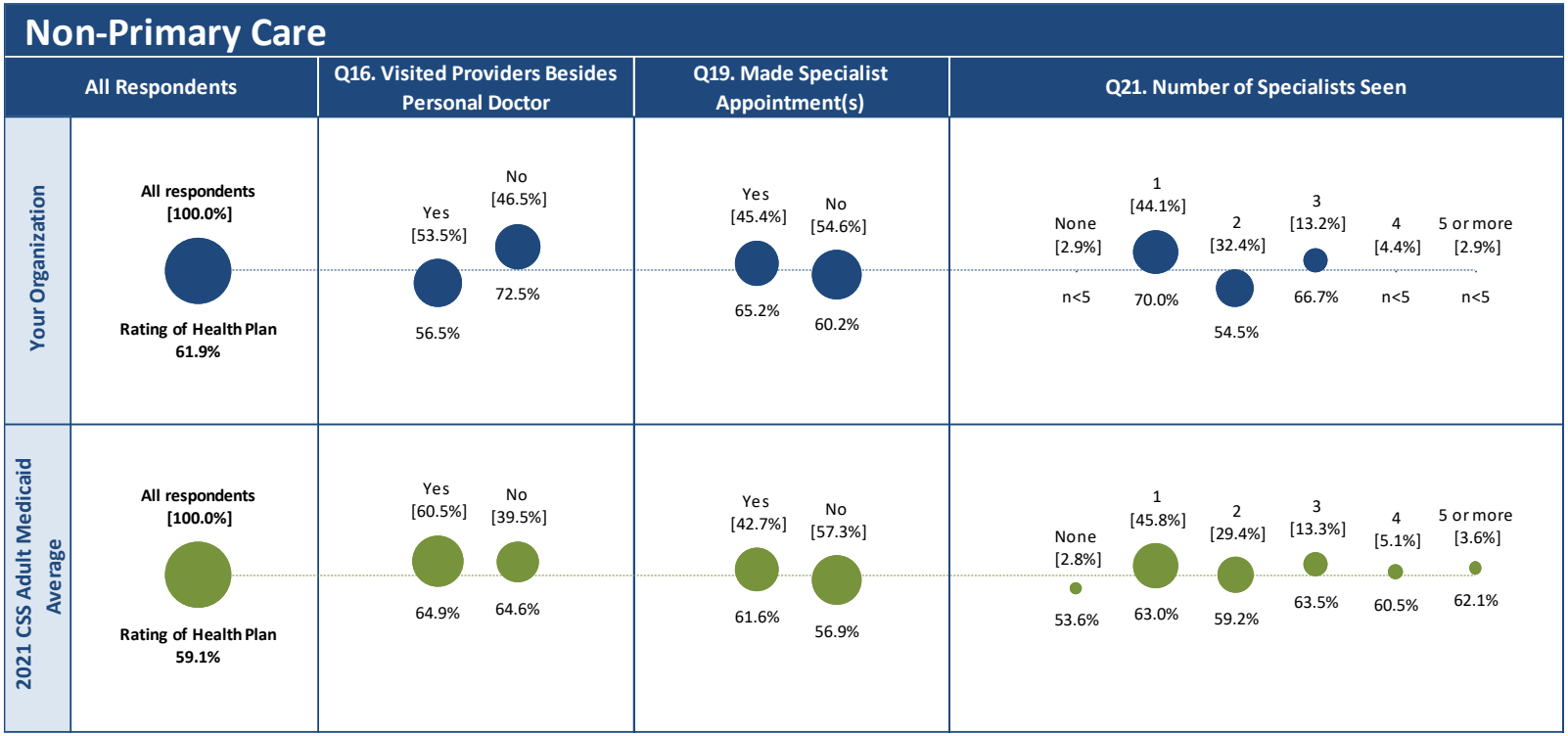


Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.



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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 ABH of LA 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.

IMPACT OF COVID-19 ON KEY DRIVER MODEL DEVELOPMENT AND RESULTS

Historically, CSS has relied on publicly available CAHPS survey data for insight into sources of variation in consumer ratings of health plans. Because NCQA did not release CAHPS results on individual health plans last year, CSS used its own Book-of-Business data collected during the past two survey cycles (2020 and 2021) as a substitute for the industry-wide dataset. Since the onset of the COVID-19 pandemic, countless factors have contributed to the evolution of the U.S. healthcare system, drastically influencing member experience and reshaping the performance measurement environment. The past two years have seen wide regional variation in infection rates, stay-at-home orders, mask mandates, and vaccine availably; systemic shifts in consumer and provider behavior; and changes in member interactions and experiences with the healthcare system. Variation in survey vendor practices in response to the pandemic as well as health plan decisions regarding survey protocols have further complicated the task of performance measurement. Importantly, the CAHPS survey instrument itself has been modified between 2020 and 2021 to account for the increased adoption of telemedicine tools during the pandemic. Since we do not have a way of quantifying these factors at the member or health plan level, our analysis of the key drivers of member experience is inherently limited.

The 2021 CSS *Key Driver Model* was developed using our 2020–2021 Book-of-Business plan-level dataset of Medicaid CAHPS survey results. The dataset comprised all Medicaid plans surveyed by CSS in 2020 and 2021, for a total of 277 observations. CSS performed regression analysis of health plan ratings to identify 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 member experience (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 four key drivers of 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 72 percent of the industry variation in 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 ABH of LA is currently performing on these measures. Improvement targets identified specifically for ABH of LA, 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.

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) and access to highly rated providers (Q18 and Q22) are all significant drivers of member experience.

Key Driver	Interpretation
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
Q9. Ease of getting needed care, tests, or treatment (percent *Usually or Always*)	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
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
Q24. Health plan customer service provided needed information or help (percent *Usually or Always*)	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

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for ABH of LA are presented in Exhibit 5. The ordering of the key drivers reflects both the strength of each key driver in the broad industry context and how ABH of LA is currently performing on each measure.

The middle panel of the chart compares how ABH of LA is performing compared to the *Best Practice* score on each key driver. CSS defined the *Best Practice* score as the highest score among the 23 plans contributing to the 2021 CSS Adult Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of ABH of LA performance and the *Best Practice* score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score ABH of LA 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 5. 2021 ABH OF LA ADULT MEDICAID CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver		Overall Improvement Opportunity
Your Organization's 2021 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
Q9. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	**84.68%**	+9.43% →	**94.12%**	**+2.36%**
Q18. Rating of Personal Doctor (percent *9* or *10*)	**72.03%**	+3.60% →	**75.63%**	**+1.49%**
Q24. Customer service provided information or help (percent *Usually* or *Always*)	**82.69%**	+9.11% →	**91.80%**	**+1.08%**
Q22. Rating of Specialist Seen Most Often (percent *9* or *10*)	**80.60%**	Current Key Driver performance is at or above the Best Practice level	**75.49%**	**None**

* Best score on the key driver measure among all plans included in the 2021 CSS Adult Medicaid Average

4913000

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for ABH of LA. 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 plan managers in their quality improvement efforts. Some of these resources may be more applicable to your organization 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 (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 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 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 (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: 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 www.pcmh.ahrq.gov/.

- *Alternative Access Centers* – This brief (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 (www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/).

- *Telehealth Solutions to Pandemic-Related Issues* – The COVID-19 Pandemic has accelerated the usage and acceptance of telehealth by providers and patients alike. This article (www.thelancet.com/journals/langlo/article/PIIS2214-109X(20)30362-4/fulltext) details opportunities to expand telehealth beyond the pandemic. Telehealth can also be implemented to solve deferral of care issues brought about by the pandemic (publichealth.jmir.org/2020/3/e21607?utm_source=TrendMD&utm_medium=cpc&utm_campaign=JMIR_TrendMD_1).

IMPROVING HEALTH PLAN PROVIDER 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 (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 www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf). For general recommendations related to physician communication, see 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 www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html and 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 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 (www.ncbi.nlm.nih.gov/pubmed/18416910/), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (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 www.ahrq.gov/innovations/index.html.

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 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 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 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 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 (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 (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 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 (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 health.gov/our-work/health-literacy/resources. AHRQ has also developed its own health literacy toolkit to support physicians: www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html.

APPENDIX A. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2021, 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: all questions in a composite are weighted equally, regardless of how many members respond.

Example:

Response option	Q4	Q6	Global Proportion
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Usually or Always	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.

NCQA HEALTH PLAN RATINGS METHODOLOGY

BACKGROUND: HEALTH PLAN ACCREDITATION (HPA) VS. HEALTH PLAN RATINGS (HPR) PRIOR TO 2020

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 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), reported on NCQA's *Health Insurance Plan Ratings* website (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 ratings 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*.

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

Prior to the 2020 survey cycle, which coincided with the COVID-19 pandemic, NCQA had taken steps to align HPA (*Health Plan Report Cards*) and HPR (*Health Insurance Plan Ratings*). Below are some highlights of the HPR methodology introduced in 2020:

- The 4-point Accreditation star ratings (previously reported in *Health Plan Report Cards)*, based on the percentage of total Accreditation points earned, were discontinued.

- Accredited plans must report CAHPS scores, but these scores do not directly affect the plan's Accreditation status. 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.

- The original (2020) version of the methodology benchmarked health plan performance against prior-year National All-Lines-of-Business 10th, 33.33rd, 66.67th, and 90th measure percentiles in assigning star ratings. **NCQA adjusted the benchmarking methodology for the 2021 Health Plan Ratings due to COVID-19.** Citing trending concerns, NCQA decided to base the 2021 Health Plan Ratings on the current-year (2021) national benchmarks, expected to be released in September.

- The 2022 Health Plan Ratings methodology has not been finalized. NCQA may choose to continue using current-year benchmarks for HPR 2022 or revert to the original methodology. NCQA expects to make this decision in the summer of 2021.

CALCULATION OF HPR STARS

Below is the list of CAHPS survey measures[5] included in NCQA's Medicaid 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 Domain	Individual Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (percent *Usually* or *Always*)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (percent *9* or *10*) Coordination of Care (percent *Usually* or *Always*)
Satisfaction with Plan Services	Rating of Health Plan (percent *9* or *10*)
Effectiveness of Care	Flu Vaccinations for Adults Ages 18-64 (percent *Yes*) Medical Assistance with Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit (percent *Sometimes, Usually, or Always*)

[5] Source: www.ncqa.org/wp-content/uploads/2020/12/20201218_2021_Health_Plan_Ratings_Methodology.pdf and www.ncqa.org/wp-content/uploads/2021/03/20210316_List_of_Required_Performance_Measures.pdf

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 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 unless the measure has a trending concern. Due to trending concerns with 2020 data collected during the COVID-19 pandemic, NCQA is using current-year percentiles for all measures.

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
- 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:

Domain or Sub-Domain Measure Rating Score = ∑ (Measure rating * Measure Weight) / ∑ 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 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 5.1H 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 to create national benchmarks for care and to report health plan performance to consumers. 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 *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, 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.)

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., *Usually or Always*) averaged across the questions that make up the composite.
Health Plan Ratings	NCQA rates health plans in three categories: private/commercial plans in which people enroll through work or on their own; plans that serve Medicare beneficiaries in the Medicare Advantage program (not supplemental plans); and plans that serve Medicaid beneficiaries. NCQA ratings are based on three types of quality measures: measures of clinical quality from NCQA's Healthcare Effectiveness Data and Information Set (HEDIS); measures of patient experience using the Consumer Assessment of Healthcare Providers and Systems (CAHPS); and results from NCQA's review of a health plan's health quality processes (NCQA Accreditation). NCQA rates health plans that choose to report measures publicly. The overall rating is the weighted average of a plan's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the plan is Accredited by NCQA), rounded to the nearest half point displayed as stars. The overall rating is based on performance on dozens of measures of care and is calculated on a 0–5 (5 is highest) scale in half points. Performance includes three subcategories (also scored 0–5 in half points): - Patient Experience: Patient-reported experience of care, including experience with doctors, services and customer service (measures in the Patient Experience category). - Rates for Clinical Measures: The proportion of eligible members who received preventive services (prevention measures) and the proportion of eligible members who received recommended care for certain conditions (treatment measures). - NCQA Health Plan Accreditation: For a plan with an Accredited or Provisional status, 0.5 bonus points are added to the overall rating before rounded to the nearest half point and displayed as stars. A plan with an Interim status receives 0.15 bonus points added to the overall rating before rounded to the nearest half point and displayed as stars.
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	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 performing plans.
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 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 *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.
Response Rate	Survey response rate is calculated by NCQA using the following formula: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{\text{[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts +Added to Do Not Call (DNC) List]}}$
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 (*n*)	See *Denominator*
Valid Response	Any acceptable response to a survey question (i.e., falling within a predefined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

APPENDIX B. SURVEY RESULTS AT A GLANCE

2021 (MY2020) CAHPS® 5.1H Survey Results at a Glance

Aetna Better Health of Louisiana (Adult Medicaid Survey)

Survey Measures	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2021 NCQA Health Plan (Star) Rating
	2021		2020		2019		2021 CSS Adult Medicaid Average		2020 NCQA Quality Compass National Average (All LOBs)		
	Rate	(n)	Rate	Point Change	Rate	Point Change	Rate	Point Diff.	Rate	Point Diff.	
Patient Experience Measures Reported in NCQA Health Plan Ratings											
Getting Care											
Getting Needed Care Composite (% Always or Usually)	**85.30%**	**(91)**	79.25%	[+6.05]	80.16%	[+5.14]	83.47%	[+1.83]	82.96%	[+2.34]	
Ease of Getting Needed Care (% Always or Usually)	**84.68%**	**(111)**	84.86%	[-0.18]	84.13%	[+0.56]	85.31%	[-0.63]	85.86%	[-1.18]	Not calculated
Ease of Seeing a Specialist (% Always or Usually)	**85.92%**	**(71)**	73.63%	[+12.29]	76.19%	[+9.73]	81.64%	[+4.28]	80.11%	[+5.81]	
Getting Care Quickly Composite (% Always or Usually)	**87.01%**	**(73)**	80.37%	[+6.64]	80.48%	[+6.53]	81.20%	[+5.81]	82.35%	[+4.66]	
Ease of Getting Urgent Care (% Always or Usually)	**87.50%**	**(56)**	81.08%	[+6.42]	83.80%	[+3.70]	83.03%	[+4.47]	85.03%	[+2.47]	Not calculated
Ease of Getting a Check-up or Routine Care (% Always or Usually)	**86.52%**	**(89)**	79.65%	[+6.87]	77.16%	[+9.36]	79.36%	[+7.16]	79.82%	[+6.70]	
Satisfaction With Plan Physicians											
Rating of Personal Doctor (% 9 or 10)	**72.03%**	**(118)**	69.49%	[+2.54]	65.71%	[+6.32]	67.20%	[+4.83]	69.24%	[+2.79]	
Rating of Specialist Seen Most Often (% 9 or 10)	**80.60%**	**(67)**	62.79%	[+17.81] ✓	66.67%	[+13.93] ✓	67.36%	[+13.24] ✓	69.47%	[+11.13] ✓	
Rating of All Health Care (% 9 or 10)	**60.91%**	**(110)**	56.15%	[+4.76]	52.38%	[+8.53]	56.74%	[+4.17]	57.67%	[+3.24]	
Coordination of Care (% Always or Usually)	**84.78%**	**(46)**	88.73%	[-3.95]	87.29%	[-2.51]	82.73%	[+2.06]	85.14%	[-0.36]	
Satisfaction With Plan Services											
Rating of Health Plan (% 9 or 10)	**61.94%**	**(155)**	62.60%	[-0.67]	57.27%	[+4.67]	59.09%	[+2.84]	62.23%	[-0.29]	
Overall Ratings (% 8, 9, or 10) NOT Reported in NCQA Health Plan Ratings											
Rating of All Health Care (% 8, 9 or 10)	**83.64%**	**(110)**	73.26%	[+10.37] ✓	71.83%	[+11.81] ✓	77.16%	[+6.47]	76.43%	[+7.21]	
Rating of Personal Doctor (% 8, 9 or 10)	**85.59%**	**(118)**	83.05%	[+2.54]	84.49%	[+1.10]	82.25%	[+3.35]	83.46%	[+2.13]	Not calculated
Rating of Specialist Seen Most Often (% 8, 9 or 10)	**86.57%**	**(67)**	81.40%	[+5.17]	84.68%	[+1.88]	82.64%	[+3.93]	83.93%	[+2.64]	
Rating of Health Plan (% 8, 9 or 10)	**79.35%**	**(155)**	74.39%	[+4.96]	76.56%	[+2.80]	75.76%	[+3.59]	78.50%	[+0.85]	
Additional Measures NOT Reported in NCQA Health Plan Ratings											
How Well Doctors Communicate Composite (% Always or Usually)	**91.67%**	**(93)**	94.31%	[-2.65]	91.92%	[-0.26]	91.65%	[+0.02]	93.16%	[-1.49]	
Doctor Explained Things (% Always or Usually)	**94.62%**	**(93)**	93.15%	[+1.47]	90.95%	[+3.67]	91.95%	[+2.67]	93.30%	[+1.32]	
Doctor Listened Carefully (% Always or Usually)	**91.40%**	**(93)**	94.48%	[-3.08]	93.84%	[-2.44]	91.85%	[-0.45]	93.40%	[-2.00]	
Doctor Showed Respect (% Always or Usually)	**93.55%**	**(93)**	95.17%	[-1.62]	93.33%	[+0.22]	93.43%	[+0.12]	94.69%	[-1.14]	Not calculated
Doctor Spent Enough Time (% Always or Usually)	**87.10%**	**(93)**	94.44%	[-7.35] ✓	89.57%	[-2.48]	89.36%	[-2.26]	91.27%	[-4.17]	
Customer Service Composite (% Always or Usually)	**89.42%**	**(52)**	86.81%	[+2.61]	88.26%	[+1.16]	88.51%	[+0.91]	89.27%	[+0.15]	
Customer Service Provided Information/Help (% Always or Usually)	**82.69%**	**(52)**	83.52%	[-0.82]	82.88%	[-0.19]	83.14%	[-0.45]	84.18%	[-1.49]	
Customer Service Was Courteous/Respectful (% Always or Usually)	**96.15%**	**(52)**	90.11%	[+6.04]	93.64%	[+2.52]	93.88%	[+2.27]	94.44%	[+1.71]	
Effectiveness of Care Measures											
Flu Vaccinations for Adults (% Yes)	**37.91%**	**(153)**	41.74%	[-3.83]	36.34%	[+1.57]	39.10%	[-1.19]	43.83%	[-5.92]	
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	**75.76%**	**(165)**	73.73%	[+2.03]	73.23%	[+2.53]	71.82%	[+3.94]	77.20%	[-1.44]	
Discussing Cessation Medications (% Sometimes, Usually, or Always)	**50.91%**	**(165)**	51.90%	[-0.99]	50.20%	[+0.71]	50.30%	[+0.60]	54.47%	[-3.56]	Not calculated
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	**51.53%**	**(163)**	49.58%	[+1.96]	45.06%	[+6.47]	43.96%	[+7.57]	48.67%	[+2.86]	

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Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark 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 current-year rate and the comparison rate are marked with a ✓ symbol.

