



Report of Results

for

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

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

Prepared for:

Anthem

Prepared by:

Center for the Study of Services
1625 K Street NW, Suite 800
Washington, DC 20006

Table of Contents

Introduction.....	4
Executive Summary	5
Results on Key Survey Measures	6
What Is New in 2021	8
CAHPS Survey Updates (Version 5.1H).....	8
Impact of COVID-19 on the 2020 NCQA Quality Compass Datasets	8
Changes in the 2021 NCQA Health Plan Ratings (HPR) Methodology Due to COVID-19	9
Updates to the 2021 CSS CAHPS Survey Results Report	10
About This Report	11
Survey Methodology.....	13
Survey Protocol and Timeline.....	13
Survey Materials.....	14
Sample Selection	14
Data Capture	15
Survey Response Rate.....	16
Satisfaction with the Experience of Care	18
Patient Experience of Care Measures	18
Calculation and Reporting of Results	21
Summary of Survey Results	23
Detailed Performance Charts	25
Membership Profile and Analysis of Plan Ratings by Member Segment	55

Health Status and Demographics	56
Use of Services	62
Key Driver Analysis	66
Objectives.....	66
Technical Approach	66
Industry Key Driver Model	68
Opportunities for Health Plan Quality Improvement.....	68
Health Plan Quality Improvement Resources for Key Drivers.....	71
Appendix A. Scoring Methodology and Glossary	75
NCQA Calculation Guidelines for Rating and Composite Global Proportions	75
NCQA Health Plan Ratings Methodology	77
Glossary of Terms.....	80
Appendix B. Survey Results at a Glance.....	84
Appendix C. Cross-Tabulations	86
Appendix D. Survey Materials	89

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, Anthem contracted with the Center for the Study of Services (CSS), a National Committee for Quality Assurance (NCQA)-certified survey vendor, to administer the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.1H 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue between February 11 and May 13, 2021.

The final survey sample for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue included 3,985 members (2,145 from the general population and 1,840 from the CCC population). During the survey fielding period, 483 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 22.64 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 trending¹. 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 Ratings². 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 345 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.

STATISTICALLY SIGNIFICANT DIFFERENCES IN PERFORMANCE COMPARED TO NATIONAL BENCHMARKS

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
2021 Anthem National Child Medicaid Average	
Rating of Personal Doctor (83.53% vs. 77.46% [+6.07 points]) Rating of All Health Care (79.58% vs. 73.02% [+6.55 points]) Rating of Health Plan (75.53% vs. 70.06% [+5.46 points])	None
2021 CSS Child Medicaid Average	
Getting Needed Care (90.76% vs. 85.00% [+5.76 points]) Rating of Personal Doctor (83.53% vs. 76.30% [+7.23 points]) Rating of All Health Care (79.58% vs. 73.23% [+6.35 points]) Rating of Health Plan (75.53% vs. 70.33% [+5.2 points]) How Well Doctors Communicate (96.53% vs. 93.46% [+3.07 points])	None
2020 NCQA Quality Compass National Average (All LOBs)	
Rating of Personal Doctor (83.53% vs. 78.57% [+4.96 points]) Rating of All Health Care (79.58% vs. 71.92% [+7.66 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.

ESTIMATED 2021 NCQA HEALTH PLAN RATINGS

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

* 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue. 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 specialists)
2. 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) METHODOLOGY³ 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 <i>Usually</i> or <i>Always</i>)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (percent 9 or 10) Coordination of Care (percent <i>Usually</i> or <i>Always</i>)
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 2021⁴. 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 Anthem, 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 Anthem, 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue survey results are compared to national benchmark scores, represented by the 2021 Anthem National Child Medicaid Average, 2021 CSS Child Medicaid Average, and the 2020 NCQA Quality Compass Child Medicaid National Average for All Lines of Business (LOBs). The 2021 Anthem National Child Medicaid Average was calculated by pooling survey responses across 27 Child Medicaid plans identified by Anthem. 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue, including estimated 2021 HPR star ratings. This section highlights the areas where Community Care Health Plan of Louisiana, Inc. dba Healthy Blue performs significantly above or below national benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Top organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.
- *Summary of Survey Results* presents the 2021 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results are compared to the 2021 Anthem National Child Medicaid Average and 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results on each key driver are compared to the highest score among the 27 plans contributing to the 2021 Anthem National Child Medicaid Average, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the Community Care Health Plan of Louisiana, Inc. dba Healthy Blue *Rating of Health Plan* score due to improved performance on the key driver 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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).

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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 11.
- An initial reminder/thank-you postcard was mailed on February 25.
- A replacement survey package was mailed on March 31.
- 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 1.
- 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 Anthem 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. Community Care Health Plan of Louisiana, Inc. dba Healthy Blue chose to oversample by 30 percent. The final survey sample for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue included 3,985 members (2,145 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. Members were able to complete the telephone interview in either English or Spanish. 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, 483 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 22.64 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 $\pm 4.46\%$. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 1.

EXHIBIT 1. 2021 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	2021 Your Organization		2021 Anthem National Child Medicaid Average	2021 CSS Child Medicaid Average
	Number	Percent of Initial Sample	Percent of Total Initial Sample	
Initial Sample	2,145	100.0%	100.0%	100.0%
Complete and Eligible - Mail	153	7.1%	10.7%	10.3%
Complete and Eligible - Phone*	330	15.4%	11.4%	13.2%
Complete and Eligible - Internet**	0	0.0%	0.0%	0.2%
Complete and Eligible - Total	483	22.5%	22.1%	23.7%
Does not meet Eligible Population criteria	11	0.5%	0.7%	1.0%
Incomplete (but Eligible)	130	6.1%	4.2%	4.7%
Language barrier	0	0.0%	1.2%	0.9%
Mentally or physically incapacitated	0	0.0%	0.0%	0.0%
Deceased	1	0.0%	0.0%	0.0%
Refusal	255	11.9%	5.6%	6.5%
Nonresponse after maximum attempts	1,257	58.6%	65.8%	62.8%
Added to Do Not Call (DNC) list	8	0.4%	0.4%	0.4%
NCQA Response Rate***		22.64%	22.54%	24.18%

7127000

* Applies to plans following mixed methodology.

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

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

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. Members were able to complete the telephone interview in either English or Spanish.

EXHIBIT 2. 2021 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE 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	462	95.7%	341	98.8%
Complete and Eligible - Spanish	21	4.3%	4	1.2%
Complete and Eligible - Total	483	100.0%	345	100.0%