Health Plan Ratings (HPR)

Estimated HPR stars for applicable measures, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scored directly to plans in September of 2021.

APPENDIX C. CROSS-TABULATIONS

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Patient Experience Measures

	Reportable Rates					Estimated Health Plan Rating (HPR)	
	2020 NCQA Quality Compass National Average, All LOBs	2021 CSS Average	Plan Rate			Percentile	Stars
			2021	2020	2019		
Consumer Satisfaction							3.5
Getting Care							3.5
Getting Needed Care	82.96%	83.47%	**85.30%**	79.25%	80.16%	33rd	3.0
Getting Care Quickly	82.35%	81.20%	**87.01%**	80.37%	80.48%	67th	4.0
Satisfaction with Plan Physicians							4.0
Rating of Personal Doctor	69.24%	67.20%	**72.03%**	69.49%	65.71%	67th	4.0
Rating of Specialist Seen Most Often	69.47%	67.36%	**80.60%**	62.79%	66.67%	90th	5.0
Rating of All Health Care	57.67%	56.74%	**60.91%**	56.15%	52.38%	67th	4.0
Coordination of Care	85.14%	82.73%	**84.78%**	88.73%	87.29%	33rd	3.0
Satisfaction with Plan Services							3.0
Rating of Health Plan	62.23%	59.09%	**61.94%**	62.60%	57.27%	33rd	3.0
Non-HPR Measures							
How Well Doctors Communicate	93.16%	91.65%	**91.67%**	94.31%	91.92%		
Customer Service	89.27%	88.51%	**89.42%**	86.81%	88.26%		

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Note: for 2021 CAHPS, NCQA will be releasing 2021 Health Plan Ratings, but will **not** use any 2020 benchmarks in calculating those scores. The official Health Plan Ratings scores will be released by NCQA in August 2021. The results presented in this report use the 2020 benchmarks released by NCQA to estimate the 2021 Health Plan ratings; therefore the Health Plan Ratings scores presented in this report should be treated as estimates. 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.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Effectiveness of Care Measures

		2021 Reported Rate	2021 Rate (Single Year)	2020 Rate (Single Year)
Flu Vaccinations for Adults Ages 18-64 (FVA)				
Base: All eligible respondents flagged by the plan as being age 18 to 64 as of July 1 of the measurement year				
Flu Vaccinations for Adults	Received a flu vaccination	58	58	101
	Usable responses	153	153	242
	FVA Rate	37.9%	37.9%	41.7%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)				
Base: All eligible respondents who smoke or use tobacco				
Advising Smokers and Tobacco Users to Quit	Advised to quit	125	51	74
	Usable responses	165	62	103
	MSC Rate	75.8%	82.3%	71.8%
Discussing Cessation Medications	Discussed medications	84	30	54
	Usable responses	165	62	103
	MSC Rate	50.9%	48.4%	52.4%
Discussing Cessation Strategies	Discussed strategies	84	28	56
	Usable responses	163	60	103
	MSC Rate	51.5%	46.7%	54.4%

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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 2021 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® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 3

In the last 6 months, did you have an illness, injury, or condition that needed care right away?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	119	**2**	5	7	2	0	0	1	1	1	1	0	0	2	1	1	0	0	0	2	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	6,042	**158**	249	342	63	91	26	54	75	91	39	22	5	145	74	60	18	49	52	51	47	78	31
	98.1%	**98.8%**	98.0%	98.0%	96.9%	100.0%	100.0%	98.2%	98.7%	98.9%	97.5%	100.0%	100.0%	98.6%	98.7%	98.4%	100.0%	100.0%	100.0%	96.2%	100.0%	98.7%	96.9%
Yes	2,005	**58**	115	147	24	32	5	19	33	35	14	8	1	54	33	16	7	11	17	27	6	35	17
	33.2%	**36.7%**	46.2%	43.0%	38.1%	35.2%	19.2%	35.2%	44.0%	38.5%	35.9%	36.4%	20.0%	37.2%	44.6%	26.7%	38.9%	22.4%	32.7%	52.9%	12.8%	44.9%	54.8%
No	4,037	**100**	134	195	39	59	21	35	42	56	25	14	4	91	41	44	11	38	35	24	41	43	14
	66.8%	**63.3%**	53.8%	57.0%	61.9%	64.8%	80.8%	64.8%	56.0%	61.5%	64.1%	63.6%	80.0%	62.8%	55.4%	73.3%	61.1%	77.6%	67.3%	47.1%	87.2%	55.1%	45.2%
Significantly different from column:*							I		G						P	O		T	T	RS	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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,005	**58**	115	147	24	32	5	19	33	35	14	8	1	54	33	16	7	11	17	27	6	35	17
Number missing or multiple answer	66	**2**	4	5	0	2	0	0	2	2	0	0	0	2	0	2	0	0	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	NA	NA
Usable responses	1,939	**56**	111	142	24	30	5	19	31	33	14	8	1	52	33	14	7	11	17	26	6	33	17
	96.7%	**96.6%**	96.5%	96.6%	100.0%	93.8%	100.0%	100.0%	93.9%	94.3%	100.0%	100.0%	100.0%	96.3%	100.0%	87.5%	100.0%	100.0%	100.0%	96.3%	100.0%	94.3%	100.0%
Never	69	**3**	3	6	1	2	0	3	0	2	1	0	0	3	1	1	1	0	1	2	1	1	1
	3.6%	**5.4%**	2.7%	4.2%	4.2%	6.7%	0.0%	15.8%	0.0%	6.1%	7.1%	0.0%	0.0%	5.8%	3.0%	7.1%	14.3%	0.0%	5.9%	7.7%	16.7%	3.0%	5.9%
Sometimes	260	**4**	18	17	1	3	0	2	2	1	2	1	0	4	2	1	1	0	0	4	1	2	1
	13.4%	**7.1%**	16.2%	12.0%	4.2%	10.0%	0.0%	10.5%	6.5%	3.0%	14.3%	12.5%	0.0%	7.7%	6.1%	7.1%	14.3%	0.0%	0.0%	15.4%	16.7%	6.1%	5.9%
Usually	409	**13**	22	28	5	6	2	4	6	7	3	2	0	10	9	2	1	1	2	8	0	8	5
	21.1%	**23.2%**	19.8%	19.7%	20.8%	20.0%	40.0%	21.1%	19.4%	21.2%	21.4%	25.0%	0.0%	19.2%	27.3%	14.3%	14.3%	9.1%	11.8%	30.8%	0.0%	24.2%	29.4%
Always	1,201	**36**	68	91	17	19	3	10	23	23	8	5	1	35	21	10	4	10	14	12	4	22	10
	61.9%	**64.3%**	61.3%	64.1%	70.8%	63.3%	60.0%	52.6%	74.2%	69.7%	57.1%	62.5%	100.0%	67.3%	63.6%	71.4%	57.1%	90.9%	82.4%	46.2%	66.7%	66.7%	58.8%
Significantly different from column:*																			T	S			
Usually or Always	1,610	**49**	90	119	22	25	5	14	29	30	11	7	1	45	30	12	5	11	16	20	4	30	15
	83.0%	**87.5%**	81.1%	83.8%	91.7%	83.3%	100.0%	73.7%	93.5%	90.9%	78.6%	87.5%	100.0%	86.5%	90.9%	85.7%	71.4%	100.0%	94.1%	76.9%	66.7%	90.9%	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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 5

In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	95	**5**	4	7	2	3	2	1	2	4	1	0	0	4	2	3	0	1	1	3	2	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	6,066	**155**	250	342	63	88	24	54	74	88	39	22	5	143	73	58	18	48	51	50	45	76	32
	98.5%	**96.9%**	98.4%	98.0%	96.9%	96.7%	92.3%	98.2%	97.4%	95.7%	97.5%	100.0%	100.0%	97.3%	97.3%	95.1%	100.0%	98.0%	98.1%	94.3%	95.7%	96.2%	100.0%
Yes	3,738	**91**	179	244	34	55	10	30	50	52	24	13	3	85	50	29	11	22	33	31	7	54	28
	61.6%	**58.7%**	71.6%	71.3%	54.0%	62.5%	41.7%	55.6%	67.6%	59.1%	61.5%	59.1%	60.0%	59.4%	68.5%	50.0%	61.1%	45.8%	64.7%	62.0%	15.6%	71.1%	87.5%
No	2,328	**64**	71	98	29	33	14	24	24	36	15	9	2	58	23	29	7	26	18	19	38	22	4
	38.4%	**41.3%**	28.4%	28.7%	46.0%	37.5%	58.3%	44.4%	32.4%	40.9%	38.5%	40.9%	40.0%	40.6%	31.5%	50.0%	38.9%	54.2%	35.3%	38.0%	84.4%	28.9%	12.5%
Significantly different from column:*		**CD**					I		G						P	O					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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 6

In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

Base: All respondents who made an appointment for a check-up or routine care (Q5)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,738	**91**	179	244	34	55	10	30	50	52	24	13	3	85	50	29	11	22	33	31	7	54	28
Number missing or multiple answer	148	**2**	7	12	0	2	0	1	1	2	0	0	0	2	2	0	0	0	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	NA	NA
Usable responses	3,590	**89**	172	232	34	53	10	29	49	50	24	13	3	83	48	29	11	22	33	29	7	52	28
	96.0%	**97.8%**	96.1%	95.1%	100.0%	96.4%	100.0%	96.7%	98.0%	96.2%	100.0%	100.0%	100.0%	97.6%	96.0%	100.0%	100.0%	100.0%	100.0%	93.5%	100.0%	96.3%	100.0%
Never	106	**0**	3	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.0%	**0.0%**	1.7%	3.9%	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%
Sometimes	635	**12**	32	44	5	6	3	1	8	5	6	1	0	10	3	6	3	3	4	4	0	9	3
	17.7%	**13.5%**	18.6%	19.0%	14.7%	11.3%	30.0%	3.4%	16.3%	10.0%	25.0%	7.7%	0.0%	12.0%	6.3%	20.7%	27.3%	13.6%	12.1%	13.8%	0.0%	17.3%	10.7%
Usually	902	**18**	34	46	8	10	3	5	10	9	4	5	1	17	13	4	1	6	6	6	3	7	8
	25.1%	**20.2%**	19.8%	19.8%	23.5%	18.9%	30.0%	17.2%	20.4%	18.0%	16.7%	38.5%	33.3%	20.5%	27.1%	13.8%	9.1%	27.3%	18.2%	20.7%	42.9%	13.5%	28.6%
Always	1,947	**59**	103	133	21	37	4	23	31	36	14	7	2	56	32	19	7	13	23	19	4	36	17
	54.2%	**66.3%**	59.9%	57.3%	61.8%	69.8%	40.0%	79.3%	63.3%	72.0%	58.3%	53.8%	66.7%	67.5%	66.7%	65.5%	63.6%	59.1%	69.7%	65.5%	57.1%	69.2%	60.7%
Significantly different from column:*		**A**																					
Usually or Always	2,849	**77**	137	179	29	47	7	28	41	45	18	12	3	73	45	23	8	19	29	25	7	43	25
	79.4%	**86.5%**	79.7%	77.2%	85.3%	88.7%	70.0%	96.6%	83.7%	90.0%	75.0%	92.3%	100.0%	88.0%	93.8%	79.3%	72.7%	86.4%	87.9%	86.2%	100.0%	82.7%	89.3%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 7

In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	161	**2**	8	10	1	1	0	0	2	2	0	0	0	2	1	1	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	6,000	**158**	246	339	64	90	26	55	74	90	40	22	5	145	74	60	18	49	52	53	47	79	32
	97.4%	**98.8%**	96.9%	97.1%	98.5%	98.9%	100.0%	100.0%	97.4%	97.8%	100.0%	100.0%	100.0%	98.6%	98.7%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
None	2,102	**47**	59	84	23	23	9	18	19	24	14	6	2	43	21	19	4	19	14	14	47	0	0
	35.0%	**29.7%**	24.0%	24.8%	35.9%	25.6%	34.6%	32.7%	25.7%	26.7%	35.0%	27.3%	40.0%	29.7%	28.4%	31.7%	22.2%	38.8%	26.9%	26.4%	100.0%	0.0%	0.0%
1 time	943	**26**	46	57	11	14	5	4	16	18	3	4	2	22	6	14	5	8	10	7	0	26	0
	15.7%	**16.5%**	18.7%	16.8%	17.2%	15.6%	19.2%	7.3%	21.6%	20.0%	7.5%	18.2%	40.0%	15.2%	8.1%	23.3%	27.8%	16.3%	19.2%	13.2%	0.0%	32.9%	0.0%
2	916	**24**	55	80	6	17	2	10	12	19	4	1	0	22	11	10	3	3	11	8	0	24	0
	15.3%	**15.2%**	22.4%	23.6%	9.4%	18.9%	7.7%	18.2%	16.2%	21.1%	10.0%	4.5%	0.0%	15.2%	14.9%	16.7%	16.7%	6.1%	21.2%	15.1%	0.0%	30.4%	0.0%
3	684	**21**	31	39	10	11	5	8	8	13	5	2	0	20	8	10	3	12	5	4	0	21	0
	11.4%	**13.3%**	12.6%	11.5%	15.6%	12.2%	19.2%	14.5%	10.8%	14.4%	12.5%	9.1%	0.0%	13.8%	10.8%	16.7%	16.7%	24.5%	9.6%	7.5%	0.0%	26.6%	0.0%
4	392	**8**	21	27	2	5	0	5	2	3	3	1	0	7	5	1	1	0	3	4	0	8	0
	6.5%	**5.1%**	8.5%	8.0%	3.1%	5.6%	0.0%	9.1%	2.7%	3.3%	7.5%	4.5%	0.0%	4.8%	6.8%	1.7%	5.6%	0.0%	5.8%	7.5%	0.0%	10.1%	0.0%
5 to 9	662	**21**	25	43	7	14	3	7	11	10	8	3	0	21	17	2	2	5	7	9	0	0	21
	11.0%	**13.3%**	10.2%	12.7%	10.9%	15.6%	11.5%	12.7%	14.9%	11.1%	20.0%	13.6%	0.0%	14.5%	23.0%	3.3%	11.1%	10.2%	13.5%	17.0%	0.0%	0.0%	65.6%
10 or more times	301	**11**	9	9	5	6	2	3	6	3	3	5	1	10	6	4	0	2	2	7	0	0	11
	5.0%	**7.0%**	3.7%	2.7%	7.8%	6.7%	7.7%	5.5%	8.1%	3.3%	7.5%	22.7%	20.0%	6.9%	8.1%	6.7%	0.0%	4.1%	3.8%	13.2%	0.0%	0.0%	34.4%
5 or more times	963	**32**	34	52	12	20	5	10	17	13	11	8	1	31	23	6	2	7	9	16	0	0	32
	16.1%	**20.3%**	13.8%	15.3%	18.8%	22.2%	19.2%	18.2%	23.0%	14.4%	27.5%	36.4%	20.0%	21.4%	31.1%	10.0%	11.1%	14.3%	17.3%	30.2%	0.0%	0.0%	100.0%
Significantly different from column:*															P	O					W	W	UV

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,898	**111**	187	255	41	67	17	37	55	66	26	16	3	102	53	41	14	30	38	39	0	79	32
Number missing or multiple answer	49	**1**	0	3	0	0	0	0	0	0	0	0	0	0	0	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	NA	NA
Usable responses	3,849	**110**	187	252	41	67	17	37	55	66	26	16	3	102	53	41	14	30	38	39	0	78	32
	98.7%	**99.1%**	100.0%	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%	---	98.7%	100.0%
0 Worst health care possible	22	**0**	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**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%
1	21	**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%**	0.5%	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%
2	21	**1**	1	0	0	1	0	0	1	0	0	1	0	1	1	0	0	0	0	1	0	0	1
	0.5%	**0.9%**	0.5%	0.0%	0.0%	1.5%	0.0%	0.0%	1.8%	0.0%	0.0%	6.3%	0.0%	1.0%	1.9%	0.0%	0.0%	0.0%	0.0%	2.6%	---	0.0%	3.1%
3	37	**0**	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	**0.0%**	2.1%	1.2%	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%
4	61	**1**	2	6	1	0	1	0	0	0	1	0	0	1	0	0	1	0	0	1	0	1	0
	1.6%	**0.9%**	1.1%	2.4%	2.4%	0.0%	5.9%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	1.0%	0.0%	0.0%	7.1%	0.0%	0.0%	2.6%	---	1.3%	0.0%
5	179	**2**	12	20	2	0	0	1	1	1	1	0	0	2	0	2	0	0	0	2	0	2	0
	4.7%	**1.8%**	6.4%	7.9%	4.9%	0.0%	0.0%	2.7%	1.8%	1.5%	3.8%	0.0%	0.0%	2.0%	0.0%	4.9%	0.0%	0.0%	0.0%	5.1%	---	2.6%	0.0%
6	169	**3**	6	13	2	1	0	0	3	2	1	0	0	3	1	1	1	0	1	2	0	1	2
	4.4%	**2.7%**	3.2%	5.2%	4.9%	1.5%	0.0%	0.0%	5.5%	3.0%	3.8%	0.0%	0.0%	2.9%	1.9%	2.4%	7.1%	0.0%	2.6%	5.1%	---	1.3%	6.3%
7	369	**11**	24	24	6	5	2	5	4	6	3	2	0	10	3	5	3	2	3	6	0	4	7
	9.6%	**10.0%**	12.8%	9.5%	14.6%	7.5%	11.8%	13.5%	7.3%	9.1%	11.5%	12.5%	0.0%	9.8%	5.7%	12.2%	21.4%	6.7%	7.9%	15.4%	---	5.1%	21.9%
8	786	**25**	32	49	9	16	4	10	11	11	9	4	1	24	18	6	1	7	10	8	0	16	9
	20.4%	**22.7%**	17.1%	19.4%	22.0%	23.9%	23.5%	27.0%	20.0%	16.7%	34.6%	25.0%	33.3%	23.5%	34.0%	14.6%	7.1%	23.3%	26.3%	20.5%	---	20.5%	28.1%
9	597	**9**	25	37	4	4	2	2	5	7	1	1	0	8	3	5	1	3	5	0	0	9	0
	15.5%	**8.2%**	13.4%	14.7%	9.8%	6.0%	11.8%	5.4%	9.1%	10.6%	3.8%	6.3%	0.0%	7.8%	5.7%	12.2%	7.1%	10.0%	13.2%	0.0%	---	11.5%	0.0%
10 Best health care possible	1,587	**58**	80	95	17	40	8	19	30	39	10	8	2	53	27	22	7	18	19	19	0	45	13
	41.2%	**52.7%**	42.8%	37.7%	41.5%	59.7%	47.1%	51.4%	54.5%	59.1%	38.5%	50.0%	66.7%	52.0%	50.9%	53.7%	50.0%	60.0%	50.0%	48.7%	---	57.7%	40.6%

NA - Not applicable

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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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
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	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	3,898	**111**	187	255	41	67	17	37	55	66	26	16	3	102	53	41	14	30	38	39	0	79	32
Number missing or multiple answer	49	**1**	0	3	0	0	0	0	0	0	0	0	0	0	0	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	NA	NA
Usable responses	3,849	**110**	187	252	41	67	17	37	55	66	26	16	3	102	53	41	14	30	38	39	0	78	32
	98.7%	**99.1%**	100.0%	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%	---	98.7%	100.0%
0 to 4	162	**2**	8	14	1	1	1	0	1	0	1	1	0	2	1	0	1	0	0	2	0	1	1
	4.2%	**1.8%**	4.3%	5.6%	2.4%	1.5%	5.9%	0.0%	1.8%	0.0%	3.8%	6.3%	0.0%	2.0%	1.9%	0.0%	7.1%	0.0%	0.0%	5.1%	---	1.3%	3.1%
5	179	**2**	12	20	2	0	0	1	1	1	1	0	0	2	0	2	0	0	0	2	0	2	0
	4.7%	**1.8%**	6.4%	7.9%	4.9%	0.0%	0.0%	2.7%	1.8%	1.5%	3.8%	0.0%	0.0%	2.0%	0.0%	4.9%	0.0%	0.0%	0.0%	5.1%	---	2.6%	0.0%
6 or 7	538	**14**	30	37	8	6	2	5	7	8	4	2	0	13	4	6	4	2	4	8	0	5	9
	14.0%	**12.7%**	16.0%	14.7%	19.5%	9.0%	11.8%	13.5%	12.7%	12.1%	15.4%	12.5%	0.0%	12.7%	7.5%	14.6%	28.6%	6.7%	10.5%	20.5%	---	6.4%	28.1%
8 to 10	2,970	**92**	137	181	30	60	14	31	46	57	20	13	3	85	48	33	9	28	34	27	0	70	22
	77.2%	**83.6%**	73.3%	71.8%	73.2%	89.6%	82.4%	83.8%	83.6%	86.4%	76.9%	81.3%	100.0%	83.3%	90.6%	80.5%	64.3%	93.3%	89.5%	69.2%	---	89.7%	68.8%
Significantly different from column:*		**CD**			F	E												T	T	RS		W	V
0 to 6	510	**7**	26	47	5	2	1	1	5	3	3	1	0	7	2	3	2	0	1	6	0	4	3
	13.3%	**6.4%**	13.9%	18.7%	12.2%	3.0%	5.9%	2.7%	9.1%	4.5%	11.5%	6.3%	0.0%	6.9%	3.8%	7.3%	14.3%	0.0%	2.6%	15.4%	---	5.1%	9.4%
7 to 8	1,155	**36**	56	73	15	21	6	15	15	17	12	6	1	34	21	11	4	9	13	14	0	20	16
	30.0%	**32.7%**	29.9%	29.0%	36.6%	31.3%	35.3%	40.5%	27.3%	25.8%	46.2%	37.5%	33.3%	33.3%	39.6%	26.8%	28.6%	30.0%	34.2%	35.9%	---	25.6%	50.0%
9 to 10	2,184	**67**	105	132	21	44	10	21	35	46	11	9	2	61	30	27	8	21	24	19	0	54	13
	56.7%	**60.9%**	56.1%	52.4%	51.2%	65.7%	58.8%	56.8%	63.6%	69.7%	42.3%	56.3%	66.7%	59.8%	56.6%	65.9%	57.1%	70.0%	63.2%	48.7%	---	69.2%	40.6%
Significantly different from column:*										K	J											W	V

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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,898	**111**	187	255	41	67	17	37	55	66	26	16	3	102	53	41	14	30	38	39	0	79	32
Number missing or multiple answer	72	**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	3,826	**111**	185	252	41	67	17	37	55	66	26	16	3	102	53	41	14	30	38	39	0	79	32
	98.2%	**100.0%**	98.9%	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	103	**2**	4	5	1	0	1	0	0	1	0	0	0	1	0	1	0	1	0	0	0	2	0
	2.7%	**1.8%**	2.2%	2.0%	2.4%	0.0%	5.9%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	1.0%	0.0%	2.4%	0.0%	3.3%	0.0%	0.0%	---	2.5%	0.0%
Sometimes	459	**15**	24	35	5	10	2	6	7	9	3	3	0	15	2	10	3	3	3	9	0	12	3
	12.0%	**13.5%**	13.0%	13.9%	12.2%	14.9%	11.8%	16.2%	12.7%	13.6%	11.5%	18.8%	0.0%	14.7%	3.8%	24.4%	21.4%	10.0%	7.9%	23.1%	---	15.2%	9.4%
Usually	1,085	**29**	40	61	10	19	5	13	11	12	9	7	1	28	19	7	3	8	8	13	0	14	15
	28.4%	**26.1%**	21.6%	24.2%	24.4%	28.4%	29.4%	35.1%	20.0%	18.2%	34.6%	43.8%	33.3%	27.5%	35.8%	17.1%	21.4%	26.7%	21.1%	33.3%	---	17.7%	46.9%
Always	2,179	**65**	117	151	25	38	9	18	37	44	14	6	2	58	32	23	8	18	27	17	0	51	14
	57.0%	**58.6%**	63.2%	59.9%	61.0%	56.7%	52.9%	48.6%	67.3%	66.7%	53.8%	37.5%	66.7%	56.9%	60.4%	56.1%	57.1%	60.0%	71.1%	43.6%	---	64.6%	43.8%
Significantly different from column:*										L		J							T	S		W	V
Usually or Always	3,264	**94**	157	212	35	57	14	31	48	56	23	13	3	86	51	30	11	26	35	30	0	65	29
	85.3%	**84.7%**	84.9%	84.1%	85.4%	85.1%	82.4%	83.8%	87.3%	84.8%	88.5%	81.3%	100.0%	84.3%	96.2%	73.2%	78.6%	86.7%	92.1%	76.9%	---	82.3%	90.6%
Significantly different from column:*															P	O							

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 10

A personal doctor is the one you would talk to 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

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	81	**3**	4	3	2	1	2	1	0	2	0	1	0	3	1	1	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	NA	NA
Usable responses	6,080	**157**	250	346	63	90	24	54	76	90	40	21	5	144	74	60	18	47	52	52	45	78	32
	98.7%	**98.1%**	98.4%	99.1%	96.9%	98.9%	92.3%	98.2%	100.0%	97.8%	100.0%	95.5%	100.0%	98.0%	98.7%	98.4%	100.0%	95.9%	100.0%	98.1%	95.7%	98.7%	100.0%
Yes	4,835	**120**	188	260	49	68	15	36	67	69	30	16	4	110	61	39	16	29	46	39	30	62	26
	79.5%	**76.4%**	75.2%	75.1%	77.8%	75.6%	62.5%	66.7%	88.2%	76.7%	75.0%	76.2%	80.0%	76.4%	82.4%	65.0%	88.9%	61.7%	88.5%	75.0%	66.7%	79.5%	81.3%
No	1,245	**37**	62	86	14	22	9	18	9	21	10	5	1	34	13	21	2	18	6	13	15	16	6
	20.5%	**23.6%**	24.8%	24.9%	22.2%	24.4%	37.5%	33.3%	11.8%	23.3%	25.0%	23.8%	20.0%	23.6%	17.6%	35.0%	11.1%	38.3%	11.5%	25.0%	33.3%	20.5%	18.8%
Significantly different from column:*								I	H						P	O		S	R				

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 11

In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

Base: All respondents who have a personal doctor (Q10)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	4,835	**120**	188	260	49	68	15	36	67	69	30	16	4	110	61	39	16	29	46	39	30	62	26
Number missing or multiple answer	171	**3**	12	6	2	1	0	0	3	3	0	0	0	2	1	2	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	4,664	**117**	176	254	47	67	15	36	64	66	30	16	4	108	60	37	16	28	46	39	30	61	26
	96.5%	**97.5%**	93.6%	97.7%	95.9%	98.5%	100.0%	100.0%	95.5%	95.7%	100.0%	100.0%	100.0%	98.2%	98.4%	94.9%	100.0%	96.6%	100.0%	100.0%	100.0%	98.4%	100.0%
None	1,125	**24**	30	43	6	17	6	9	8	13	6	4	1	22	10	7	6	10	8	5	15	9	0
	24.1%	**20.5%**	17.0%	16.9%	12.8%	25.4%	40.0%	25.0%	12.5%	19.7%	20.0%	25.0%	25.0%	20.4%	16.7%	18.9%	37.5%	35.7%	17.4%	12.8%	50.0%	14.8%	0.0%
1 time	1,203	**20**	40	62	7	12	2	6	11	10	5	3	2	16	8	9	1	4	10	5	6	12	2
	25.8%	**17.1%**	22.7%	24.4%	14.9%	17.9%	13.3%	16.7%	17.2%	15.2%	16.7%	18.8%	50.0%	14.8%	13.3%	24.3%	6.3%	14.3%	21.7%	12.8%	20.0%	19.7%	7.7%
2	1,016	**31**	46	65	15	15	3	10	18	22	7	2	0	29	15	11	5	6	14	9	5	23	3
	21.8%	**26.5%**	26.1%	25.6%	31.9%	22.4%	20.0%	27.8%	28.1%	33.3%	23.3%	12.5%	0.0%	26.9%	25.0%	29.7%	31.3%	21.4%	30.4%	23.1%	16.7%	37.7%	11.5%
3	551	**18**	23	38	7	11	1	4	13	10	5	2	1	17	10	5	3	4	7	7	2	10	6
	11.8%	**15.4%**	13.1%	15.0%	14.9%	16.4%	6.7%	11.1%	20.3%	15.2%	16.7%	12.5%	25.0%	15.7%	16.7%	13.5%	18.8%	14.3%	15.2%	17.9%	6.7%	16.4%	23.1%
4	310	**10**	12	22	5	5	0	3	7	6	2	2	0	10	9	1	0	1	4	5	0	6	4
	6.6%	**8.5%**	6.8%	8.7%	10.6%	7.5%	0.0%	8.3%	10.9%	9.1%	6.7%	12.5%	0.0%	9.3%	15.0%	2.7%	0.0%	3.6%	8.7%	12.8%	0.0%	9.8%	15.4%
5 to 9	358	**10**	19	22	4	6	2	4	4	3	5	2	0	10	7	1	1	2	3	5	0	1	9
	7.7%	**8.5%**	10.8%	8.7%	8.5%	9.0%	13.3%	11.1%	6.3%	4.5%	16.7%	12.5%	0.0%	9.3%	11.7%	2.7%	6.3%	7.1%	6.5%	12.8%	0.0%	1.6%	34.6%
10 or more times	101	**4**	6	2	3	1	1	0	3	2	0	1	0	4	1	3	0	1	0	3	2	0	2
	2.2%	**3.4%**	3.4%	0.8%	6.4%	1.5%	6.7%	0.0%	4.7%	3.0%	0.0%	6.3%	0.0%	3.7%	1.7%	8.1%	0.0%	3.6%	0.0%	7.7%	6.7%	0.0%	7.7%
5 or more times	459	**14**	25	24	7	7	3	4	7	5	5	3	0	14	8	4	1	3	3	8	2	1	11
	9.8%	**12.0%**	14.2%	9.4%	14.9%	10.4%	20.0%	11.1%	10.9%	7.6%	16.7%	18.8%	0.0%	13.0%	13.3%	10.8%	6.3%	10.7%	6.5%	20.5%	6.7%	1.6%	42.3%
Significantly different from column:*																					W		U

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,539	**93**	146	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
Number missing or multiple answer	22	**0**	0	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	3,517	**93**	146	210	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
	99.4%	**100.0%**	100.0%	99.5%	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%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	51	**1**	0	2	0	1	0	1	0	1	0	0	0	1	1	0	0	0	0	1	0	0	1
	1.5%	**1.1%**	0.0%	1.0%	0.0%	2.0%	0.0%	3.7%	0.0%	1.9%	0.0%	0.0%	0.0%	1.2%	2.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	3.8%
Sometimes	232	**4**	10	17	4	0	0	2	2	2	1	0	0	4	0	3	1	0	1	3	1	3	0
	6.6%	**4.3%**	6.8%	8.1%	9.8%	0.0%	0.0%	7.4%	3.6%	3.8%	4.2%	0.0%	0.0%	4.7%	0.0%	10.0%	10.0%	0.0%	2.6%	8.8%	6.7%	5.8%	0.0%
Usually	592	**17**	20	33	10	6	4	6	7	10	4	2	0	16	8	5	3	2	5	9	2	10	5
	16.8%	**18.3%**	13.7%	15.7%	24.4%	12.0%	44.4%	22.2%	12.5%	18.9%	16.7%	16.7%	0.0%	18.6%	16.0%	16.7%	30.0%	11.1%	13.2%	26.5%	13.3%	19.2%	19.2%
Always	2,642	**71**	116	158	27	43	5	18	47	40	19	10	3	65	41	22	6	16	32	21	12	39	20
	75.1%	**76.3%**	79.5%	75.2%	65.9%	86.0%	55.6%	66.7%	83.9%	75.5%	79.2%	83.3%	100.0%	75.6%	82.0%	73.3%	60.0%	88.9%	84.2%	61.8%	80.0%	75.0%	76.9%
Significantly different from column:*					F	E												T	T	RS			
Usually or Always	3,234	**88**	136	191	37	49	9	24	54	50	23	12	3	81	49	27	9	18	37	30	14	49	25
	92.0%	**94.6%**	93.2%	91.0%	90.2%	98.0%	100.0%	88.9%	96.4%	94.3%	95.8%	100.0%	100.0%	94.2%	98.0%	90.0%	90.0%	100.0%	97.4%	88.2%	93.3%	94.2%	96.2%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,539	**93**	146	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
Number missing or multiple answer	19	**0**	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
Usable responses	3,520	**93**	145	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
	99.5%	**100.0%**	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%	100.0%
Never	54	**3**	0	1	1	2	1	1	1	2	1	0	0	3	1	1	1	0	1	2	0	2	1
	1.5%	**3.2%**	0.0%	0.5%	2.4%	4.0%	11.1%	3.7%	1.8%	3.8%	4.2%	0.0%	0.0%	3.5%	2.0%	3.3%	10.0%	0.0%	2.6%	5.9%	0.0%	3.8%	3.8%
Sometimes	233	**5**	8	12	5	0	0	2	3	3	1	0	0	5	0	4	1	0	1	4	2	3	0
	6.6%	**5.4%**	5.5%	5.7%	12.2%	0.0%	0.0%	7.4%	5.4%	5.7%	4.2%	0.0%	0.0%	5.8%	0.0%	13.3%	10.0%	0.0%	2.6%	11.8%	13.3%	5.8%	0.0%
Usually	542	**11**	18	32	6	5	2	5	4	4	3	3	0	11	6	3	1	2	3	6	1	4	6
	15.4%	**11.8%**	12.4%	15.2%	14.6%	10.0%	22.2%	18.5%	7.1%	7.5%	12.5%	25.0%	0.0%	12.8%	12.0%	10.0%	10.0%	11.1%	7.9%	17.6%	6.7%	7.7%	23.1%
Always	2,691	**74**	119	166	29	43	6	19	48	44	19	9	3	67	43	22	7	16	33	22	12	43	19
	76.4%	**79.6%**	82.1%	78.7%	70.7%	86.0%	66.7%	70.4%	85.7%	83.0%	79.2%	75.0%	100.0%	77.9%	86.0%	73.3%	70.0%	88.9%	86.8%	64.7%	80.0%	82.7%	73.1%
Significantly different from column:*																			T	S			
Usually or Always	3,233	**85**	137	198	35	48	8	24	52	48	22	12	3	78	49	25	8	18	36	28	13	47	25
	91.8%	**91.4%**	94.5%	93.8%	85.4%	96.0%	88.9%	88.9%	92.9%	90.6%	91.7%	100.0%	100.0%	90.7%	98.0%	83.3%	80.0%	100.0%	94.7%	82.4%	86.7%	90.4%	96.2%
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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,539	**93**	146	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
Number missing or multiple answer	22	**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	3,517	**93**	145	210	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
	99.4%	**100.0%**	99.3%	99.5%	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%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	43	**1**	1	1	1	0	1	0	0	0	1	0	0	1	0	0	1	0	0	1	0	1	0
	1.2%	**1.1%**	0.7%	0.5%	2.4%	0.0%	11.1%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	1.2%	0.0%	0.0%	10.0%	0.0%	0.0%	2.9%	0.0%	1.9%	0.0%
Sometimes	188	**5**	6	13	5	0	0	2	3	2	2	0	0	5	1	3	1	0	2	3	2	2	1
	5.3%	**5.4%**	4.1%	6.2%	12.2%	0.0%	0.0%	7.4%	5.4%	3.8%	8.3%	0.0%	0.0%	5.8%	2.0%	10.0%	10.0%	0.0%	5.3%	8.8%	13.3%	3.8%	3.8%
Usually	430	**10**	23	20	6	4	1	4	5	6	2	1	0	10	4	4	1	3	3	4	2	6	2
	12.2%	**10.8%**	15.9%	9.5%	14.6%	8.0%	11.1%	14.8%	8.9%	11.3%	8.3%	8.3%	0.0%	11.6%	8.0%	13.3%	10.0%	16.7%	7.9%	11.8%	13.3%	11.5%	7.7%
Always	2,856	**77**	115	176	29	46	7	21	48	45	19	11	3	70	45	23	7	15	33	26	11	43	23
	81.2%	**82.8%**	79.3%	83.8%	70.7%	92.0%	77.8%	77.8%	85.7%	84.9%	79.2%	91.7%	100.0%	81.4%	90.0%	76.7%	70.0%	83.3%	86.8%	76.5%	73.3%	82.7%	88.5%
Significantly different from column:*					F	E																	
Usually or Always	3,286	**87**	138	196	35	50	8	25	53	51	21	12	3	80	49	27	8	18	36	30	13	49	25
	93.4%	**93.5%**	95.2%	93.3%	85.4%	100.0%	88.9%	92.6%	94.6%	96.2%	87.5%	100.0%	100.0%	93.0%	98.0%	90.0%	80.0%	100.0%	94.7%	88.2%	86.7%	94.2%	96.2%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,539	**93**	146	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
Number missing or multiple answer	25	**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
Usable responses	3,514	**93**	144	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
	99.3%	**100.0%**	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%	100.0%
Never	89	**4**	2	3	1	3	1	1	2	2	1	1	0	4	2	1	1	0	1	3	0	2	2
	2.5%	**4.3%**	1.4%	1.4%	2.4%	6.0%	11.1%	3.7%	3.6%	3.8%	4.2%	8.3%	0.0%	4.7%	4.0%	3.3%	10.0%	0.0%	2.6%	8.8%	0.0%	3.8%	7.7%
Sometimes	285	**8**	6	19	5	3	0	3	5	4	3	0	0	8	2	3	3	1	2	5	1	5	2
	8.1%	**8.6%**	4.2%	9.0%	12.2%	6.0%	0.0%	11.1%	8.9%	7.5%	12.5%	0.0%	0.0%	9.3%	4.0%	10.0%	30.0%	5.6%	5.3%	14.7%	6.7%	9.6%	7.7%
Usually	673	**9**	28	50	5	4	1	3	5	5	2	1	0	9	4	4	0	1	2	6	3	3	3
	19.2%	**9.7%**	19.4%	23.7%	12.2%	8.0%	11.1%	11.1%	8.9%	9.4%	8.3%	8.3%	0.0%	10.5%	8.0%	13.3%	0.0%	5.6%	5.3%	17.6%	20.0%	5.8%	11.5%
Always	2,467	**72**	108	139	30	40	7	20	44	42	18	10	3	65	42	22	6	16	33	20	11	42	19
	70.2%	**77.4%**	75.0%	65.9%	73.2%	80.0%	77.8%	74.1%	78.6%	79.2%	75.0%	83.3%	100.0%	75.6%	84.0%	73.3%	60.0%	88.9%	86.8%	58.8%	73.3%	80.8%	73.1%
Significantly different from column:*		**D**																T	T	RS			
Usually or Always	3,140	**81**	136	189	35	44	8	23	49	47	20	11	3	74	46	26	6	17	35	26	14	45	22
	89.4%	**87.1%**	94.4%	89.6%	85.4%	88.0%	88.9%	85.2%	87.5%	88.7%	83.3%	91.7%	100.0%	86.0%	92.0%	86.7%	60.0%	94.4%	92.1%	76.5%	93.3%	86.5%	84.6%
Significantly different from column:*		**C**																					