7127000

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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results are compared to the 2021 Anthem National Child Medicaid Average, 2021 CSS Child Medicaid Average, as well as to the 2020 NCQA Quality Compass Child Medicaid National Average (All LOBs). The 2021 Anthem National Child Medicaid Average was calculated by pooling survey responses across 27 Child Medicaid plans identified by Anthem. 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE 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 Anthem National Child Medicaid Average		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.	Rate	Point Diff.						
Patient Experience Measures Reported in NCQA Health Plan Ratings (General Population)													★★★★☆					
Getting Care													★★★★☆					
Getting Needed Care (% Always or Usually)	90.76%	(192)	86.90%	[+3.86]	88.15%	[+2.61]	86.49%	[+4.27]	85.00%	[+5.76]	✓	86.03%	[+4.73]	★★★★☆				
Getting Care Quickly (% Always or Usually)	90.10%	(193)	94.05%	[-3.95]	90.52%	[-0.43]	87.66%	[+2.44]	86.14%	[+3.96]		90.53%	[-0.43]	★★★★☆				
Satisfaction With Plan Physicians													★★★★☆					
Rating of Personal Doctor (% 9 or 10)	83.53%	(419)	86.59%	[-3.05]	78.02%	[+5.51]	✓	77.46%	[+6.07]	✓	76.30%	[+7.23]	✓	78.57%	[+4.96]	✓	★★★★★	
Rating of Specialist Seen Most Often (% 9 or 10)	78.95%	(95)	85.71%	[-6.77]	75.29%	[+3.65]		74.27%	[+4.67]		73.00%	[+5.95]		73.36%	[+5.59]		★★★★★	
Rating of All Health Care (% 9 or 10)	79.58%	(284)	75.00%	[+4.58]	77.71%	[+1.86]		73.02%	[+6.55]	✓	73.23%	[+6.35]	✓	71.92%	[+7.66]	✓	★★★★★	
Coordination of Care (% Always or Usually)	85.00%	(100)	82.76%	[+2.24]	79.71%	[+5.29]		85.25%	[-0.25]		84.81%	[+0.19]		86.08%	[-1.08]		★★★☆☆	
Satisfaction With Plan Services													★★★★☆					
Rating of Health Plan (% 9 or 10)	75.53%	(474)	82.07%	[-6.54]	77.14%	[-1.62]		70.06%	[+5.46]	✓	70.33%	[+5.20]	✓	71.90%	[+3.63]		★★★★☆	
Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)																		
How Well Drs. Communicate (% Always or Usually)	96.53%	(303)	95.71%	[+0.82]	92.44%	[+4.09]	✓	94.15%	[+2.38]		93.46%	[+3.07]	✓	95.26%	[+1.27]		Not calculated	
Customer Service (% Always or Usually)	91.44%	(106)	87.61%	[+3.83]	88.23%	[+3.21]		89.00%	[+2.45]		87.94%	[+3.50]		88.81%	[+2.63]			
Rating of All Health Care (% 8, 9 or 10)	93.66%	(284)	86.18%	[+7.48]	✓	90.29%	[+3.38]		88.98%	[+4.69]	✓	89.37%	[+4.29]	✓	88.01%	[+5.65]		✓
Rating of Personal Doctor (% 8, 9 or 10)	94.51%	(419)	93.29%	[+1.22]		89.88%	[+4.63]	✓	90.35%	[+4.16]	✓	89.98%	[+4.53]	✓	90.85%	[+3.66]		✓
Rating of Specialist Seen Most Often (% 8, 9 or 10)	91.58%	(95)	89.80%	[+1.78]		88.24%	[+3.34]		87.12%	[+4.46]		86.64%	[+4.94]		87.01%	[+4.57]		
Rating of Health Plan (% 8, 9 or 10)	90.30%	(474)	88.59%	[+1.71]		90.33%	[-0.03]		85.45%	[+4.84]	✓	86.45%	[+3.84]	✓	86.50%	[+3.80]		✓
Children with Chronic Conditions Measures (CCC Population)																		
Access to Prescription Meds (% Always or Usually)	92.31%	(273)	94.53%	[-2.22]	90.98%	[+1.32]		90.01%	[+2.30]		91.07%	[+1.24]		91.27%	[+1.04]		Not calculated	
Access to Specialized Services (% Always or Usually)	80.97%	(91)	82.19%	[-1.22]	72.61%	[+8.36]		71.53%	[+9.44]		73.08%	[+7.89]		74.46%	[+6.51]			
Getting Needed Information (% Always or Usually)	91.21%	(239)	95.16%	[-3.95]	86.48%	[+4.74]		91.29%	[-0.08]		90.40%	[+0.81]		93.05%	[-1.84]			
Personal Doctor Who Knows Child (% Yes)	94.24%	(218)	85.50%	[+8.74]	✓	88.40%	[+5.84]	✓	91.66%	[+2.57]		90.15%	[+4.08]	✓	91.56%	[+2.68]		
Coordination of Care for CCC (% Yes)	76.75%	(78)	81.33%	[-4.58]		72.63%	[+4.12]		77.20%	[-0.45]		75.95%	[+0.80]		76.36%	[+0.39]		

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.

7327000

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.

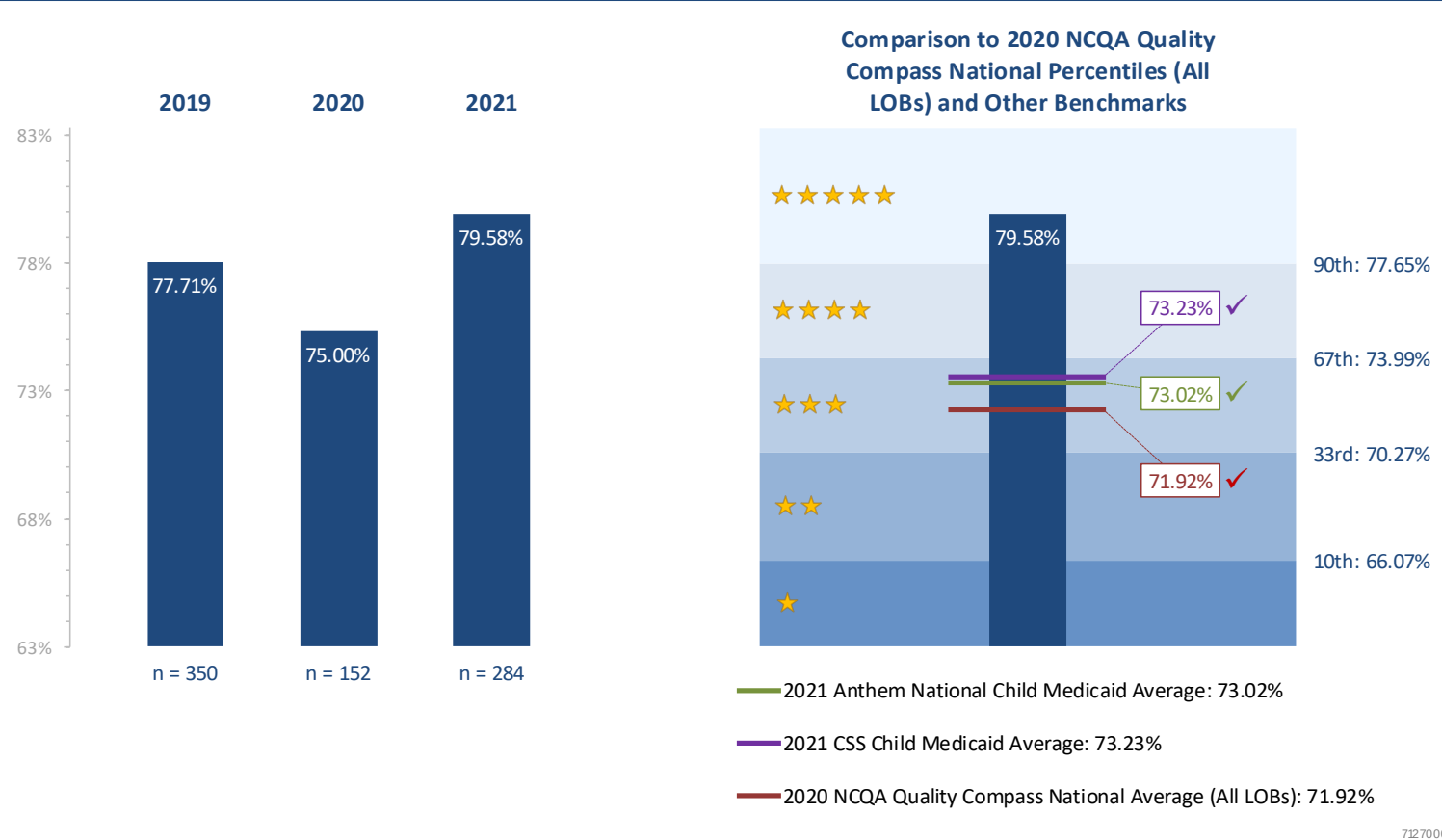
COMPARISON TO NATIONAL BENCHMARKS AND NCQA QUALITY COMPASS PERCENTILES

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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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 Anthem National Child Medicaid Average, 2021 CSS Child Medicaid Average, as well as the 2020 NCQA Quality Compass Child Medicaid National Average (All LOBs). If the 2021 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue score is significantly different from any of these benchmark scores at the 95% confidence level, a checkmark appears next to the relevant score.