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	3,539	**93**	146	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
Number missing or multiple answer	58	**5**	3	6	2	2	0	1	4	3	0	1	0	4	2	1	1	0	3	1	1	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	3,481	**88**	143	205	39	48	9	26	52	50	24	11	3	82	48	29	9	18	35	33	14	51	23
	98.4%	**94.6%**	97.9%	97.2%	95.1%	96.0%	100.0%	96.3%	92.9%	94.3%	100.0%	91.7%	100.0%	95.3%	96.0%	96.7%	90.0%	100.0%	92.1%	97.1%	93.3%	98.1%	88.5%
Yes	2,106	**47**	71	124	20	26	6	13	27	23	14	8	2	44	26	14	5	12	18	16	5	24	18
	60.5%	**53.4%**	49.7%	60.5%	51.3%	54.2%	66.7%	50.0%	51.9%	46.0%	58.3%	72.7%	66.7%	53.7%	54.2%	48.3%	55.6%	66.7%	51.4%	48.5%	35.7%	47.1%	78.3%
No	1,375	**41**	72	81	19	22	3	13	25	27	10	3	1	38	22	15	4	6	17	17	9	27	5
	39.5%	**46.6%**	50.3%	39.5%	48.7%	45.8%	33.3%	50.0%	48.1%	54.0%	41.7%	27.3%	33.3%	46.3%	45.8%	51.7%	44.4%	33.3%	48.6%	51.5%	64.3%	52.9%	21.7%
Significantly different from column:*																					W	W	UV

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,106	**47**	71	124	20	26	6	13	27	23	14	8	2	44	26	14	5	12	18	16	5	24	18
Number missing or multiple answer	45	**1**	0	6	0	1	0	0	1	0	1	0	0	1	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	NA	NA	NA	NA	NA
Usable responses	2,061	**46**	71	118	20	25	6	13	26	23	13	8	2	43	25	14	5	12	17	16	4	24	18
	97.9%	**97.9%**	100.0%	95.2%	100.0%	96.2%	100.0%	100.0%	96.3%	100.0%	92.9%	100.0%	100.0%	97.7%	96.2%	100.0%	100.0%	100.0%	94.4%	100.0%	80.0%	100.0%	100.0%
Never	113	**2**	2	2	1	1	0	1	1	2	0	0	0	2	1	1	0	0	0	2	1	0	1
	5.5%	**4.3%**	2.8%	1.7%	5.0%	4.0%	0.0%	7.7%	3.8%	8.7%	0.0%	0.0%	0.0%	4.7%	4.0%	7.1%	0.0%	0.0%	0.0%	12.5%	25.0%	0.0%	5.6%
Sometimes	243	**5**	6	13	3	2	1	2	2	1	2	2	0	5	2	2	1	1	0	4	0	4	1
	11.8%	**10.9%**	8.5%	11.0%	15.0%	8.0%	16.7%	15.4%	7.7%	4.3%	15.4%	25.0%	0.0%	11.6%	8.0%	14.3%	20.0%	8.3%	0.0%	25.0%	0.0%	16.7%	5.6%
Usually	519	**10**	20	26	5	5	4	3	3	5	3	2	0	10	6	3	1	3	2	5	0	3	7
	25.2%	**21.7%**	28.2%	22.0%	25.0%	20.0%	66.7%	23.1%	11.5%	21.7%	23.1%	25.0%	0.0%	23.3%	24.0%	21.4%	20.0%	25.0%	11.8%	31.3%	0.0%	12.5%	38.9%
Always	1,186	**29**	43	77	11	17	1	7	20	15	8	4	2	26	16	8	3	8	15	5	3	17	9
	57.5%	**63.0%**	60.6%	65.3%	55.0%	68.0%	16.7%	53.8%	76.9%	65.2%	61.5%	50.0%	100.0%	60.5%	64.0%	57.1%	60.0%	66.7%	88.2%	31.3%	75.0%	70.8%	50.0%
Significantly different from column:*																			T	S			
Usually or Always	1,705	**39**	63	103	16	22	5	10	23	20	11	6	2	36	22	11	4	11	17	10	3	20	16
	82.7%	**84.8%**	88.7%	87.3%	80.0%	88.0%	83.3%	76.9%	88.5%	87.0%	84.6%	75.0%	100.0%	83.7%	88.0%	78.6%	80.0%	91.7%	100.0%	62.5%	75.0%	83.3%	88.9%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	4,835	**120**	188	260	49	68	15	36	67	69	30	16	4	110	61	39	16	29	46	39	30	62	26
Number missing or multiple answer	188	**2**	11	15	1	1	0	0	2	1	0	1	0	2	2	0	0	0	0	2	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	4,647	**118**	177	245	48	67	15	36	65	68	30	15	4	108	59	39	16	29	46	37	29	62	25
	96.1%	**98.3%**	94.1%	94.2%	98.0%	98.5%	100.0%	100.0%	97.0%	98.6%	100.0%	93.8%	100.0%	98.2%	96.7%	100.0%	100.0%	100.0%	100.0%	94.9%	96.7%	100.0%	96.2%
0 Worst personal doctor possible	38	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**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%
1	23	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.6%	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%
2	32	**1**	3	1	1	0	1	0	0	0	1	0	0	1	0	0	1	0	0	1	0	1	0
	0.7%	**0.8%**	1.7%	0.4%	2.1%	0.0%	6.7%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.9%	0.0%	0.0%	6.3%	0.0%	0.0%	2.7%	0.0%	1.6%	0.0%
3	56	**0**	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	**0.0%**	2.8%	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%
4	47	**0**	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	**0.0%**	1.1%	1.6%	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%
5	163	**8**	5	6	6	2	1	4	3	5	1	0	0	8	3	2	2	1	3	4	2	4	2
	3.5%	**6.8%**	2.8%	2.4%	12.5%	3.0%	6.7%	11.1%	4.6%	7.4%	3.3%	0.0%	0.0%	7.4%	5.1%	5.1%	12.5%	3.4%	6.5%	10.8%	6.9%	6.5%	8.0%
6	146	**3**	3	9	3	0	0	2	1	2	1	0	0	3	0	3	0	0	0	3	1	1	1
	3.1%	**2.5%**	1.7%	3.7%	6.3%	0.0%	0.0%	5.6%	1.5%	2.9%	3.3%	0.0%	0.0%	2.8%	0.0%	7.7%	0.0%	0.0%	0.0%	8.1%	3.4%	1.6%	4.0%
7	320	**5**	11	14	3	2	1	2	2	2	3	0	0	5	2	2	1	1	2	2	1	3	1
	6.9%	**4.2%**	6.2%	5.7%	6.3%	3.0%	6.7%	5.6%	3.1%	2.9%	10.0%	0.0%	0.0%	4.6%	3.4%	5.1%	6.3%	3.4%	4.3%	5.4%	3.4%	4.8%	4.0%
8	699	**16**	24	46	4	11	1	4	11	9	6	1	2	13	8	5	3	3	6	6	4	7	5
	15.0%	**13.6%**	13.6%	18.8%	8.3%	16.4%	6.7%	11.1%	16.9%	13.2%	20.0%	6.7%	50.0%	12.0%	13.6%	12.8%	18.8%	10.3%	13.0%	16.2%	13.8%	11.3%	20.0%
9	692	**14**	31	39	6	8	4	7	3	6	3	5	0	14	11	2	1	4	6	4	2	8	4
	14.9%	**11.9%**	17.5%	15.9%	12.5%	11.9%	26.7%	19.4%	4.6%	8.8%	10.0%	33.3%	0.0%	13.0%	18.6%	5.1%	6.3%	13.8%	13.0%	10.8%	6.9%	12.9%	16.0%
10 Best personal doctor possible	2,431	**71**	92	122	25	44	7	17	45	44	15	9	2	64	35	25	8	20	29	17	19	38	12
	52.3%	**60.2%**	52.0%	49.8%	52.1%	65.7%	46.7%	47.2%	69.2%	64.7%	50.0%	60.0%	50.0%	59.3%	59.3%	64.1%	50.0%	69.0%	63.0%	45.9%	65.5%	61.3%	48.0%

NA - Not applicable

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	4,835	**120**	188	260	49	68	15	36	67	69	30	16	4	110	61	39	16	29	46	39	30	62	26
Number missing or multiple answer	188	**2**	11	15	1	1	0	0	2	1	0	1	0	2	2	0	0	0	0	2	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	4,647	**118**	177	245	48	67	15	36	65	68	30	15	4	108	59	39	16	29	46	37	29	62	25
	96.1%	**98.3%**	94.1%	94.2%	98.0%	98.5%	100.0%	100.0%	97.0%	98.6%	100.0%	93.8%	100.0%	98.2%	96.7%	100.0%	100.0%	100.0%	100.0%	94.9%	96.7%	100.0%	96.2%
0 to 4	196	**1**	11	9	1	0	1	0	0	0	1	0	0	1	0	0	1	0	0	1	0	1	0
	4.2%	**0.8%**	6.2%	3.7%	2.1%	0.0%	6.7%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.9%	0.0%	0.0%	6.3%	0.0%	0.0%	2.7%	0.0%	1.6%	0.0%
5	163	**8**	5	6	6	2	1	4	3	5	1	0	0	8	3	2	2	1	3	4	2	4	2
	3.5%	**6.8%**	2.8%	2.4%	12.5%	3.0%	6.7%	11.1%	4.6%	7.4%	3.3%	0.0%	0.0%	7.4%	5.1%	5.1%	12.5%	3.4%	6.5%	10.8%	6.9%	6.5%	8.0%
6 or 7	466	**8**	14	23	6	2	1	4	3	4	4	0	0	8	2	5	1	1	2	5	2	4	2
	10.0%	**6.8%**	7.9%	9.4%	12.5%	3.0%	6.7%	11.1%	4.6%	5.9%	13.3%	0.0%	0.0%	7.4%	3.4%	12.8%	6.3%	3.4%	4.3%	13.5%	6.9%	6.5%	8.0%
8 to 10	3,822	**101**	147	207	35	63	12	28	59	59	24	15	4	91	54	32	12	27	41	27	25	53	21
	82.2%	**85.6%**	83.1%	84.5%	72.9%	94.0%	80.0%	77.8%	90.8%	86.8%	80.0%	100.0%	100.0%	84.3%	91.5%	82.1%	75.0%	93.1%	89.1%	73.0%	86.2%	85.5%	84.0%
Significantly different from column:*					F	E												T		R			
0 to 6	505	**12**	19	24	10	2	2	6	4	7	3	0	0	12	3	5	3	1	3	8	3	6	3
	10.9%	**10.2%**	10.7%	9.8%	20.8%	3.0%	13.3%	16.7%	6.2%	10.3%	10.0%	0.0%	0.0%	11.1%	5.1%	12.8%	18.8%	3.4%	6.5%	21.6%	10.3%	9.7%	12.0%
7 to 8	1,019	**21**	35	60	7	13	2	6	13	11	9	1	2	18	10	7	4	4	8	8	5	10	6
	21.9%	**17.8%**	19.8%	24.5%	14.6%	19.4%	13.3%	16.7%	20.0%	16.2%	30.0%	6.7%	50.0%	16.7%	16.9%	17.9%	25.0%	13.8%	17.4%	21.6%	17.2%	16.1%	24.0%
9 to 10	3,123	**85**	123	161	31	52	11	24	48	50	18	14	2	78	46	27	9	24	35	21	21	46	16
	67.2%	**72.0%**	69.5%	65.7%	64.6%	77.6%	73.3%	66.7%	73.8%	73.5%	60.0%	93.3%	50.0%	72.2%	78.0%	69.2%	56.3%	82.8%	76.1%	56.8%	72.4%	74.2%	64.0%
Significantly different from column:*																		T		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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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 with a specialist?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	102	**3**	9	9	2	1	1	0	2	3	0	0	0	3	2	1	0	0	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
Usable responses	6,059	**157**	245	340	63	90	25	55	74	89	40	22	5	144	73	60	18	49	51	52	45	79	32
	98.3%	**98.1%**	96.5%	97.4%	96.9%	98.9%	96.2%	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%	98.0%	97.3%	98.4%	100.0%	100.0%	98.1%	98.1%	95.7%	100.0%	100.0%
Yes	2,577	**72**	94	128	30	40	9	18	43	40	18	10	2	67	38	23	8	19	23	27	8	38	26
	42.5%	**45.9%**	38.4%	37.6%	47.6%	44.4%	36.0%	32.7%	58.1%	44.9%	45.0%	45.5%	40.0%	46.5%	52.1%	38.3%	44.4%	38.8%	45.1%	51.9%	17.8%	48.1%	81.3%
No	3,482	**85**	151	212	33	50	16	37	31	49	22	12	3	77	35	37	10	30	28	25	37	41	6
	57.5%	**54.1%**	61.6%	62.4%	52.4%	55.6%	64.0%	67.3%	41.9%	55.1%	55.0%	54.5%	60.0%	53.5%	47.9%	61.7%	55.6%	61.2%	54.9%	48.1%	82.2%	51.9%	18.8%
Significantly different from column:*								I	H												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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 20

In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

Base: All respondents who made an appointment to see a specialist (Q19)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,577	**72**	94	128	30	40	9	18	43	40	18	10	2	67	38	23	8	19	23	27	8	38	26
Number missing or multiple answer	61	**1**	3	2	0	0	0	0	0	0	0	0	0	0	0	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	NA	NA
Usable responses	2,516	**71**	91	126	30	40	9	18	43	40	18	10	2	67	38	23	8	19	23	27	8	37	26
	97.6%	**98.6%**	96.8%	98.4%	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%	97.4%	100.0%
Never	94	**1**	4	13	0	1	0	1	0	1	0	0	0	1	1	0	0	0	0	1	0	0	1
	3.7%	**1.4%**	4.4%	10.3%	0.0%	2.5%	0.0%	5.6%	0.0%	2.5%	0.0%	0.0%	0.0%	1.5%	2.6%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	3.8%
Sometimes	368	**9**	20	17	2	7	0	3	6	6	1	2	0	9	5	3	1	1	1	6	0	6	3
	14.6%	**12.7%**	22.0%	13.5%	6.7%	17.5%	0.0%	16.7%	14.0%	15.0%	5.6%	20.0%	0.0%	13.4%	13.2%	13.0%	12.5%	5.3%	4.3%	22.2%	0.0%	16.2%	11.5%
Usually	686	**17**	28	30	9	7	6	4	6	7	6	3	1	15	10	5	1	6	3	7	3	7	7
	27.3%	**23.9%**	30.8%	23.8%	30.0%	17.5%	66.7%	22.2%	14.0%	17.5%	33.3%	30.0%	50.0%	22.4%	26.3%	21.7%	12.5%	31.6%	13.0%	25.9%	37.5%	18.9%	26.9%
Always	1,368	**44**	39	66	19	25	3	10	31	26	11	5	1	42	22	15	6	12	19	13	5	24	15
	54.4%	**62.0%**	42.9%	52.4%	63.3%	62.5%	33.3%	55.6%	72.1%	65.0%	61.1%	50.0%	50.0%	62.7%	57.9%	65.2%	75.0%	63.2%	82.6%	48.1%	62.5%	64.9%	57.7%
Significantly different from column:*		**C**																	T	S			
Usually or Always	2,054	**61**	67	96	28	32	9	14	37	33	17	8	2	57	32	20	7	18	22	20	8	31	22
	81.6%	**85.9%**	73.6%	76.2%	93.3%	80.0%	100.0%	77.8%	86.0%	82.5%	94.4%	80.0%	100.0%	85.1%	84.2%	87.0%	87.5%	94.7%	95.7%	74.1%	100.0%	83.8%	84.6%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 21

How many specialists have you talked to in the last 6 months?

Base: All respondents who made an appointment to see a specialist (Q19)

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,577	**72**	94	128	30	40	9	18	43	40	18	10	2	67	38	23	8	19	23	27	8	38	26
Number missing or multiple answer	78	**2**	3	1	0	1	0	0	1	0	1	0	0	1	0	1	0	0	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	2,499	**70**	91	127	30	39	9	18	42	40	17	10	2	66	38	22	8	19	22	27	8	36	26
	97.0%	**97.2%**	96.8%	99.2%	100.0%	97.5%	100.0%	100.0%	97.7%	100.0%	94.4%	100.0%	100.0%	98.5%	100.0%	95.7%	100.0%	100.0%	95.7%	100.0%	100.0%	94.7%	100.0%
None	73	**2**	4	14	1	1	0	0	2	2	0	0	0	2	1	1	0	0	0	1	0	2	0
	2.9%	**2.9%**	4.4%	11.0%	3.3%	2.6%	0.0%	0.0%	4.8%	5.0%	0.0%	0.0%	0.0%	3.0%	2.6%	4.5%	0.0%	0.0%	0.0%	3.7%	0.0%	5.6%	0.0%
1 specialist	1,144	**31**	49	65	14	17	5	9	17	20	6	3	1	29	14	12	4	13	12	6	6	15	10
	45.8%	**44.3%**	53.8%	51.2%	46.7%	43.6%	55.6%	50.0%	40.5%	50.0%	35.3%	30.0%	50.0%	43.9%	36.8%	54.5%	50.0%	68.4%	54.5%	22.2%	75.0%	41.7%	38.5%
2	727	**23**	17	30	10	12	4	3	15	11	7	4	1	21	13	5	4	4	7	11	2	14	7
	29.1%	**32.9%**	18.7%	23.6%	33.3%	30.8%	44.4%	16.7%	35.7%	27.5%	41.2%	40.0%	50.0%	31.8%	34.2%	22.7%	50.0%	21.1%	31.8%	40.7%	25.0%	38.9%	26.9%
3	337	**9**	14	9	1	8	0	4	5	5	1	3	0	9	7	2	0	2	2	5	0	5	4
	13.5%	**12.9%**	15.4%	7.1%	3.3%	20.5%	0.0%	22.2%	11.9%	12.5%	5.9%	30.0%	0.0%	13.6%	18.4%	9.1%	0.0%	10.5%	9.1%	18.5%	0.0%	13.9%	15.4%
4	126	**3**	1	6	2	1	0	2	1	1	2	0	0	3	2	1	0	0	1	2	0	0	3
	5.0%	**4.3%**	1.1%	4.7%	6.7%	2.6%	0.0%	11.1%	2.4%	2.5%	11.8%	0.0%	0.0%	4.5%	5.3%	4.5%	0.0%	0.0%	4.5%	7.4%	0.0%	0.0%	11.5%
5 or more specialists	92	**2**	6	3	2	0	0	0	2	1	1	0	0	2	1	1	0	0	0	2	0	0	2
	3.7%	**2.9%**	6.6%	2.4%	6.7%	0.0%	0.0%	0.0%	4.8%	2.5%	5.9%	0.0%	0.0%	3.0%	2.6%	4.5%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	7.7%
3 or more specialists	555	**14**	21	18	5	9	0	6	8	7	4	3	0	14	10	4	0	2	3	9	0	5	9
	22.2%	**20.0%**	23.1%	14.2%	16.7%	23.1%	0.0%	33.3%	19.0%	17.5%	23.5%	30.0%	0.0%	21.2%	26.3%	18.2%	0.0%	10.5%	13.6%	33.3%	0.0%	13.9%	34.6%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 22

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

Base: All respondents who saw a specialist (Q19 & Q21)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,426	**68**	87	113	29	38	9	18	40	38	17	10	2	64	37	21	8	19	22	26	8	34	26
Number missing or multiple answer	24	**1**	1	2	1	0	0	0	1	1	0	0	0	1	1	0	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	NA	NA
Usable responses	2,402	**67**	86	111	28	38	9	18	39	37	17	10	2	63	36	21	8	19	22	25	7	34	26
	99.0%	**98.5%**	98.9%	98.2%	96.6%	100.0%	100.0%	100.0%	97.5%	97.4%	100.0%	100.0%	100.0%	98.4%	97.3%	100.0%	100.0%	100.0%	100.0%	96.2%	87.5%	100.0%	100.0%
0 Worst specialist possible	11	**0**	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	3.5%	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%
1	14	**0**	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	0.0%	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%
2	13	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	1.2%	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%
3	21	**1**	0	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0	0	1	0	0	1
	0.9%	**1.5%**	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	2.6%	2.7%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	12.5%	0.0%	0.0%	4.0%	0.0%	0.0%	3.8%
4	26	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	**0.0%**	1.2%	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%
5	80	**0**	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.3%	**0.0%**	2.3%	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%
6	82	**1**	3	5	1	0	0	1	0	0	1	0	0	1	0	1	0	0	0	1	0	1	0
	3.4%	**1.5%**	3.5%	4.5%	3.6%	0.0%	0.0%	5.6%	0.0%	0.0%	5.9%	0.0%	0.0%	1.6%	0.0%	4.8%	0.0%	0.0%	0.0%	4.0%	0.0%	2.9%	0.0%
7	170	**7**	6	3	1	6	1	4	2	5	1	1	1	6	5	1	1	1	2	4	0	2	5
	7.1%	**10.4%**	7.0%	2.7%	3.6%	15.8%	11.1%	22.2%	5.1%	13.5%	5.9%	10.0%	50.0%	9.5%	13.9%	4.8%	12.5%	5.3%	9.1%	16.0%	0.0%	5.9%	19.2%
8	367	**4**	16	20	0	4	0	1	3	1	1	2	0	4	3	1	0	1	1	2	1	0	3
	15.3%	**6.0%**	18.6%	18.0%	0.0%	10.5%	0.0%	5.6%	7.7%	2.7%	5.9%	20.0%	0.0%	6.3%	8.3%	4.8%	0.0%	5.3%	4.5%	8.0%	14.3%	0.0%	11.5%
9	411	**6**	19	17	6	0	2	1	3	0	5	1	0	6	4	2	0	3	1	2	0	3	3
	17.1%	**9.0%**	22.1%	15.3%	21.4%	0.0%	22.2%	5.6%	7.7%	0.0%	29.4%	10.0%	0.0%	9.5%	11.1%	9.5%	0.0%	15.8%	4.5%	8.0%	0.0%	8.8%	11.5%
10 Best specialist possible	1,207	**48**	35	57	20	27	6	11	30	30	9	6	1	45	24	16	6	14	18	15	6	28	14
	50.2%	**71.6%**	40.7%	51.4%	71.4%	71.1%	66.7%	61.1%	76.9%	81.1%	52.9%	60.0%	50.0%	71.4%	66.7%	76.2%	75.0%	73.7%	81.8%	60.0%	85.7%	82.4%	53.8%

NA - Not applicable

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 22

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

Base: All respondents who saw a specialist (Q19 & Q21)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,426	**68**	87	113	29	38	9	18	40	38	17	10	2	64	37	21	8	19	22	26	8	34	26
Number missing or multiple answer	24	**1**	1	2	1	0	0	0	1	1	0	0	0	1	1	0	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	NA	NA
Usable responses	2,402	**67**	86	111	28	38	9	18	39	37	17	10	2	63	36	21	8	19	22	25	7	34	26
	99.0%	**98.5%**	98.9%	98.2%	96.6%	100.0%	100.0%	100.0%	97.5%	97.4%	100.0%	100.0%	100.0%	98.4%	97.3%	100.0%	100.0%	100.0%	100.0%	96.2%	87.5%	100.0%	100.0%
0 to 4	85	**1**	5	7	0	1	0	0	1	1	0	0	0	1	0	0	1	0	0	1	0	0	1
	3.5%	**1.5%**	5.8%	6.3%	0.0%	2.6%	0.0%	0.0%	2.6%	2.7%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	12.5%	0.0%	0.0%	4.0%	0.0%	0.0%	3.8%
5	80	**0**	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.3%	**0.0%**	2.3%	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%
6 or 7	252	**8**	9	8	2	6	1	5	2	5	2	1	1	7	5	2	1	1	2	5	0	3	5
	10.5%	**11.9%**	10.5%	7.2%	7.1%	15.8%	11.1%	27.8%	5.1%	13.5%	11.8%	10.0%	50.0%	11.1%	13.9%	9.5%	12.5%	5.3%	9.1%	20.0%	0.0%	8.8%	19.2%
8 to 10	1,985	**58**	70	94	26	31	8	13	36	31	15	9	1	55	31	19	6	18	20	19	7	31	20
	82.6%	**86.6%**	81.4%	84.7%	92.9%	81.6%	88.9%	72.2%	92.3%	83.8%	88.2%	90.0%	50.0%	87.3%	86.1%	90.5%	75.0%	94.7%	90.9%	76.0%	100.0%	91.2%	76.9%
Significantly different from column:*																							
0 to 6	247	**2**	10	14	1	1	0	1	1	1	1	0	0	2	0	1	1	0	0	2	0	1	1
	10.3%	**3.0%**	11.6%	12.6%	3.6%	2.6%	0.0%	5.6%	2.6%	2.7%	5.9%	0.0%	0.0%	3.2%	0.0%	4.8%	12.5%	0.0%	0.0%	8.0%	0.0%	2.9%	3.8%
7 to 8	537	**11**	22	23	1	10	1	5	5	6	2	3	1	10	8	2	1	2	3	6	1	2	8
	22.4%	**16.4%**	25.6%	20.7%	3.6%	26.3%	11.1%	27.8%	12.8%	16.2%	11.8%	30.0%	50.0%	15.9%	22.2%	9.5%	12.5%	10.5%	13.6%	24.0%	14.3%	5.9%	30.8%
9 to 10	1,618	**54**	54	74	26	27	8	12	33	30	14	7	1	51	28	18	6	17	19	17	6	31	17
	67.4%	**80.6%**	62.8%	66.7%	92.9%	71.1%	88.9%	66.7%	84.6%	81.1%	82.4%	70.0%	50.0%	81.0%	77.8%	85.7%	75.0%	89.5%	86.4%	68.0%	85.7%	91.2%	65.4%
Significantly different from column:*		**ACD**			F	E																W	V

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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 23

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

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	165	**2**	5	15	0	1	0	0	1	1	0	0	0	1	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	5,996	**158**	249	334	65	90	26	55	75	91	40	22	5	146	75	60	18	49	52	53	47	78	32
	97.3%	**98.8%**	98.0%	95.7%	100.0%	98.9%	100.0%	100.0%	98.7%	98.9%	100.0%	100.0%	100.0%	99.3%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%
Yes	2,160	**52**	93	111	16	36	9	17	26	34	9	6	1	49	21	23	7	13	16	22	9	33	10
	36.0%	**32.9%**	37.3%	33.2%	24.6%	40.0%	34.6%	30.9%	34.7%	37.4%	22.5%	27.3%	20.0%	33.6%	28.0%	38.3%	38.9%	26.5%	30.8%	41.5%	19.1%	42.3%	31.3%
No	3,836	**106**	156	223	49	54	17	38	49	57	31	16	4	97	54	37	11	36	36	31	38	45	22
	64.0%	**67.1%**	62.7%	66.8%	75.4%	60.0%	65.4%	69.1%	65.3%	62.6%	77.5%	72.7%	80.0%	66.4%	72.0%	61.7%	61.1%	73.5%	69.2%	58.5%	80.9%	57.7%	68.8%
Significantly different from column:*					F	E															V	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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,160	**52**	93	111	16	36	9	17	26	34	9	6	1	49	21	23	7	13	16	22	9	33	10
Number missing or multiple answer	54	**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
Usable responses	2,106	**52**	91	111	16	36	9	17	26	34	9	6	1	49	21	23	7	13	16	22	9	33	10
	97.5%	**100.0%**	97.8%	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%	100.0%
Never	55	**1**	3	4	0	1	1	0	0	0	1	0	0	1	1	0	0	0	0	1	1	0	0
	2.6%	**1.9%**	3.3%	3.6%	0.0%	2.8%	11.1%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	2.0%	4.8%	0.0%	0.0%	0.0%	0.0%	4.5%	11.1%	0.0%	0.0%
Sometimes	300	**8**	12	15	2	6	3	1	4	4	1	3	0	7	4	3	1	2	1	5	1	5	2
	14.2%	**15.4%**	13.2%	13.5%	12.5%	16.7%	33.3%	5.9%	15.4%	11.8%	11.1%	50.0%	0.0%	14.3%	19.0%	13.0%	14.3%	15.4%	6.3%	22.7%	11.1%	15.2%	20.0%
Usually	528	**7**	22	21	4	3	0	5	2	5	0	0	0	7	3	1	2	0	3	4	1	5	1
	25.1%	**13.5%**	24.2%	18.9%	25.0%	8.3%	0.0%	29.4%	7.7%	14.7%	0.0%	0.0%	0.0%	14.3%	14.3%	4.3%	28.6%	0.0%	18.8%	18.2%	11.1%	15.2%	10.0%
Always	1,223	**36**	54	71	10	26	5	11	20	25	7	3	1	34	13	19	4	11	12	12	6	23	7
	58.1%	**69.2%**	59.3%	64.0%	62.5%	72.2%	55.6%	64.7%	76.9%	73.5%	77.8%	50.0%	100.0%	69.4%	61.9%	82.6%	57.1%	84.6%	75.0%	54.5%	66.7%	69.7%	70.0%
Significantly different from column:*																							
Usually or Always	1,751	**43**	76	92	14	29	5	16	22	30	7	3	1	41	16	20	6	11	15	16	7	28	8
	83.1%	**82.7%**	83.5%	82.9%	87.5%	80.6%	55.6%	94.1%	84.6%	88.2%	77.8%	50.0%	100.0%	83.7%	76.2%	87.0%	85.7%	84.6%	93.8%	72.7%	77.8%	84.8%	80.0%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	2,160	**52**	93	111	16	36	9	17	26	34	9	6	1	49	21	23	7	13	16	22	9	33	10
Number missing or multiple answer	67	**0**	2	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	2,093	**52**	91	110	16	36	9	17	26	34	9	6	1	49	21	23	7	13	16	22	9	33	10
	96.9%	**100.0%**	97.8%	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%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	31	**0**	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.5%	**0.0%**	1.1%	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%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	97	**2**	8	4	1	1	1	0	1	0	1	1	0	2	1	0	1	0	0	2	0	1	1
	4.6%	**3.8%**	8.8%	3.6%	6.3%	2.8%	11.1%	0.0%	3.8%	0.0%	11.1%	16.7%	0.0%	4.1%	4.8%	0.0%	14.3%	0.0%	0.0%	9.1%	0.0%	3.0%	10.0%
Usually	333	**3**	9	11	2	1	2	1	0	1	1	0	0	3	1	0	1	1	1	1	2	1	0
	15.9%	**5.8%**	9.9%	10.0%	12.5%	2.8%	22.2%	5.9%	0.0%	2.9%	11.1%	0.0%	0.0%	6.1%	4.8%	0.0%	14.3%	7.7%	6.3%	4.5%	22.2%	3.0%	0.0%
Always	1,632	**47**	73	92	13	34	6	16	25	33	7	5	1	44	19	23	5	12	15	19	7	31	9
	78.0%	**90.4%**	80.2%	83.6%	81.3%	94.4%	66.7%	94.1%	96.2%	97.1%	77.8%	83.3%	100.0%	89.8%	90.5%	100.0%	71.4%	92.3%	93.8%	86.4%	77.8%	93.9%	90.0%
Significantly different from column:*		**A**																					
Usually or Always	1,965	**50**	82	103	15	35	8	17	25	34	8	5	1	47	20	23	6	13	16	20	9	32	9
	93.9%	**96.2%**	90.1%	93.6%	93.8%	97.2%	88.9%	100.0%	96.2%	100.0%	88.9%	83.3%	100.0%	95.9%	95.2%	100.0%	85.7%	100.0%	100.0%	90.9%	100.0%	97.0%	90.0%
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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 26

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

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	274	**10**	13	23	5	2	1	3	4	4	3	0	0	5	2	5	1	3	1	3	1	6	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	5,887	**150**	241	326	60	89	25	52	72	88	37	22	5	142	73	56	17	46	51	50	46	73	29
	95.6%	**93.8%**	94.9%	93.4%	92.3%	97.8%	96.2%	94.5%	94.7%	95.7%	92.5%	100.0%	100.0%	96.6%	97.3%	91.8%	94.4%	93.9%	98.1%	94.3%	97.9%	92.4%	90.6%
Yes	1,360	**28**	51	70	10	18	5	7	16	20	5	3	1	27	13	12	3	8	10	10	7	17	4
	23.1%	**18.7%**	21.2%	21.5%	16.7%	20.2%	20.0%	13.5%	22.2%	22.7%	13.5%	13.6%	20.0%	19.0%	17.8%	21.4%	17.6%	17.4%	19.6%	20.0%	15.2%	23.3%	13.8%
No	4,527	**122**	190	256	50	71	20	45	56	68	32	19	4	115	60	44	14	38	41	40	39	56	25
	76.9%	**81.3%**	78.8%	78.5%	83.3%	79.8%	80.0%	86.5%	77.8%	77.3%	86.5%	86.4%	80.0%	81.0%	82.2%	78.6%	82.4%	82.6%	80.4%	80.0%	84.8%	76.7%	86.2%
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.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	5,887	**150**	241	326	60	89	25	52	72	88	37	22	5	142	73	56	17	46	51	50	46	73	29
Number missing or multiple answer	51	**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	5,836	**150**	238	325	60	89	25	52	72	88	37	22	5	142	73	56	17	46	51	50	46	73	29
	99.1%	**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%	100.0%	100.0%
Never	32	**1**	2	1	0	1	0	1	0	0	1	0	0	1	1	0	0	0	0	1	1	0	0
	0.5%	**0.7%**	0.8%	0.3%	0.0%	1.1%	0.0%	1.9%	0.0%	0.0%	2.7%	0.0%	0.0%	0.7%	1.4%	0.0%	0.0%	0.0%	0.0%	2.0%	2.2%	0.0%	0.0%
Sometimes	181	**1**	6	9	0	1	0	1	0	1	0	0	0	1	1	0	0	0	1	0	0	1	0
	3.1%	**0.7%**	2.5%	2.8%	0.0%	1.1%	0.0%	1.9%	0.0%	1.1%	0.0%	0.0%	0.0%	0.7%	1.4%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	1.4%	0.0%
Usually	387	**8**	13	21	3	5	2	1	5	5	2	1	1	7	3	3	2	3	2	3	1	6	1
	6.6%	**5.3%**	5.5%	6.5%	5.0%	5.6%	8.0%	1.9%	6.9%	5.7%	5.4%	4.5%	20.0%	4.9%	4.1%	5.4%	11.8%	6.5%	3.9%	6.0%	2.2%	8.2%	3.4%
Always	5,236	**140**	217	294	57	82	23	49	67	82	34	21	4	133	68	53	15	43	48	46	44	66	28
	89.7%	**93.3%**	91.2%	90.5%	95.0%	92.1%	92.0%	94.2%	93.1%	93.2%	91.9%	95.5%	80.0%	93.7%	93.2%	94.6%	88.2%	93.5%	94.1%	92.0%	95.7%	90.4%	96.6%
Significantly different from column:*																							
Usually or Always	5,623	**148**	230	315	60	87	25	50	72	87	36	22	5	140	71	56	17	46	50	49	45	72	29
	96.4%	**98.7%**	96.6%	96.9%	100.0%	97.8%	100.0%	96.2%	100.0%	98.9%	97.3%	100.0%	100.0%	98.6%	97.3%	100.0%	100.0%	100.0%	98.0%	98.0%	97.8%	98.6%	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 26 are reported to NCQA as "Always" in question 27, and are used in calculating the Question Summary Rate.