Rating of All Health Care

Percent Responding 9 or 10



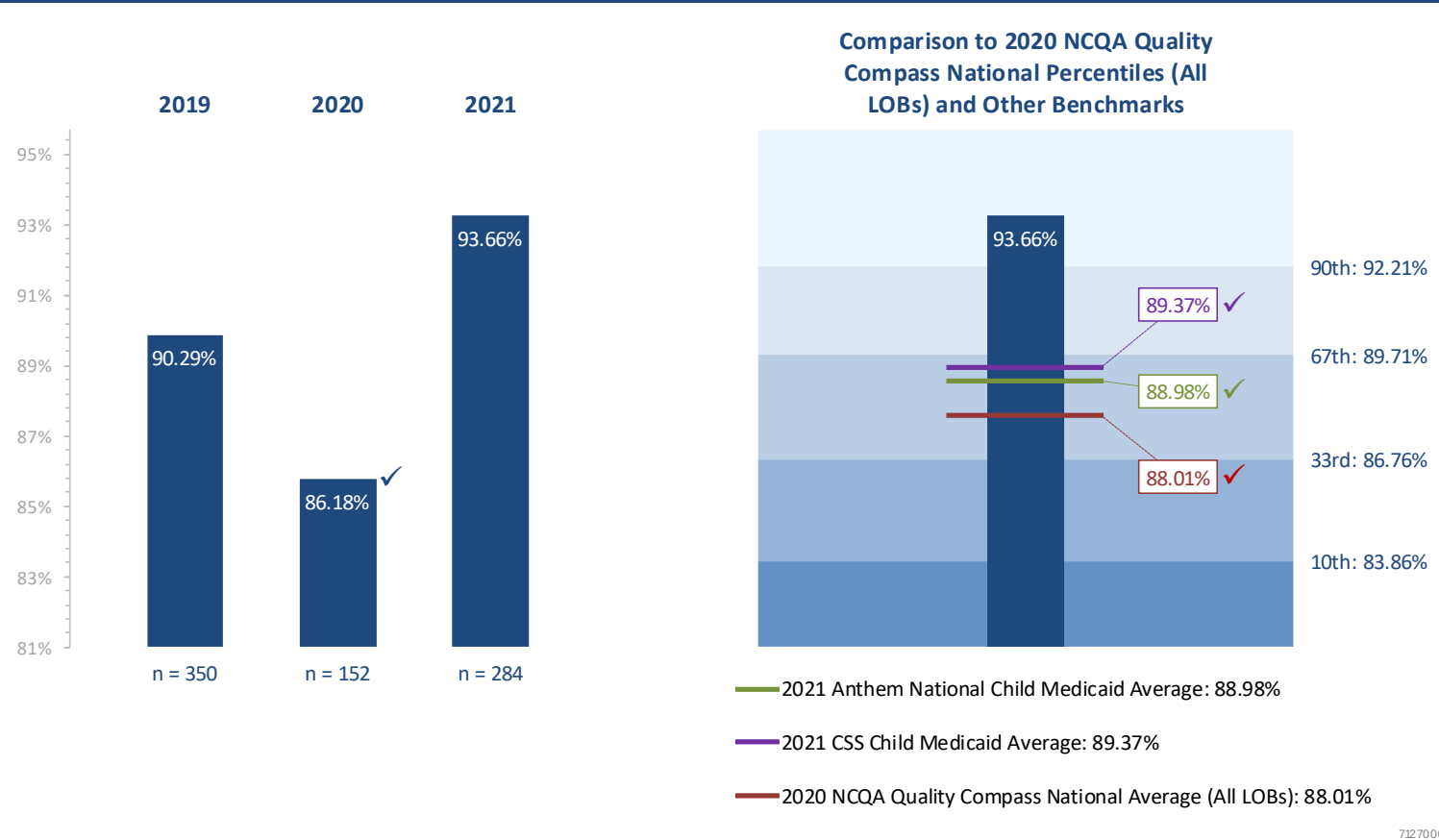
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly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



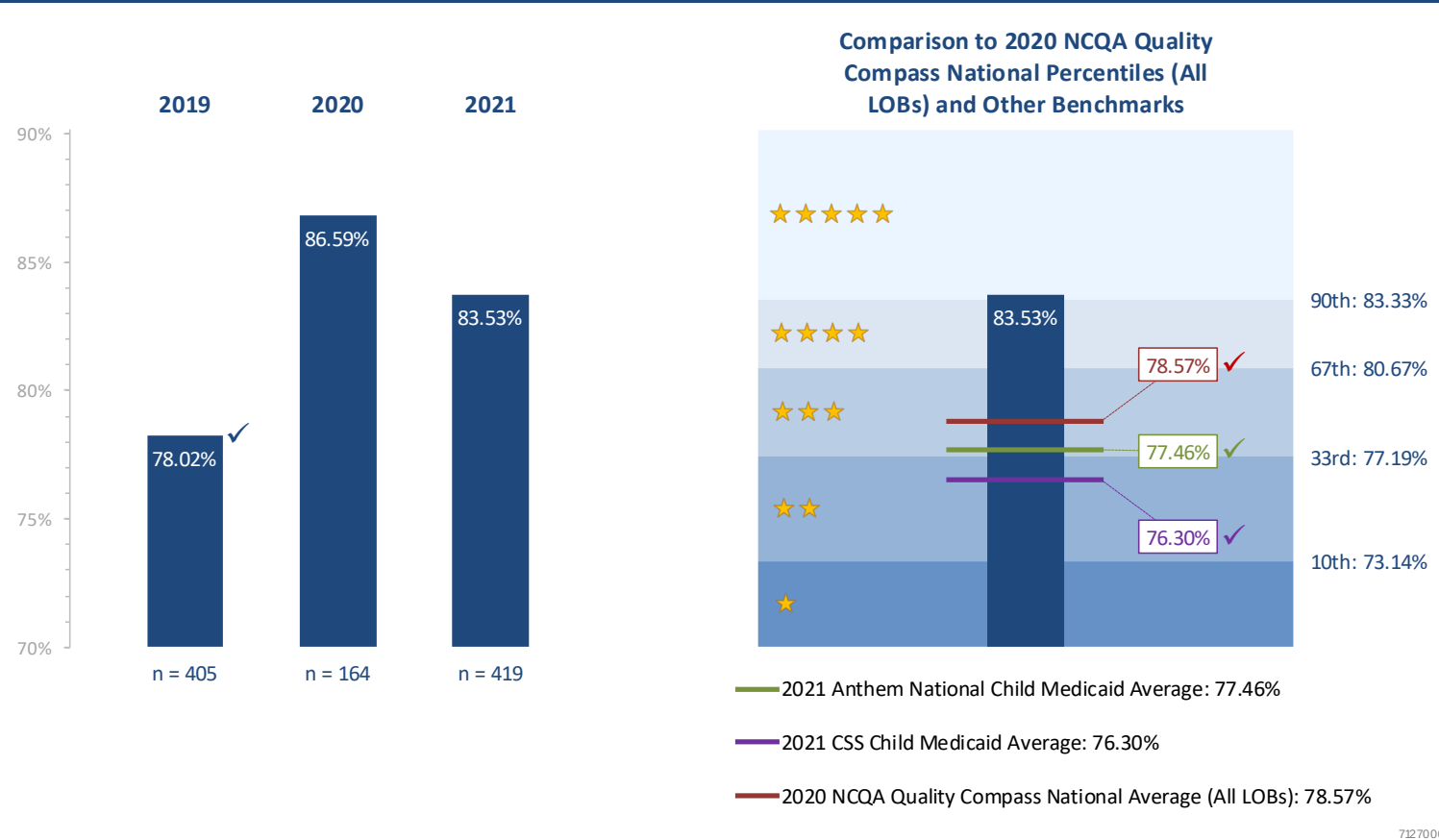
This measure is not included in NCQA's Health Plan Ratings.

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



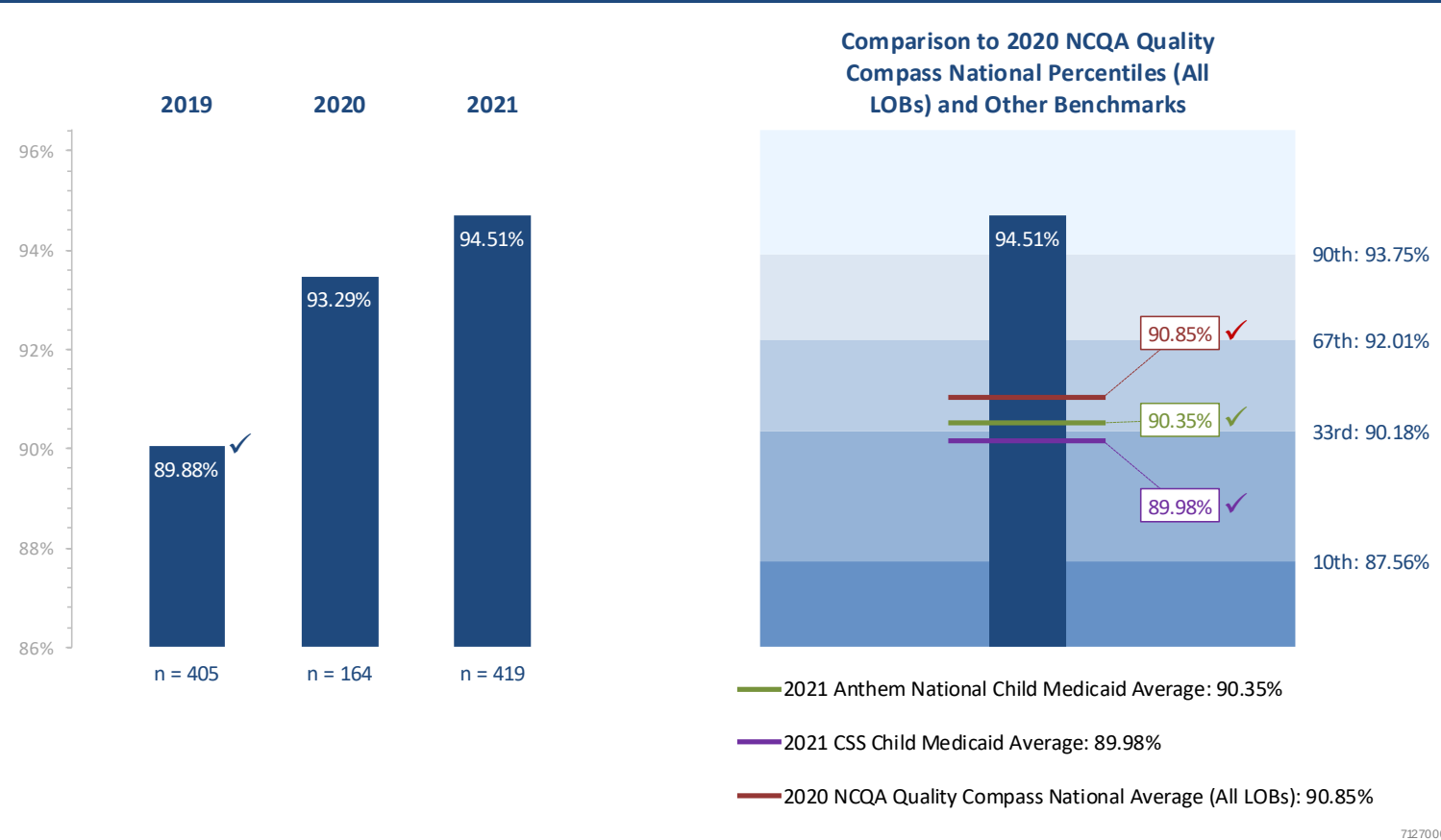
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly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