Aetna Better Health of Louisiana

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	240	**5**	8	12	1	2	1	2	0	1	2	0	0	3	1	1	1	1	1	1	2	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	5,921	**155**	246	337	64	89	25	53	76	91	38	22	5	144	74	60	17	48	51	52	45	77	31
	96.1%	**96.9%**	96.9%	96.6%	98.5%	97.8%	96.2%	96.4%	100.0%	98.9%	95.0%	100.0%	100.0%	98.0%	98.7%	98.4%	94.4%	98.0%	98.1%	98.1%	95.7%	97.5%	96.9%
0 Worst health plan possible	47	**3**	1	5	0	3	0	1	2	2	1	0	1	2	1	1	1	0	0	3	1	2	0
	0.8%	**1.9%**	0.4%	1.5%	0.0%	3.4%	0.0%	1.9%	2.6%	2.2%	2.6%	0.0%	20.0%	1.4%	1.4%	1.7%	5.9%	0.0%	0.0%	5.8%	2.2%	2.6%	0.0%
1	37	**2**	0	3	1	1	1	0	1	0	1	1	0	2	1	0	1	0	0	2	0	1	1
	0.6%	**1.3%**	0.0%	0.9%	1.6%	1.1%	4.0%	0.0%	1.3%	0.0%	2.6%	4.5%	0.0%	1.4%	1.4%	0.0%	5.9%	0.0%	0.0%	3.8%	0.0%	1.3%	3.2%
2	35	**0**	5	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	2.0%	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%	0.0%	0.0%	0.0%	0.0%	0.0%
3	49	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**0.0%**	0.8%	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	82	**0**	10	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	**0.0%**	4.1%	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%
5	333	**9**	12	20	4	5	3	6	0	2	3	3	1	8	5	2	1	4	1	4	4	3	2
	5.6%	**5.8%**	4.9%	5.9%	6.3%	5.6%	12.0%	11.3%	0.0%	2.2%	7.9%	13.6%	20.0%	5.6%	6.8%	3.3%	5.9%	8.3%	2.0%	7.7%	8.9%	3.9%	6.5%
6	276	**7**	10	15	2	5	0	2	5	5	2	0	1	6	0	4	3	3	1	3	4	2	1
	4.7%	**4.5%**	4.1%	4.5%	3.1%	5.6%	0.0%	3.8%	6.6%	5.5%	5.3%	0.0%	20.0%	4.2%	0.0%	6.7%	17.6%	6.3%	2.0%	5.8%	8.9%	2.6%	3.2%
7	576	**11**	23	24	2	9	5	4	2	5	2	4	0	11	5	4	2	5	3	3	3	5	3
	9.7%	**7.1%**	9.3%	7.1%	3.1%	10.1%	20.0%	7.5%	2.6%	5.5%	5.3%	18.2%	0.0%	7.6%	6.8%	6.7%	11.8%	10.4%	5.9%	5.8%	6.7%	6.5%	9.7%
8	987	**27**	29	65	13	14	7	8	12	14	11	2	1	25	16	10	1	6	14	7	6	11	10
	16.7%	**17.4%**	11.8%	19.3%	20.3%	15.7%	28.0%	15.1%	15.8%	15.4%	28.9%	9.1%	20.0%	17.4%	21.6%	16.7%	5.9%	12.5%	27.5%	13.5%	13.3%	14.3%	32.3%
9	903	**18**	31	41	10	6	2	7	8	8	3	5	0	16	8	8	1	5	4	7	6	9	2
	15.3%	**11.6%**	12.6%	12.2%	15.6%	6.7%	8.0%	13.2%	10.5%	8.8%	7.9%	22.7%	0.0%	11.1%	10.8%	13.3%	5.9%	10.4%	7.8%	13.5%	13.3%	11.7%	6.5%
10 Best health plan possible	2,596	**78**	123	152	32	46	7	25	46	55	15	7	1	74	38	31	7	25	28	23	21	44	12
	43.8%	**50.3%**	50.0%	45.1%	50.0%	51.7%	28.0%	47.2%	60.5%	60.4%	39.5%	31.8%	20.0%	51.4%	51.4%	51.7%	41.2%	52.1%	54.9%	44.2%	46.7%	57.1%	38.7%

NA - Not applicable

Aetna Better Health of Louisiana

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	240	**5**	8	12	1	2	1	2	0	1	2	0	0	3	1	1	1	1	1	1	2	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	5,921	**155**	246	337	64	89	25	53	76	91	38	22	5	144	74	60	17	48	51	52	45	77	31
	96.1%	**96.9%**	96.9%	96.6%	98.5%	97.8%	96.2%	96.4%	100.0%	98.9%	95.0%	100.0%	100.0%	98.0%	98.7%	98.4%	94.4%	98.0%	98.1%	98.1%	95.7%	97.5%	96.9%
0 to 4	250	**5**	18	20	1	4	1	1	3	2	2	1	1	4	2	1	2	0	0	5	1	3	1
	4.2%	**3.2%**	7.3%	5.9%	1.6%	4.5%	4.0%	1.9%	3.9%	2.2%	5.3%	4.5%	20.0%	2.8%	2.7%	1.7%	11.8%	0.0%	0.0%	9.6%	2.2%	3.9%	3.2%
5	333	**9**	12	20	4	5	3	6	0	2	3	3	1	8	5	2	1	4	1	4	4	3	2
	5.6%	**5.8%**	4.9%	5.9%	6.3%	5.6%	12.0%	11.3%	0.0%	2.2%	7.9%	13.6%	20.0%	5.6%	6.8%	3.3%	5.9%	8.3%	2.0%	7.7%	8.9%	3.9%	6.5%
6 or 7	852	**18**	33	39	4	14	5	6	7	10	4	4	1	17	5	8	5	8	4	6	7	7	4
	14.4%	**11.6%**	13.4%	11.6%	6.3%	15.7%	20.0%	11.3%	9.2%	11.0%	10.5%	18.2%	20.0%	11.8%	6.8%	13.3%	29.4%	16.7%	7.8%	11.5%	15.6%	9.1%	12.9%
8 to 10	4,486	**123**	183	258	55	66	16	40	66	77	29	14	2	115	62	49	9	36	46	37	33	64	24
	75.8%	**79.4%**	74.4%	76.6%	85.9%	74.2%	64.0%	75.5%	86.8%	84.6%	76.3%	63.6%	40.0%	79.9%	83.8%	81.7%	52.9%	75.0%	90.2%	71.2%	73.3%	83.1%	77.4%
Significantly different from column:*																		S	RT	S			
0 to 6	859	**21**	40	55	7	14	4	9	8	9	7	4	3	18	7	7	6	7	2	12	9	8	4
	14.5%	**13.5%**	16.3%	16.3%	10.9%	15.7%	16.0%	17.0%	10.5%	9.9%	18.4%	18.2%	60.0%	12.5%	9.5%	11.7%	35.3%	14.6%	3.9%	23.1%	20.0%	10.4%	12.9%
7 to 8	1,563	**38**	52	89	15	23	12	12	14	19	13	6	1	36	21	14	3	11	17	10	9	16	13
	26.4%	**24.5%**	21.1%	26.4%	23.4%	25.8%	48.0%	22.6%	18.4%	20.9%	34.2%	27.3%	20.0%	25.0%	28.4%	23.3%	17.6%	22.9%	33.3%	19.2%	20.0%	20.8%	41.9%
9 to 10	3,499	**96**	154	193	42	52	9	32	54	63	18	12	1	90	46	39	8	30	32	30	27	53	14
	59.1%	**61.9%**	62.6%	57.3%	65.6%	58.4%	36.0%	60.4%	71.1%	69.2%	47.4%	54.5%	20.0%	62.5%	62.2%	65.0%	47.1%	62.5%	62.7%	57.7%	60.0%	68.8%	45.2%
Significantly different from column:*							HI	G	G	K	J											W	V

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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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 29

In general, how would you rate your overall health?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	137	**6**	1	5	1	2	0	0	4	4	0	0	0	3	1	3	0	0	0	0	0	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	NA	NA
Usable responses	6,024	**154**	253	344	64	89	26	55	72	88	40	22	5	144	74	58	18	49	52	53	47	75	32
	97.8%	**96.3%**	99.6%	98.6%	98.5%	97.8%	100.0%	100.0%	94.7%	95.7%	100.0%	100.0%	100.0%	98.0%	98.7%	95.1%	100.0%	100.0%	100.0%	100.0%	100.0%	94.9%	100.0%
Poor	397	**16**	17	24	6	10	0	8	8	11	4	1	0	16	11	5	0	0	0	16	3	5	8
	6.6%	**10.4%**	6.7%	7.0%	9.4%	11.2%	0.0%	14.5%	11.1%	12.5%	10.0%	4.5%	0.0%	11.1%	14.9%	8.6%	0.0%	0.0%	0.0%	30.2%	6.4%	6.7%	25.0%
Fair	1,434	**37**	70	91	16	20	5	14	17	25	9	2	1	34	20	11	5	0	0	37	11	18	8
	23.8%	**24.0%**	27.7%	26.5%	25.0%	22.5%	19.2%	25.5%	23.6%	28.4%	22.5%	9.1%	20.0%	23.6%	27.0%	19.0%	27.8%	0.0%	0.0%	69.8%	23.4%	24.0%	25.0%
Good	2,062	**52**	78	108	22	30	4	15	33	29	14	7	2	48	27	16	8	0	52	0	14	29	9
	34.2%	**33.8%**	30.8%	31.4%	34.4%	33.7%	15.4%	27.3%	45.8%	33.0%	35.0%	31.8%	40.0%	33.3%	36.5%	27.6%	44.4%	0.0%	100.0%	0.0%	29.8%	38.7%	28.1%
Very good	1,439	**33**	49	80	14	19	13	11	9	15	9	9	2	30	12	16	4	33	0	0	9	18	6
	23.9%	**21.4%**	19.4%	23.3%	21.9%	21.3%	50.0%	20.0%	12.5%	17.0%	22.5%	40.9%	40.0%	20.8%	16.2%	27.6%	22.2%	67.3%	0.0%	0.0%	19.1%	24.0%	18.8%
Excellent	692	**16**	39	41	6	10	4	7	5	8	4	3	0	16	4	10	1	16	0	0	10	5	1
	11.5%	**10.4%**	15.4%	11.9%	9.4%	11.2%	15.4%	12.7%	6.9%	9.1%	10.0%	13.6%	0.0%	11.1%	5.4%	17.2%	5.6%	32.7%	0.0%	0.0%	21.3%	6.7%	3.1%
Excellent or Very good	2,131	**49**	88	121	20	29	17	18	14	23	13	12	2	46	16	26	5	49	0	0	19	23	7
	35.4%	**31.8%**	34.8%	35.2%	31.3%	32.6%	65.4%	32.7%	19.4%	26.1%	32.5%	54.5%	40.0%	31.9%	21.6%	44.8%	27.8%	100.0%	0.0%	0.0%	40.4%	30.7%	21.9%
Significantly different from column:*							HI	G	G	L		J			P	O		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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 30

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

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	134	**4**	3	7	0	2	0	0	2	0	1	1	1	1	1	0	1	2	0	0	1	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	6,027	**156**	251	342	65	89	26	55	74	92	39	21	4	146	74	61	17	47	52	53	46	77	31
	97.8%	**97.5%**	98.8%	98.0%	100.0%	97.8%	100.0%	100.0%	97.4%	100.0%	97.5%	95.5%	80.0%	99.3%	98.7%	100.0%	94.4%	95.9%	100.0%	100.0%	97.9%	97.5%	96.9%
Poor	393	**14**	19	19	7	7	4	7	3	8	4	2	0	14	7	6	1	0	0	14	5	4	5
	6.5%	**9.0%**	7.6%	5.6%	10.8%	7.9%	15.4%	12.7%	4.1%	8.7%	10.3%	9.5%	0.0%	9.6%	9.5%	9.8%	5.9%	0.0%	0.0%	26.4%	10.9%	5.2%	16.1%
Fair	1,330	**33**	53	73	12	20	3	14	15	23	7	2	2	30	20	7	5	2	8	23	6	17	10
	22.1%	**21.2%**	21.1%	21.3%	18.5%	22.5%	11.5%	25.5%	20.3%	25.0%	17.9%	9.5%	50.0%	20.5%	27.0%	11.5%	29.4%	4.3%	15.4%	43.4%	13.0%	22.1%	32.3%
Good	1,769	**47**	70	90	17	30	7	14	26	29	12	6	1	45	23	19	5	8	25	14	10	27	10
	29.4%	**30.1%**	27.9%	26.3%	26.2%	33.7%	26.9%	25.5%	35.1%	31.5%	30.8%	28.6%	25.0%	30.8%	31.1%	31.1%	29.4%	17.0%	48.1%	26.4%	21.7%	35.1%	32.3%
Very good	1,366	**32**	58	77	18	13	9	8	15	18	8	4	1	28	11	14	6	18	11	1	10	19	2
	22.7%	**20.5%**	23.1%	22.5%	27.7%	14.6%	34.6%	14.5%	20.3%	19.6%	20.5%	19.0%	25.0%	19.2%	14.9%	23.0%	35.3%	38.3%	21.2%	1.9%	21.7%	24.7%	6.5%
Excellent	1,169	**30**	51	83	11	19	3	12	15	14	8	7	0	29	13	15	0	19	8	1	15	10	4
	19.4%	**19.2%**	20.3%	24.3%	16.9%	21.3%	11.5%	21.8%	20.3%	15.2%	20.5%	33.3%	0.0%	19.9%	17.6%	24.6%	0.0%	40.4%	15.4%	1.9%	32.6%	13.0%	12.9%
Excellent or Very good	2,535	**62**	109	160	29	32	12	20	30	32	16	11	1	57	24	29	6	37	19	2	25	29	6
	42.1%	**39.7%**	43.4%	46.8%	44.6%	36.0%	46.2%	36.4%	40.5%	34.8%	41.0%	52.4%	25.0%	39.0%	32.4%	47.5%	35.3%	78.7%	36.5%	3.8%	54.3%	37.7%	19.4%
Significantly different from column:*																		ST	RT	RS	W		U

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 31

Have you had either a flu shot or flu spray in the nose since July 1, 2020?**

Base: All respondents who were flagged by the health plan as being 18 to 64 as of July 1 of the measurement year

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	5,744	**159**	251	346	65	90	26	55	75	91	40	22	5	146	75	60	18	49	52	53	47	79	32
Number missing or multiple answer	116	**2**	2	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0
Number no experience	157	**4**	7	6	3	1	0	0	4	4	0	0	0	4	2	2	0	0	1	3	1	2	1
Usable responses	5,471	**153**	242	333	62	89	26	55	71	87	40	22	5	142	73	58	18	49	51	50	46	75	31
	95.2%	**96.2%**	96.4%	96.2%	95.4%	98.9%	100.0%	100.0%	94.7%	95.6%	100.0%	100.0%	100.0%	97.3%	97.3%	96.7%	100.0%	100.0%	98.1%	94.3%	97.9%	94.9%	96.9%
Yes	2,139	**58**	101	121	19	39	4	22	32	30	15	12	0	56	29	21	7	17	21	19	12	32	13
	39.1%	**37.9%**	41.7%	36.3%	30.6%	43.8%	15.4%	40.0%	45.1%	34.5%	37.5%	54.5%	0.0%	39.4%	39.7%	36.2%	38.9%	34.7%	41.2%	38.0%	26.1%	42.7%	41.9%
No	3,332	**95**	141	212	43	50	22	33	39	57	25	10	5	86	44	37	11	32	30	31	34	43	18
	60.9%	**62.1%**	58.3%	63.7%	69.4%	56.2%	84.6%	60.0%	54.9%	65.5%	62.5%	45.5%	100.0%	60.6%	60.3%	63.8%	61.1%	65.3%	58.8%	62.0%	73.9%	57.3%	58.1%
Significantly different from column:*							HI	G	G														

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**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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 32

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

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	155	**2**	2	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	6,006	**158**	252	342	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	77	32
	97.5%	**98.8%**	99.2%	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%	97.5%	100.0%
Every day	1,047	**38**	58	82	18	20	3	18	17	20	13	3	1	36	20	10	7	7	18	13	11	19	8
	17.4%	**24.1%**	23.0%	24.0%	27.7%	22.0%	11.5%	32.7%	22.4%	21.7%	32.5%	13.6%	20.0%	24.5%	26.7%	16.4%	38.9%	14.3%	34.6%	24.5%	23.4%	24.7%	25.0%
Some days	633	**24**	46	57	10	13	3	8	12	18	3	2	0	22	8	14	1	3	8	12	7	14	3
	10.5%	**15.2%**	18.3%	16.7%	15.4%	14.3%	11.5%	14.5%	15.8%	19.6%	7.5%	9.1%	0.0%	15.0%	10.7%	23.0%	5.6%	6.1%	15.4%	22.6%	14.9%	18.2%	9.4%
Not at all	4,270	**94**	145	201	36	57	20	29	45	53	24	16	4	87	45	37	10	39	25	27	29	44	19
	71.1%	**59.5%**	57.5%	58.8%	55.4%	62.6%	76.9%	52.7%	59.2%	57.6%	60.0%	72.7%	80.0%	59.2%	60.0%	60.7%	55.6%	79.6%	48.1%	50.9%	61.7%	57.1%	59.4%
Don't know	56	**2**	3	2	1	1	0	0	2	1	0	1	0	2	2	0	0	0	1	1	0	0	2
	0.9%	**1.3%**	1.2%	0.6%	1.5%	1.1%	0.0%	0.0%	2.6%	1.1%	0.0%	4.5%	0.0%	1.4%	2.7%	0.0%	0.0%	0.0%	1.9%	1.9%	0.0%	0.0%	6.3%
Every day or Some days	1,680	**62**	104	139	28	33	6	26	29	38	16	5	1	58	28	24	8	10	26	25	18	33	11
	28.0%	**39.2%**	41.3%	40.6%	43.1%	36.3%	23.1%	47.3%	38.2%	41.3%	40.0%	22.7%	20.0%	39.5%	37.3%	39.3%	44.4%	20.4%	50.0%	47.2%	38.3%	42.9%	34.4%
Significantly different from column:*		**A**					H	G										ST	R	R			

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	1,680	**62**	104	139	28	33	6	26	29	38	16	5	1	58	28	24	8	10	26	25	18	33	11
Number missing or multiple answer	23	**0**	1	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	1,657	**62**	103	133	28	33	6	26	29	38	16	5	1	58	28	24	8	10	26	25	18	33	11
	98.6%	**100.0%**	99.0%	95.7%	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%	100.0%	100.0%
Never	467	**11**	29	33	5	5	3	5	2	6	3	1	1	9	3	4	3	5	1	5	5	5	1
	28.2%	**17.7%**	28.2%	24.8%	17.9%	15.2%	50.0%	19.2%	6.9%	15.8%	18.8%	20.0%	100.0%	15.5%	10.7%	16.7%	37.5%	50.0%	3.8%	20.0%	27.8%	15.2%	9.1%
Sometimes	333	**17**	23	23	9	8	2	6	9	9	6	2	0	17	10	7	0	3	8	6	4	6	7
	20.1%	**27.4%**	22.3%	17.3%	32.1%	24.2%	33.3%	23.1%	31.0%	23.7%	37.5%	40.0%	0.0%	29.3%	35.7%	29.2%	0.0%	30.0%	30.8%	24.0%	22.2%	18.2%	63.6%
Usually	259	**6**	15	18	2	4	1	2	3	3	2	0	0	6	2	2	1	0	4	1	2	4	0
	15.6%	**9.7%**	14.6%	13.5%	7.1%	12.1%	16.7%	7.7%	10.3%	7.9%	12.5%	0.0%	0.0%	10.3%	7.1%	8.3%	12.5%	0.0%	15.4%	4.0%	11.1%	12.1%	0.0%
Always	598	**28**	36	59	12	16	0	13	15	20	5	2	0	26	13	11	4	2	13	13	7	18	3
	36.1%	**45.2%**	35.0%	44.4%	42.9%	48.5%	0.0%	50.0%	51.7%	52.6%	31.3%	40.0%	0.0%	44.8%	46.4%	45.8%	50.0%	20.0%	50.0%	52.0%	38.9%	54.5%	27.3%
Significantly different from column:*																							
Sometimes, Usually, or Always	1,190	**51**	74	100	23	28	3	21	27	32	13	4	0	49	25	20	5	5	25	20	13	28	10
	71.8%	**82.3%**	71.8%	75.2%	82.1%	84.8%	50.0%	80.8%	93.1%	84.2%	81.3%	80.0%	0.0%	84.5%	89.3%	83.3%	62.5%	50.0%	96.2%	80.0%	72.2%	84.8%	90.9%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	1,680	**62**	104	139	28	33	6	26	29	38	16	5	1	58	28	24	8	10	26	25	18	33	11
Number missing or multiple answer	40	**0**	1	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	1,640	**62**	103	134	28	33	6	26	29	38	16	5	1	58	28	24	8	10	26	25	18	33	11
	97.6%	**100.0%**	99.0%	96.4%	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%	100.0%	100.0%
Never	815	**32**	49	65	16	15	4	14	13	16	10	3	1	30	11	13	6	5	12	15	10	15	7
	49.7%	**51.6%**	47.6%	48.5%	57.1%	45.5%	66.7%	53.8%	44.8%	42.1%	62.5%	60.0%	100.0%	51.7%	39.3%	54.2%	75.0%	50.0%	46.2%	60.0%	55.6%	45.5%	63.6%
Sometimes	323	**5**	18	33	4	1	2	1	2	3	2	0	0	5	2	3	0	2	1	2	1	3	1
	19.7%	**8.1%**	17.5%	24.6%	14.3%	3.0%	33.3%	3.8%	6.9%	7.9%	12.5%	0.0%	0.0%	8.6%	7.1%	12.5%	0.0%	20.0%	3.8%	8.0%	5.6%	9.1%	9.1%
Usually	195	**8**	19	14	1	7	0	2	6	7	1	0	0	8	6	1	1	0	6	2	3	4	1
	11.9%	**12.9%**	18.4%	10.4%	3.6%	21.2%	0.0%	7.7%	20.7%	18.4%	6.3%	0.0%	0.0%	13.8%	21.4%	4.2%	12.5%	0.0%	23.1%	8.0%	16.7%	12.1%	9.1%
Always	307	**17**	17	22	7	10	0	9	8	12	3	2	0	15	9	7	1	3	7	6	4	11	2
	18.7%	**27.4%**	16.5%	16.4%	25.0%	30.3%	0.0%	34.6%	27.6%	31.6%	18.8%	40.0%	0.0%	25.9%	32.1%	29.2%	12.5%	30.0%	26.9%	24.0%	22.2%	33.3%	18.2%
Significantly different from column:*																							
Sometimes, Usually, or Always	825	**30**	54	69	12	18	2	12	16	22	6	2	0	28	17	11	2	5	14	10	8	18	4
	50.3%	**48.4%**	52.4%	51.5%	42.9%	54.5%	33.3%	46.2%	55.2%	57.9%	37.5%	40.0%	0.0%	48.3%	60.7%	45.8%	25.0%	50.0%	53.8%	40.0%	44.4%	54.5%	36.4%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

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)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	1,680	**62**	104	139	28	33	6	26	29	38	16	5	1	58	28	24	8	10	26	25	18	33	11
Number missing or multiple answer	49	**2**	1	6	0	1	0	0	1	0	0	1	0	1	0	1	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	1,631	**60**	103	133	28	32	6	26	28	38	16	4	1	57	28	23	8	10	25	24	17	32	11
	97.1%	**96.8%**	99.0%	95.7%	100.0%	97.0%	100.0%	100.0%	96.6%	100.0%	100.0%	80.0%	100.0%	98.3%	100.0%	95.8%	100.0%	100.0%	96.2%	96.0%	94.4%	97.0%	100.0%
Never	914	**32**	47	72	19	13	5	15	12	19	10	1	1	31	12	13	6	6	11	15	10	13	9
	56.0%	**53.3%**	45.6%	54.1%	67.9%	40.6%	83.3%	57.7%	42.9%	50.0%	62.5%	25.0%	100.0%	54.4%	42.9%	56.5%	75.0%	60.0%	44.0%	62.5%	58.8%	40.6%	81.8%
Sometimes	304	**8**	31	27	3	5	1	3	4	5	2	1	0	8	6	2	0	2	3	3	2	4	2
	18.6%	**13.3%**	30.1%	20.3%	10.7%	15.6%	16.7%	11.5%	14.3%	13.2%	12.5%	25.0%	0.0%	14.0%	21.4%	8.7%	0.0%	20.0%	12.0%	12.5%	11.8%	12.5%	18.2%
Usually	174	**7**	11	10	1	6	0	2	5	5	1	1	0	7	3	3	1	0	4	2	2	5	0
	10.7%	**11.7%**	10.7%	7.5%	3.6%	18.8%	0.0%	7.7%	17.9%	13.2%	6.3%	25.0%	0.0%	12.3%	10.7%	13.0%	12.5%	0.0%	16.0%	8.3%	11.8%	15.6%	0.0%
Always	239	**13**	14	24	5	8	0	6	7	9	3	1	0	11	7	5	1	2	7	4	3	10	0
	14.7%	**21.7%**	13.6%	18.0%	17.9%	25.0%	0.0%	23.1%	25.0%	23.7%	18.8%	25.0%	0.0%	19.3%	25.0%	21.7%	12.5%	20.0%	28.0%	16.7%	17.6%	31.3%	0.0%
Significantly different from column:*																							
Sometimes, Usually, or Always	717	**28**	56	61	9	19	1	11	16	19	6	3	0	26	16	10	2	4	14	9	7	19	2
	44.0%	**46.7%**	54.4%	45.9%	32.1%	59.4%	16.7%	42.3%	57.1%	50.0%	37.5%	75.0%	0.0%	45.6%	57.1%	43.5%	25.0%	40.0%	56.0%	37.5%	41.2%	59.4%	18.2%
Significantly different from column:*					F	E																W	V

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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 36

What is your age?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	144	**3**	3	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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	6,017	**157**	251	343	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	52	46	77	32
	97.7%	**98.1%**	98.8%	98.3%	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%	98.1%	97.9%	97.5%	100.0%
18 to 24	634	**7**	21	23	1	6	7	0	0	5	2	0	0	7	5	2	0	4	1	2	4	2	1
	10.5%	**4.5%**	8.4%	6.7%	1.5%	6.6%	26.9%	0.0%	0.0%	5.4%	5.0%	0.0%	0.0%	4.8%	6.7%	3.3%	0.0%	8.2%	1.9%	3.8%	8.7%	2.6%	3.1%
25 to 34	1,065	**19**	31	42	10	9	19	0	0	8	6	5	1	18	9	7	3	13	3	3	5	10	4
	17.7%	**12.1%**	12.4%	12.2%	15.4%	9.9%	73.1%	0.0%	0.0%	8.7%	15.0%	22.7%	20.0%	12.2%	12.0%	11.5%	16.7%	26.5%	5.8%	5.8%	10.9%	13.0%	12.5%
35 to 44	976	**20**	47	57	7	13	0	20	0	7	6	7	0	20	10	6	2	8	5	7	7	7	6
	16.2%	**12.7%**	18.7%	16.6%	10.8%	14.3%	0.0%	36.4%	0.0%	7.6%	15.0%	31.8%	0.0%	13.6%	13.3%	9.8%	11.1%	16.3%	9.6%	13.5%	15.2%	9.1%	18.8%
45 to 54	1,102	**35**	53	82	16	19	0	35	0	22	7	4	0	34	15	15	4	10	10	15	11	20	4
	18.3%	**22.3%**	21.1%	23.9%	24.6%	20.9%	0.0%	63.6%	0.0%	23.9%	17.5%	18.2%	0.0%	23.1%	20.0%	24.6%	22.2%	20.4%	19.2%	28.8%	23.9%	26.0%	12.5%
55 to 64	1,844	**74**	96	131	31	42	0	0	74	48	19	6	4	66	36	30	8	14	33	24	19	38	16
	30.6%	**47.1%**	38.2%	38.2%	47.7%	46.2%	0.0%	0.0%	97.4%	52.2%	47.5%	27.3%	80.0%	44.9%	48.0%	49.2%	44.4%	28.6%	63.5%	46.2%	41.3%	49.4%	50.0%
65 to 74	257	**2**	2	7	0	2	0	0	2	2	0	0	0	2	0	1	1	0	0	1	0	0	1
	4.3%	**1.3%**	0.8%	2.0%	0.0%	2.2%	0.0%	0.0%	2.6%	2.2%	0.0%	0.0%	0.0%	1.4%	0.0%	1.6%	5.6%	0.0%	0.0%	1.9%	0.0%	0.0%	3.1%
75 or older	139	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.3%	**0.0%**	0.4%	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%
55 or older	2,240	**76**	99	139	31	44	0	0	76	50	19	6	4	68	36	31	9	14	33	25	19	38	17
	37.2%	**48.4%**	39.4%	40.5%	47.7%	48.4%	0.0%	0.0%	100.0%	54.3%	47.5%	27.3%	80.0%	46.3%	48.0%	50.8%	50.0%	28.6%	63.5%	48.1%	41.3%	49.4%	53.1%
Significantly different from column:*		**A**					I	I	GH	L		J						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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 37

Are you male or female?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	150	**4**	5	9	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	1	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	NA	NA
Usable responses	6,011	**156**	249	340	65	91	26	55	75	91	40	22	5	147	75	60	18	49	52	52	46	76	32
	97.6%	**97.5%**	98.0%	97.4%	100.0%	100.0%	100.0%	100.0%	98.7%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	98.1%	97.9%	96.2%	100.0%
Male	2,452	**65**	103	156	65	0	11	23	31	42	14	7	2	60	28	26	9	20	22	22	23	29	12
	40.8%	**41.7%**	41.4%	45.9%	100.0%	0.0%	42.3%	41.8%	41.3%	46.2%	35.0%	31.8%	40.0%	40.8%	37.3%	43.3%	50.0%	40.8%	42.3%	42.3%	50.0%	38.2%	37.5%
Female	3,559	**91**	146	184	0	91	15	32	44	49	26	15	3	87	47	34	9	29	30	30	23	47	20
	59.2%	**58.3%**	58.6%	54.1%	0.0%	100.0%	57.7%	58.2%	58.7%	53.8%	65.0%	68.2%	60.0%	59.2%	62.7%	56.7%	50.0%	59.2%	57.7%	57.7%	50.0%	61.8%	62.5%
Significantly different from column:*					F	E																	

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 38

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

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	212	**6**	3	6	2	1	0	2	1	0	0	0	0	3	0	1	1	1	2	1	3	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	5,949	**154**	251	343	63	90	26	53	75	92	40	22	5	144	75	60	17	48	50	52	44	76	32
	96.6%	**96.3%**	98.8%	98.3%	96.9%	98.9%	100.0%	96.4%	98.7%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%	98.4%	94.4%	98.0%	96.2%	98.1%	93.6%	96.2%	100.0%
8th grade or less	384	**8**	19	20	3	5	0	3	5	8	0	0	0	8	3	4	1	1	1	6	3	2	3
	6.5%	**5.2%**	7.6%	5.8%	4.8%	5.6%	0.0%	5.7%	6.7%	8.7%	0.0%	0.0%	0.0%	5.6%	4.0%	6.7%	5.9%	2.1%	2.0%	11.5%	6.8%	2.6%	9.4%
Some high school, but did not graduate	850	**19**	43	53	11	7	3	3	13	19	0	0	0	18	8	9	2	5	4	9	4	11	4
	14.3%	**12.3%**	17.1%	15.5%	17.5%	7.8%	11.5%	5.7%	17.3%	20.7%	0.0%	0.0%	0.0%	12.5%	10.7%	15.0%	11.8%	10.4%	8.0%	17.3%	9.1%	14.5%	12.5%
High school graduate or GED	2,232	**65**	95	126	28	37	10	23	32	65	0	0	2	61	33	25	7	17	24	21	17	40	6
	37.5%	**42.2%**	37.8%	36.7%	44.4%	41.1%	38.5%	43.4%	42.7%	70.7%	0.0%	0.0%	40.0%	42.4%	44.0%	41.7%	41.2%	35.4%	48.0%	40.4%	38.6%	52.6%	18.8%
Some college or 2-year degree	1,615	**40**	69	108	14	26	8	13	19	0	40	0	2	36	21	14	5	13	14	13	14	15	11
	27.1%	**26.0%**	27.5%	31.5%	22.2%	28.9%	30.8%	24.5%	25.3%	0.0%	100.0%	0.0%	40.0%	25.0%	28.0%	23.3%	29.4%	27.1%	28.0%	25.0%	31.8%	19.7%	34.4%
4-year college graduate	566	**11**	16	24	4	7	4	5	2	0	0	11	1	10	6	5	0	7	3	1	3	3	5
	9.5%	**7.1%**	6.4%	7.0%	6.3%	7.8%	15.4%	9.4%	2.7%	0.0%	0.0%	50.0%	20.0%	6.9%	8.0%	8.3%	0.0%	14.6%	6.0%	1.9%	6.8%	3.9%	15.6%
More than 4-year college degree	302	**11**	9	12	3	8	1	6	4	0	0	11	0	11	4	3	2	5	4	2	3	5	3
	5.1%	**7.1%**	3.6%	3.5%	4.8%	8.9%	3.8%	11.3%	5.3%	0.0%	0.0%	50.0%	0.0%	7.6%	5.3%	5.0%	11.8%	10.4%	8.0%	3.8%	6.8%	6.6%	9.4%
4-year college graduate or more	868	**22**	25	36	7	15	5	11	6	0	0	22	1	21	10	8	2	12	7	3	6	8	8
	14.6%	**14.3%**	10.0%	10.5%	11.1%	16.7%	19.2%	20.8%	8.0%	0.0%	0.0%	100.0%	20.0%	14.6%	13.3%	13.3%	11.8%	25.0%	14.0%	5.8%	13.6%	10.5%	25.0%
Significantly different from column:*								I	H		L	K						T		R			

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 39

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	314	**8**	16	24	3	1	0	1	4	3	2	0	0	0	1	4	0	1	2	2	2	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	NA	NA
Usable responses	5,847	**152**	238	325	62	90	26	54	72	89	38	22	5	147	74	57	18	48	50	51	45	73	32
	94.9%	**95.0%**	93.7%	93.1%	95.4%	98.9%	100.0%	98.2%	94.7%	96.7%	95.0%	100.0%	100.0%	100.0%	98.7%	93.4%	100.0%	98.0%	96.2%	96.2%	95.7%	92.4%	100.0%
Yes, Hispanic or Latino	1,161	**5**	7	17	2	3	1	0	4	2	2	1	5	0	3	0	2	2	2	1	2	2	1
	19.9%	**3.3%**	2.9%	5.2%	3.2%	3.3%	3.8%	0.0%	5.6%	2.2%	5.3%	4.5%	100.0%	0.0%	4.1%	0.0%	11.1%	4.2%	4.0%	2.0%	4.4%	2.7%	3.1%
No, not Hispanic or Latino	4,686	**147**	231	308	60	87	25	54	68	87	36	21	0	147	71	57	16	46	48	50	43	71	31
	80.1%	**96.7%**	97.1%	94.8%	96.8%	96.7%	96.2%	100.0%	94.4%	97.8%	94.7%	95.5%	0.0%	100.0%	95.9%	100.0%	88.9%	95.8%	96.0%	98.0%	95.6%	97.3%	96.9%
Significantly different from column:*		**A**																					

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 40

What is your race? Mark one or more.