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 8, 9 or 10



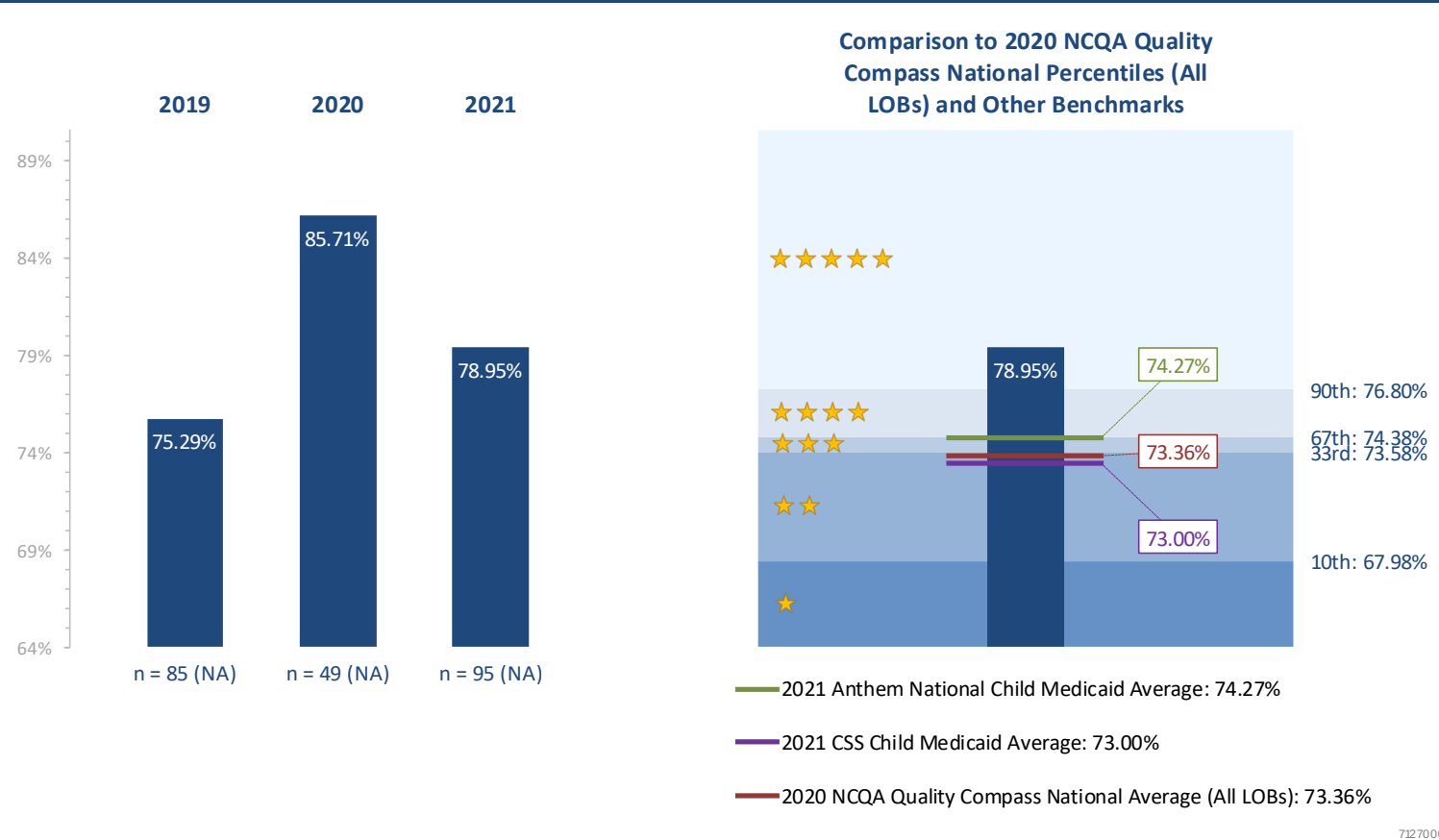
This measure is not included in NCQA's Health Plan Ratings.

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 Specialist Seen Most Often

Percent Responding 9 or 10



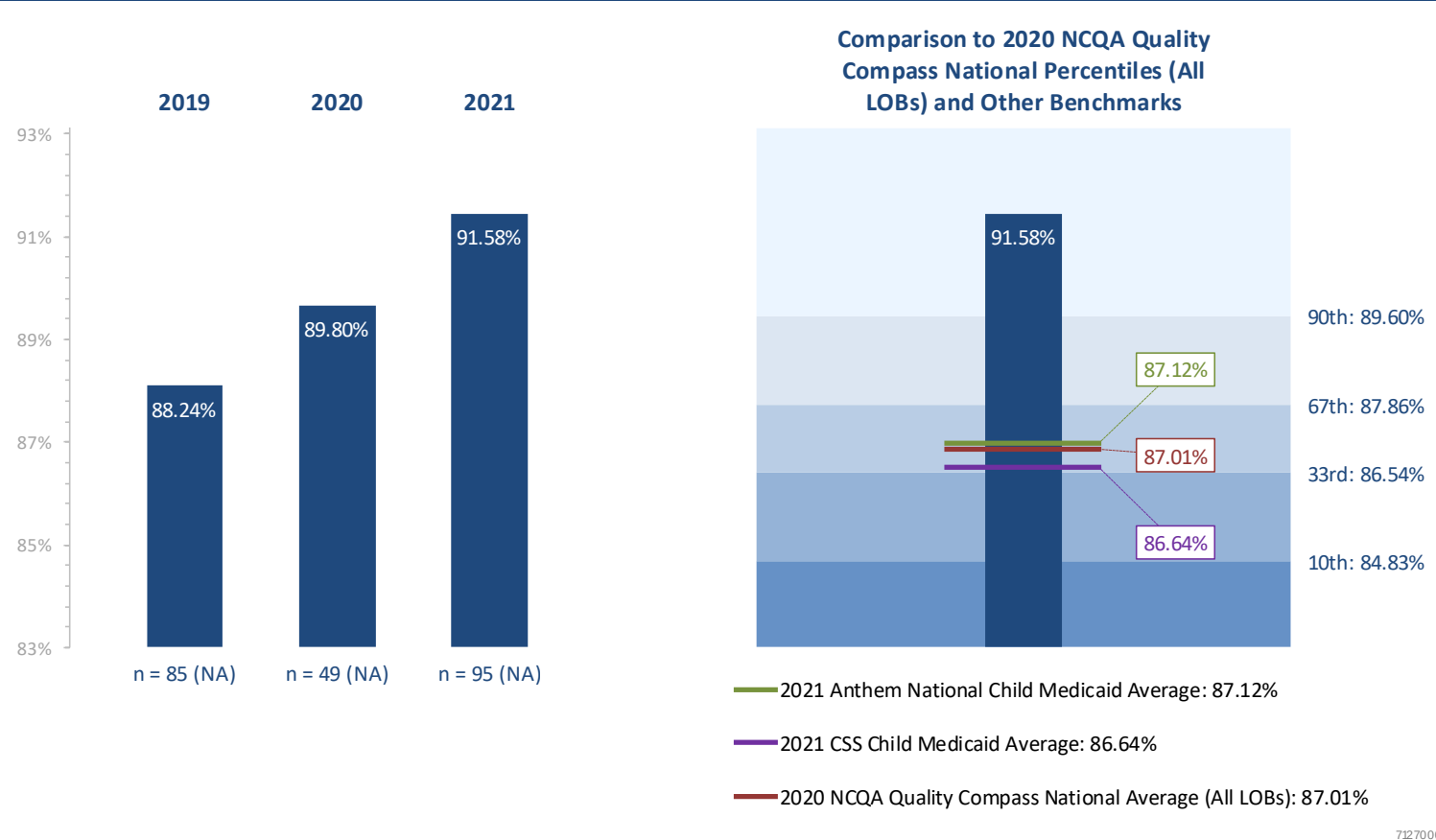
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly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