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	6,161	**160**	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	370	**6**	2	8	2	1	0	3	0	0	0	2	0	3	0	0	0	2	1	1	3	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	5,791	**154**	252	341	63	90	26	52	76	92	40	20	5	144	75	61	18	47	51	52	44	77	31
	94.0%	**96.3%**	99.2%	97.7%	96.9%	98.9%	100.0%	94.5%	100.0%	100.0%	100.0%	90.9%	100.0%	98.0%	100.0%	100.0%	100.0%	95.9%	98.1%	98.1%	93.6%	97.5%	96.9%
White	3,328	**83**	118	178	31	52	14	28	41	49	23	11	4	78	75	0	8	19	30	33	24	33	25
	57.5%	**53.9%**	46.8%	52.2%	49.2%	57.8%	53.8%	53.8%	53.9%	53.3%	57.5%	55.0%	80.0%	54.2%	100.0%	0.0%	44.4%	40.4%	58.8%	63.5%	54.5%	42.9%	80.6%
Black or African-American	1,642	**64**	112	152	26	37	10	22	32	39	14	10	0	60	0	61	3	27	17	17	20	37	6
	28.4%	**41.6%**	44.4%	44.6%	41.3%	41.1%	38.5%	42.3%	42.1%	42.4%	35.0%	50.0%	0.0%	41.7%	0.0%	100.0%	16.7%	57.4%	33.3%	32.7%	45.5%	48.1%	19.4%
Asian	396	**1**	10	6	1	0	0	1	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0
	6.8%	**0.6%**	4.0%	1.8%	1.6%	0.0%	0.0%	1.9%	0.0%	0.0%	2.5%	0.0%	0.0%	0.7%	0.0%	0.0%	5.6%	0.0%	2.0%	0.0%	0.0%	1.3%	0.0%
Native Hawaiian or other Pacific Islander	60	**0**	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%**	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%
American Indian or Alaska Native	185	**5**	7	16	2	3	2	1	2	3	0	2	0	5	0	0	5	2	2	1	2	2	1
	3.2%	**3.2%**	2.8%	4.7%	3.2%	3.3%	7.7%	1.9%	2.6%	3.3%	0.0%	10.0%	0.0%	3.5%	0.0%	0.0%	27.8%	4.3%	3.9%	1.9%	4.5%	2.6%	3.2%
Other	644	**12**	14	18	6	6	1	4	7	7	4	0	2	10	0	0	12	3	5	4	2	9	1
	11.1%	**7.8%**	5.6%	5.3%	9.5%	6.7%	3.8%	7.7%	9.2%	7.6%	10.0%	0.0%	40.0%	6.9%	0.0%	0.0%	66.7%	6.4%	9.8%	7.7%	4.5%	11.7%	3.2%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 41

x458

When selecting your health provider(s), how often did you have a problem finding a physician you were comfortable with based on your cultural, personal, or religious beliefs?

Base: All respondents

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	---	**160**	---	---	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	---	**5**	---	---	2	1	0	1	2	3	0	0	0	3	0	2	1	1	0	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	NA	NA	NA	NA	NA
Usable responses	---	**155**	---	---	63	90	26	54	74	89	40	22	5	144	75	59	17	48	52	51	46	75	32
	---	**96.9%**	---	---	96.9%	98.9%	100.0%	98.2%	97.4%	96.7%	100.0%	100.0%	100.0%	98.0%	100.0%	96.7%	94.4%	98.0%	100.0%	96.2%	97.9%	94.9%	100.0%
Always	---	**22**	---	---	8	14	0	6	16	15	6	0	0	21	10	10	2	6	8	8	7	9	6
	---	**14.2%**	---	---	12.7%	15.6%	0.0%	11.1%	21.6%	16.9%	15.0%	0.0%	0.0%	14.6%	13.3%	16.9%	11.8%	12.5%	15.4%	15.7%	15.2%	12.0%	18.8%
Usually	---	**10**	---	---	3	7	0	5	5	3	4	3	2	8	6	2	2	5	4	1	3	4	3
	---	**6.5%**	---	---	4.8%	7.8%	0.0%	9.3%	6.8%	3.4%	10.0%	13.6%	40.0%	5.6%	8.0%	3.4%	11.8%	10.4%	7.7%	2.0%	6.5%	5.3%	9.4%
Sometimes	---	**17**	---	---	8	9	5	6	6	10	3	3	0	16	6	5	6	0	7	9	1	13	2
	---	**11.0%**	---	---	12.7%	10.0%	19.2%	11.1%	8.1%	11.2%	7.5%	13.6%	0.0%	11.1%	8.0%	8.5%	35.3%	0.0%	13.5%	17.6%	2.2%	17.3%	6.3%
Never	---	**106**	---	---	44	60	21	37	47	61	27	16	3	99	53	42	7	37	33	33	35	49	21
	---	**68.4%**	---	---	69.8%	66.7%	80.8%	68.5%	63.5%	68.5%	67.5%	72.7%	60.0%	68.8%	70.7%	71.2%	41.2%	77.1%	63.5%	64.7%	76.1%	65.3%	65.6%
Significantly different from column:*															Q	Q	OP						
Never or Sometimes	---	**123**	---	---	52	69	26	43	53	71	30	19	3	115	59	47	13	37	40	42	36	62	23
	---	**79.4%**	---	---	82.5%	76.7%	100.0%	79.6%	71.6%	79.8%	75.0%	86.4%	60.0%	79.9%	78.7%	79.7%	76.5%	77.1%	76.9%	82.4%	78.3%	82.7%	71.9%
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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 42

x459

Some people prefer a provider of a specific race, gender or ethnicity. Others prefer a provider who speaks a specific language. Have you been able to find providers that meet your preferences?

Base: All respondents

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	---	**160**	---	---	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	---	**10**	---	---	3	4	1	3	3	4	1	2	0	7	0	4	2	3	1	3	3	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	NA	NA
Usable responses	---	**150**	---	---	62	87	25	52	73	88	39	20	5	140	75	57	16	46	51	50	44	74	31
	---	**93.8%**	---	---	95.4%	95.6%	96.2%	94.5%	96.1%	95.7%	97.5%	90.9%	100.0%	95.2%	100.0%	93.4%	88.9%	93.9%	98.1%	94.3%	93.6%	93.7%	96.9%
Yes	---	**130**	---	---	54	75	24	42	64	75	34	19	5	121	65	49	14	44	46	37	37	64	28
	---	**86.7%**	---	---	87.1%	86.2%	96.0%	80.8%	87.7%	85.2%	87.2%	95.0%	100.0%	86.4%	86.7%	86.0%	87.5%	95.7%	90.2%	74.0%	84.1%	86.5%	90.3%
No	---	**20**	---	---	8	12	1	10	9	13	5	1	0	19	10	8	2	2	5	13	7	10	3
	---	**13.3%**	---	---	12.9%	13.8%	4.0%	19.2%	12.3%	14.8%	12.8%	5.0%	0.0%	13.6%	13.3%	14.0%	12.5%	4.3%	9.8%	26.0%	15.9%	13.5%	9.7%
Significantly different from column:*																		T	T	RS			

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.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 43

x460

In the last 6 months, if you had trouble getting an appointment to see a specialist, what type of specialist was it hard to get an appointment with? Mark one or more.

Base: All respondents

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	**2021**	2020	2019	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	---	**160**	---	---	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	---	**97**	---	---	40	54	17	30	48	54	23	15	5	87	47	36	9	33	33	26	34	44	17
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	---	**63**	---	---	25	37	9	25	28	38	17	7	0	60	28	25	9	16	19	27	13	35	15
	---	**39.4%**	---	---	38.5%	40.7%	34.6%	45.5%	36.8%	41.3%	42.5%	31.8%	0.0%	40.8%	37.3%	41.0%	50.0%	32.7%	36.5%	50.9%	27.7%	44.3%	46.9%
Neurologist (Brain Doctor)	---	**10**	---	---	4	6	0	6	4	6	2	2	0	9	5	3	2	2	3	5	3	5	2
	---	**15.9%**	---	---	16.0%	16.2%	0.0%	24.0%	14.3%	15.8%	11.8%	28.6%	---	15.0%	17.9%	12.0%	22.2%	12.5%	15.8%	18.5%	23.1%	14.3%	13.3%
Orthopedic Surgeon (Bone and Muscle Doctor)	---	**13**	---	---	5	8	1	5	7	8	2	3	0	13	9	3	1	2	1	10	2	7	4
	---	**20.6%**	---	---	20.0%	21.6%	11.1%	20.0%	25.0%	21.1%	11.8%	42.9%	---	21.7%	32.1%	12.0%	11.1%	12.5%	5.3%	37.0%	15.4%	20.0%	26.7%
Ophthalmologist (Eye Doctor)	---	**9**	---	---	5	4	1	2	6	8	0	1	0	9	4	4	1	1	3	5	1	5	3
	---	**14.3%**	---	---	20.0%	10.8%	11.1%	8.0%	21.4%	21.1%	0.0%	14.3%	---	15.0%	14.3%	16.0%	11.1%	6.3%	15.8%	18.5%	7.7%	14.3%	20.0%
Behavioral Health	---	**7**	---	---	1	6	3	3	1	2	3	2	0	7	5	1	1	2	0	5	1	2	4
	---	**11.1%**	---	---	4.0%	16.2%	33.3%	12.0%	3.6%	5.3%	17.6%	28.6%	---	11.7%	17.9%	4.0%	11.1%	12.5%	0.0%	18.5%	7.7%	5.7%	26.7%
Gastroenterologist (Stomach Doctor)	---	**7**	---	---	3	4	0	3	4	3	3	1	0	7	3	2	2	0	1	6	0	4	3
	---	**11.1%**	---	---	12.0%	10.8%	0.0%	12.0%	14.3%	7.9%	17.6%	14.3%	---	11.7%	10.7%	8.0%	22.2%	0.0%	5.3%	22.2%	0.0%	11.4%	20.0%
Obstetrics & Gynecology (Doctor for women)	---	**7**	---	---	0	7	2	1	4	5	1	1	0	7	2	3	2	2	4	1	1	5	1
	---	**11.1%**	---	---	0.0%	18.9%	22.2%	4.0%	14.3%	13.2%	5.9%	14.3%	---	11.7%	7.1%	12.0%	22.2%	12.5%	21.1%	3.7%	7.7%	14.3%	6.7%
Dermatologist (Skin Doctor)	---	**5**	---	---	1	4	2	2	1	3	2	0	0	5	2	1	2	1	3	1	1	4	0
	---	**7.9%**	---	---	4.0%	10.8%	22.2%	8.0%	3.6%	7.9%	11.8%	0.0%	---	8.3%	7.1%	4.0%	22.2%	6.3%	15.8%	3.7%	7.7%	11.4%	0.0%
Cardiologist (Heart Doctor)	---	**7**	---	---	2	5	0	3	4	7	0	0	0	7	3	3	1	1	1	5	2	4	1
	---	**11.1%**	---	---	8.0%	13.5%	0.0%	12.0%	14.3%	18.4%	0.0%	0.0%	---	11.7%	10.7%	12.0%	11.1%	6.3%	5.3%	18.5%	15.4%	11.4%	6.7%
Allergist (Doctor for allergies)	---	**2**	---	---	0	2	0	2	0	2	0	0	0	2	1	1	0	1	0	1	0	1	1
	---	**3.2%**	---	---	0.0%	5.4%	0.0%	8.0%	0.0%	5.3%	0.0%	0.0%	---	3.3%	3.6%	4.0%	0.0%	6.3%	0.0%	3.7%	0.0%	2.9%	6.7%
Oncologist (Cancer Doctor)	---	**3**	---	---	2	0	0	0	2	2	0	0	0	2	0	2	0	0	0	2	1	1	1
	---	**4.8%**	---	---	8.0%	0.0%	0.0%	0.0%	7.1%	5.3%	0.0%	0.0%	---	3.3%	0.0%	8.0%	0.0%	0.0%	0.0%	7.4%	7.7%	2.9%	6.7%
Otolaryngologist (Ear, Nose, Throat Doctor)	---	**2**	---	---	0	2	0	1	1	1	0	1	0	2	2	0	0	0	0	2	0	0	2
	---	**3.2%**	---	---	0.0%	5.4%	0.0%	4.0%	3.6%	2.6%	0.0%	14.3%	---	3.3%	7.1%	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	13.3%
Other	---	**21**	---	---	10	11	2	9	10	11	7	3	0	20	7	10	4	7	7	7	4	12	5
	---	**33.3%**	---	---	40.0%	29.7%	22.2%	36.0%	35.7%	28.9%	41.2%	42.9%	---	33.3%	25.0%	40.0%	44.4%	43.8%	36.8%	25.9%	30.8%	34.3%	33.3%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 44

x461

When your plan needs to share information with you, how do you prefer to receive this information? Mark one or more.

Base: All respondents

	2021 CSS Average	**2021**	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	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	V	W
Number in sample	---	**160**	---	---	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	---	**8**	---	---	4	2	2	3	1	6	0	0	0	6	3	2	1	3	2	2	1	6	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	---	**152**	---	---	61	89	24	52	75	86	40	22	5	141	72	59	17	46	50	51	46	73	31
	---	**95.0%**	---	---	93.8%	97.8%	92.3%	94.5%	98.7%	93.5%	100.0%	100.0%	100.0%	95.9%	96.0%	96.7%	94.4%	93.9%	96.2%	96.2%	97.9%	92.4%	96.9%
By postal mail	---	**111**	---	---	50	60	17	34	59	71	23	13	4	105	49	46	12	36	35	37	33	56	20
	---	**73.0%**	---	---	82.0%	67.4%	70.8%	65.4%	78.7%	82.6%	57.5%	59.1%	80.0%	74.5%	68.1%	78.0%	70.6%	78.3%	70.0%	72.5%	71.7%	76.7%	64.5%
A phone call from someone at the plan	---	**50**	---	---	15	34	9	18	23	36	8	5	0	49	18	26	6	14	13	22	16	24	10
	---	**32.9%**	---	---	24.6%	38.2%	37.5%	34.6%	30.7%	41.9%	20.0%	22.7%	0.0%	34.8%	25.0%	44.1%	35.3%	30.4%	26.0%	43.1%	34.8%	32.9%	32.3%
By text message	---	**47**	---	---	17	30	12	20	15	25	12	10	2	44	23	16	7	12	19	16	11	24	12
	---	**30.9%**	---	---	27.9%	33.7%	50.0%	38.5%	20.0%	29.1%	30.0%	45.5%	40.0%	31.2%	31.9%	27.1%	41.2%	26.1%	38.0%	31.4%	23.9%	32.9%	38.7%
By email	---	**49**	---	---	16	33	13	22	14	19	18	12	0	48	27	16	5	16	17	15	18	19	12
	---	**32.2%**	---	---	26.2%	37.1%	54.2%	42.3%	18.7%	22.1%	45.0%	54.5%	0.0%	34.0%	37.5%	27.1%	29.4%	34.8%	34.0%	29.4%	39.1%	26.0%	38.7%
Mobile phone app	---	**13**	---	---	5	8	3	5	5	9	2	2	0	12	5	6	2	3	3	6	2	10	1
	---	**8.6%**	---	---	8.2%	9.0%	12.5%	9.6%	6.7%	10.5%	5.0%	9.1%	0.0%	8.5%	6.9%	10.2%	11.8%	6.5%	6.0%	11.8%	4.3%	13.7%	3.2%
On the plan's website	---	**12**	---	---	3	9	3	6	3	5	5	2	0	12	4	5	3	3	4	4	5	5	2
	---	**7.9%**	---	---	4.9%	10.1%	12.5%	11.5%	4.0%	5.8%	12.5%	9.1%	0.0%	8.5%	5.6%	8.5%	17.6%	6.5%	8.0%	7.8%	10.9%	6.8%	6.5%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

APPENDIX D. SURVEY MATERIALS

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Herndon, VA 20172

RESPONSE NEEDED

AET-r

aetna™

AETLA3_1

How can Aetna Better Health® of Louisiana 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 Aetna Better Health® of Louisiana. It will take less than 20 minutes to complete.

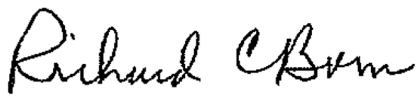
The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

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,



Richard C. Born
VP, Medicaid Health Plan/CEO

AETLA3_3

About three weeks ago, we sent you a survey about the services we provide at Aetna Better Health® of Louisiana. 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.

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Thank you for helping to make health care better.

Sincerely,

Richard C. Born
VP, Medicaid Health Plan/CEO

Si quiere que CSS le envíe un cuestionario en español, por favor llámenos al 1-800-874-5561.

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!

PRST FIRST CLASS
U.S. POSTAGE
PAID
BALTIMORE, MD
PERMIT 5745

CSS Processing
PO Box 10810
Herndon, VA 20172

AET13

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 Aetna Better Health® of Louisiana. 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 from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. 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?
   ☐ 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?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?
   ☐ 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 as soon as you needed?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?
   ☐ 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

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?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst health care possible — Best health care possible

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

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

Your Personal Doctor

10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?
    ☐ 1 Yes ☐ 2 No → ***If No, Go to Question 19***

Please continue inside →

11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

- ☐ 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

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

Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

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

Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

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

Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

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

Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

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

☐ 1 Yes ☐ 2 No → ***If No, Go to Question 18***

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?

Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

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?

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, include the care you got in person, by phone, or by video.
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 with 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 with a specialist as soon as you needed?

Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

21. How many specialists have you talked to 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 talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐

Worst specialist possible — Best specialist possible

Your 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?

Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

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

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

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?

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

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, 2020?

☐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?

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

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.

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

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.

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

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

Please continue on back →

Now we would like to ask a few more questions about the services your health plan provides.

41. When selecting your health provider(s), how often did you have a problem finding a physician you were comfortable with based on your cultural, personal, or religious beliefs?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

42. Some people prefer a provider of a specific race, gender or ethnicity. Others prefer a provider who speaks a specific language. Have you been able to find providers that meet your preferences?

☐ 1 Yes ☐ 2 No

43. In the last 6 months, if you had trouble getting an appointment to see a specialist, what type of specialist was it hard to get an appointment with? Mark one or more.

- ☐ a Neurologist (Brain Doctor)
- ☐ b Orthopedic Surgeon (Bone and Muscle Doctor)
- ☐ c Ophthalmologist (Eye Doctor)
- ☐ d Behavioral Health
- ☐ e Gastroenterologist (Stomach Doctor)
- ☐ f Obstetrics & Gynecology (Doctor for women)
- ☐ g Dermatologist (Skin Doctor)
- ☐ h Cardiologist (Heart Doctor)
- ☐ i Allergist (Doctor for allergies)
- ☐ j Oncologist (Cancer Doctor)
- ☐ k Otolaryngologist (Ear, Nose, Throat Doctor)
- ☐ l Other

44. When your plan needs to share information with you, how do you prefer to receive this information? Mark one or more.

- ☐ a By postal mail
- ☐ b A phone call from someone at the plan
- ☐ c By text message
- ☐ d By email
- ☐ e Mobile phone app
- ☐ f On the plan's website

THANK YOU

Please return the completed survey in the postage-paid envelope to:

Center for the Study of Services
PO Box 10810
Herndon, VA 20172

Please do not include any other correspondence.