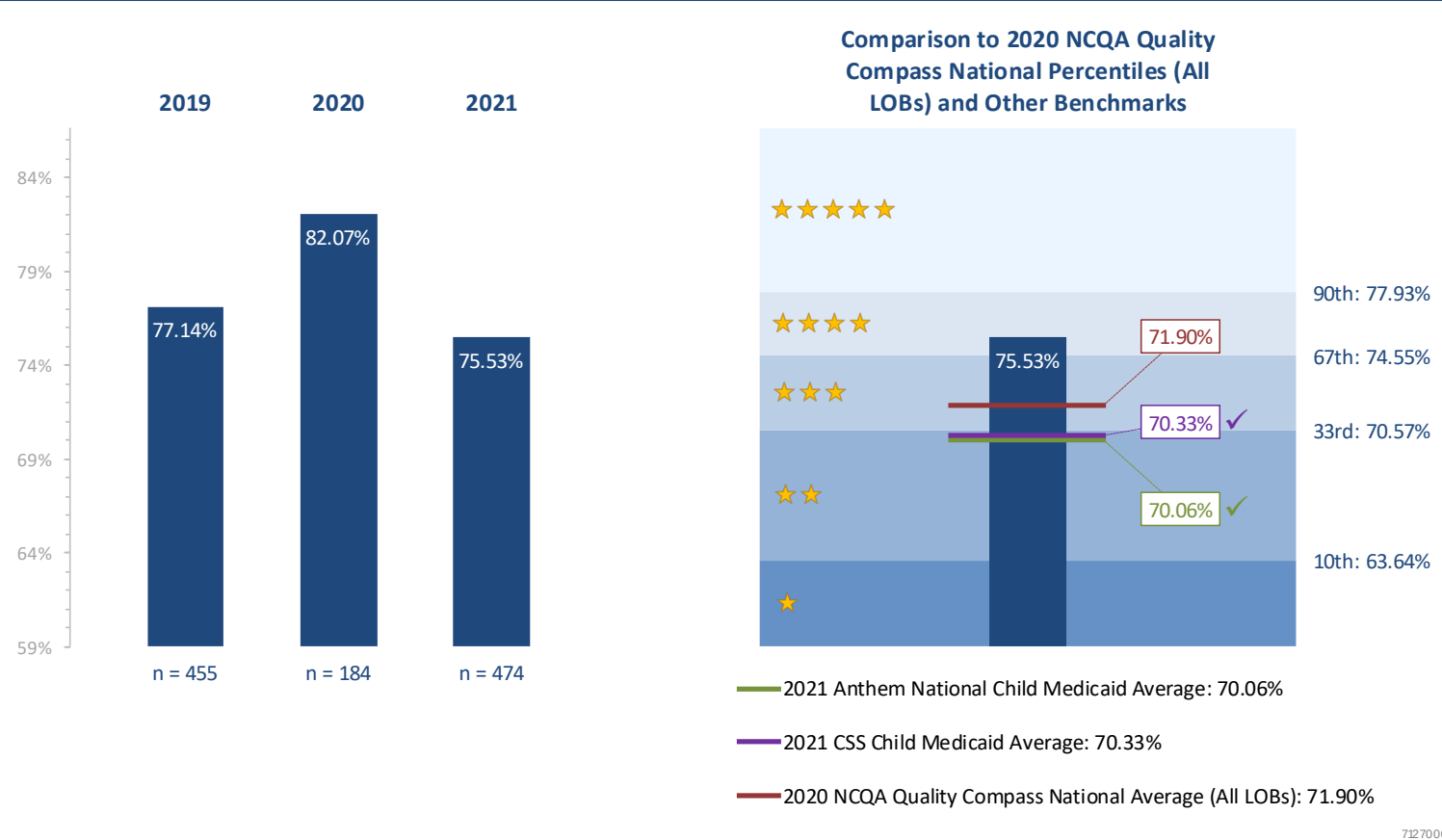
This measure is not included in NCQA's Health Plan Ratings.

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



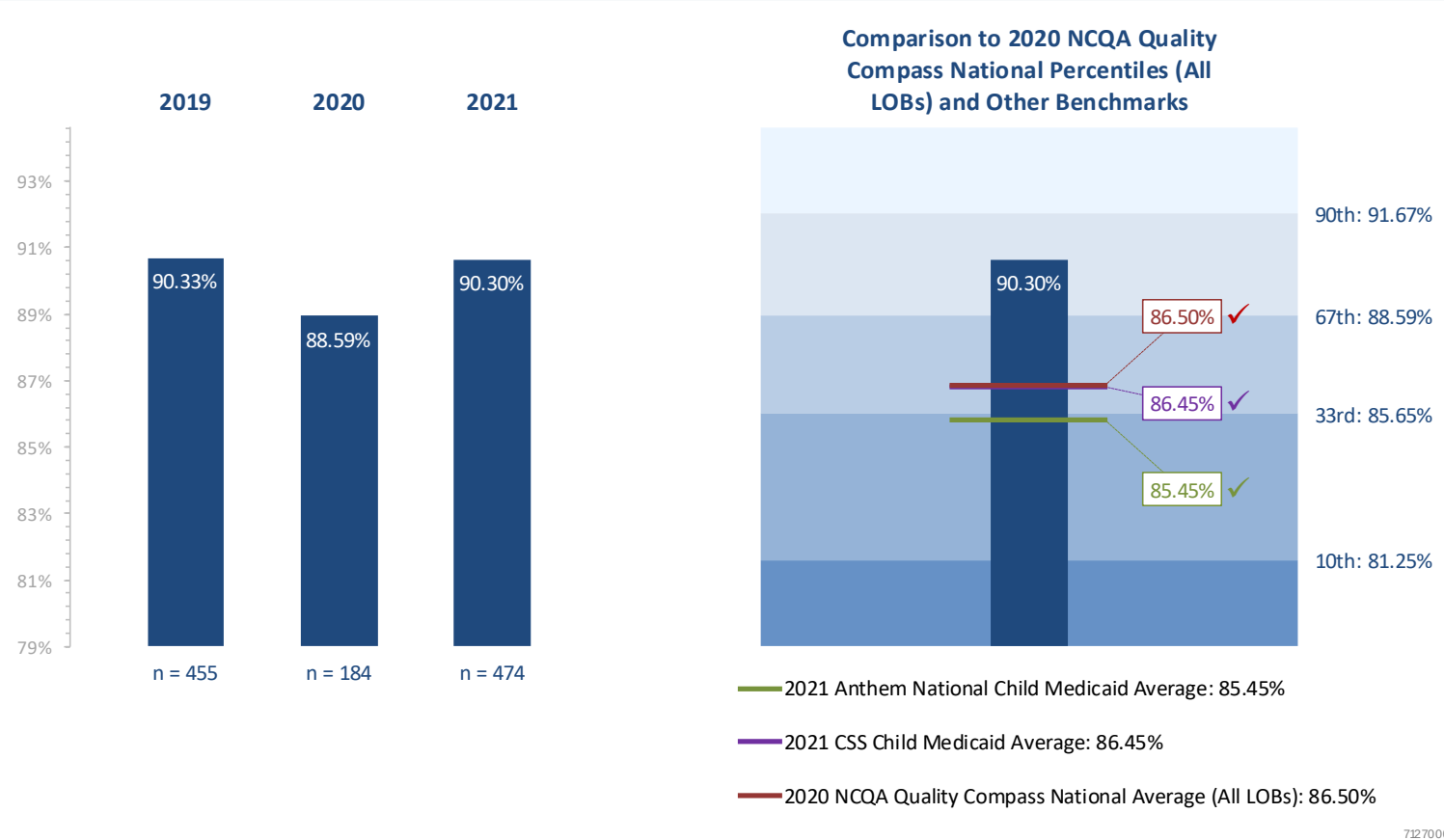
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly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



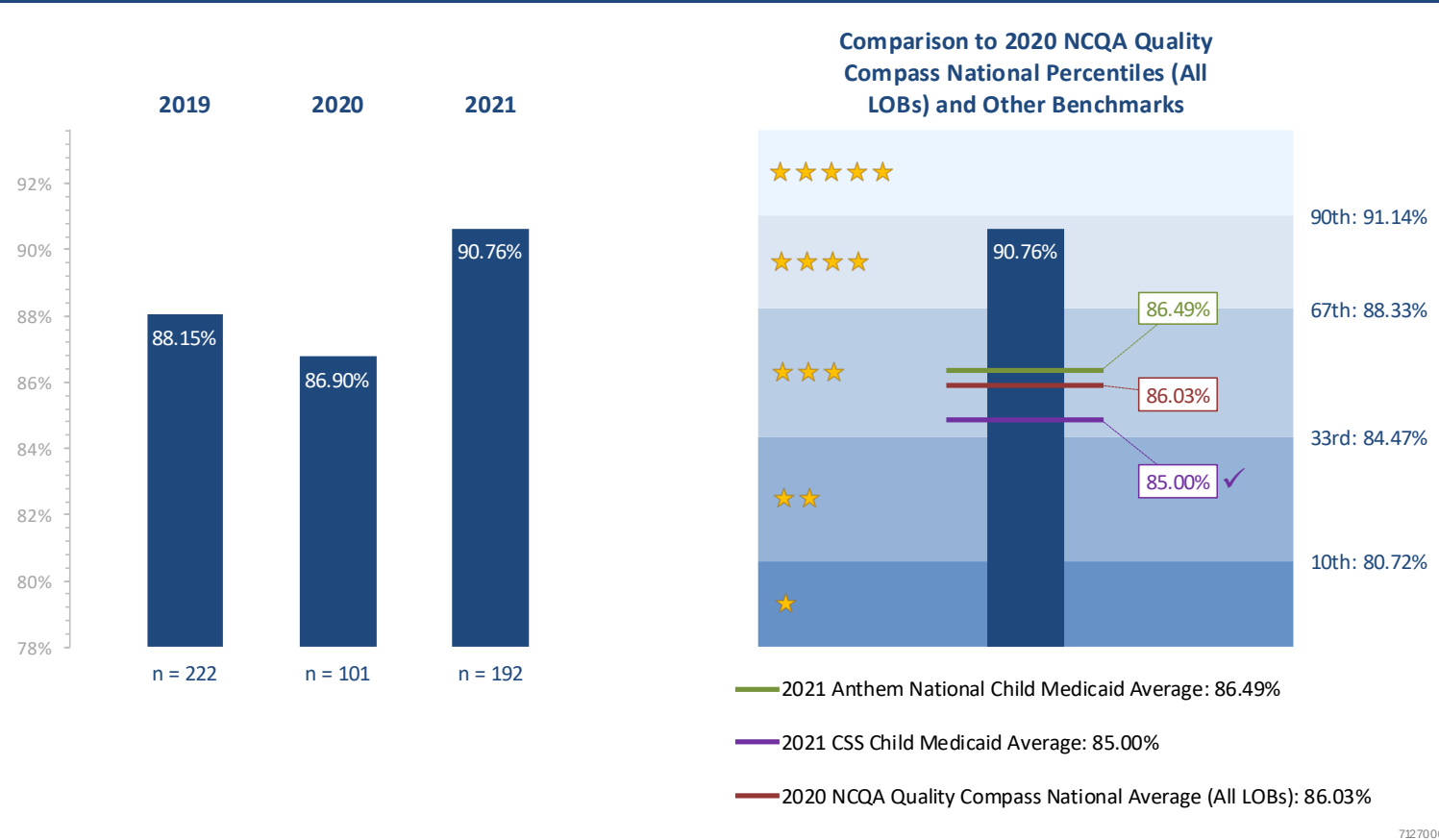
This measure is not included in NCQA's Health Plan Ratings.

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

Percent Responding Always or Usually



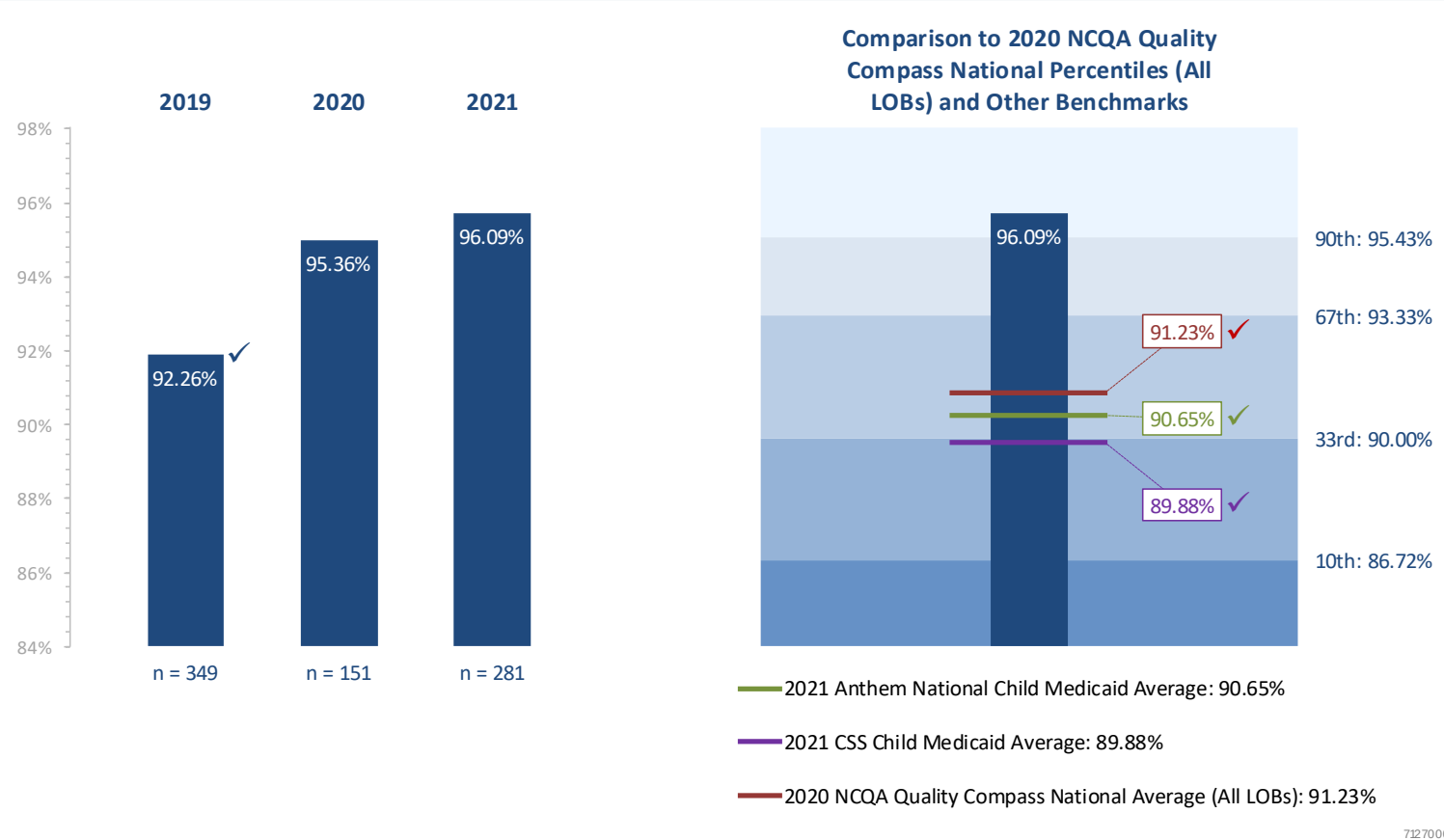
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly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

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



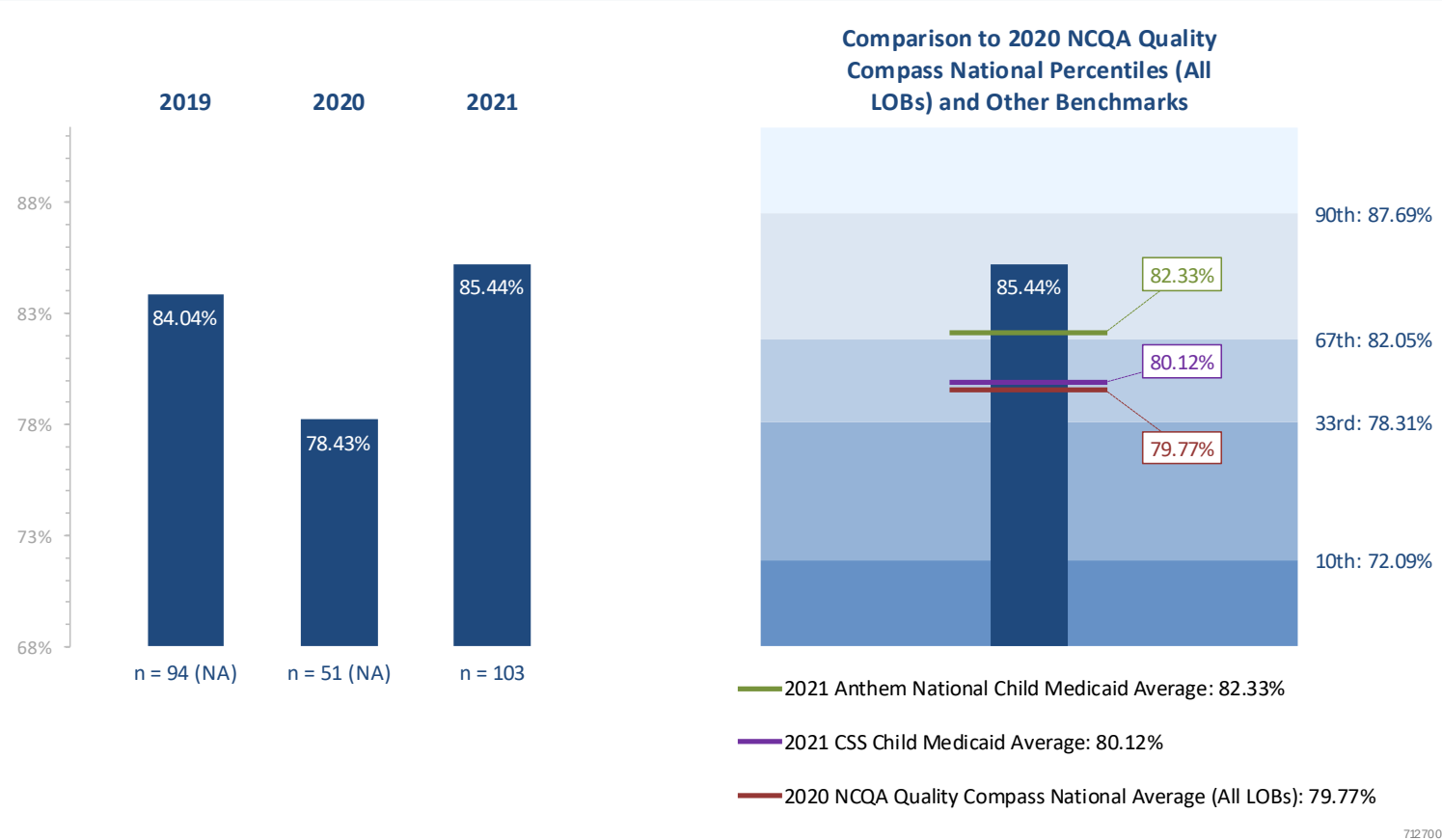
This measure is not included in NCQA's Health Plan Ratings.

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



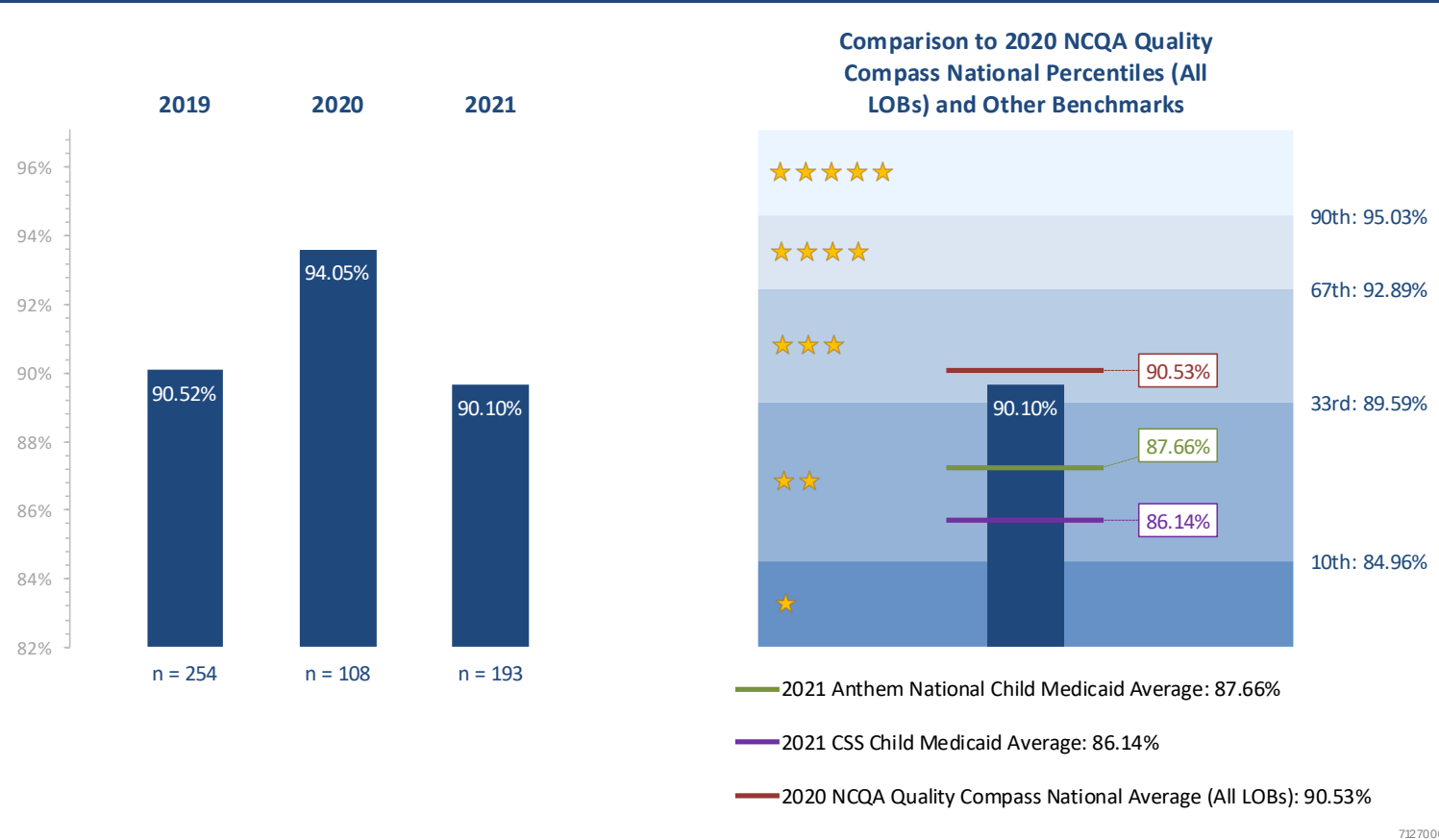
This measure is not included in NCQA's Health Plan Ratings.

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



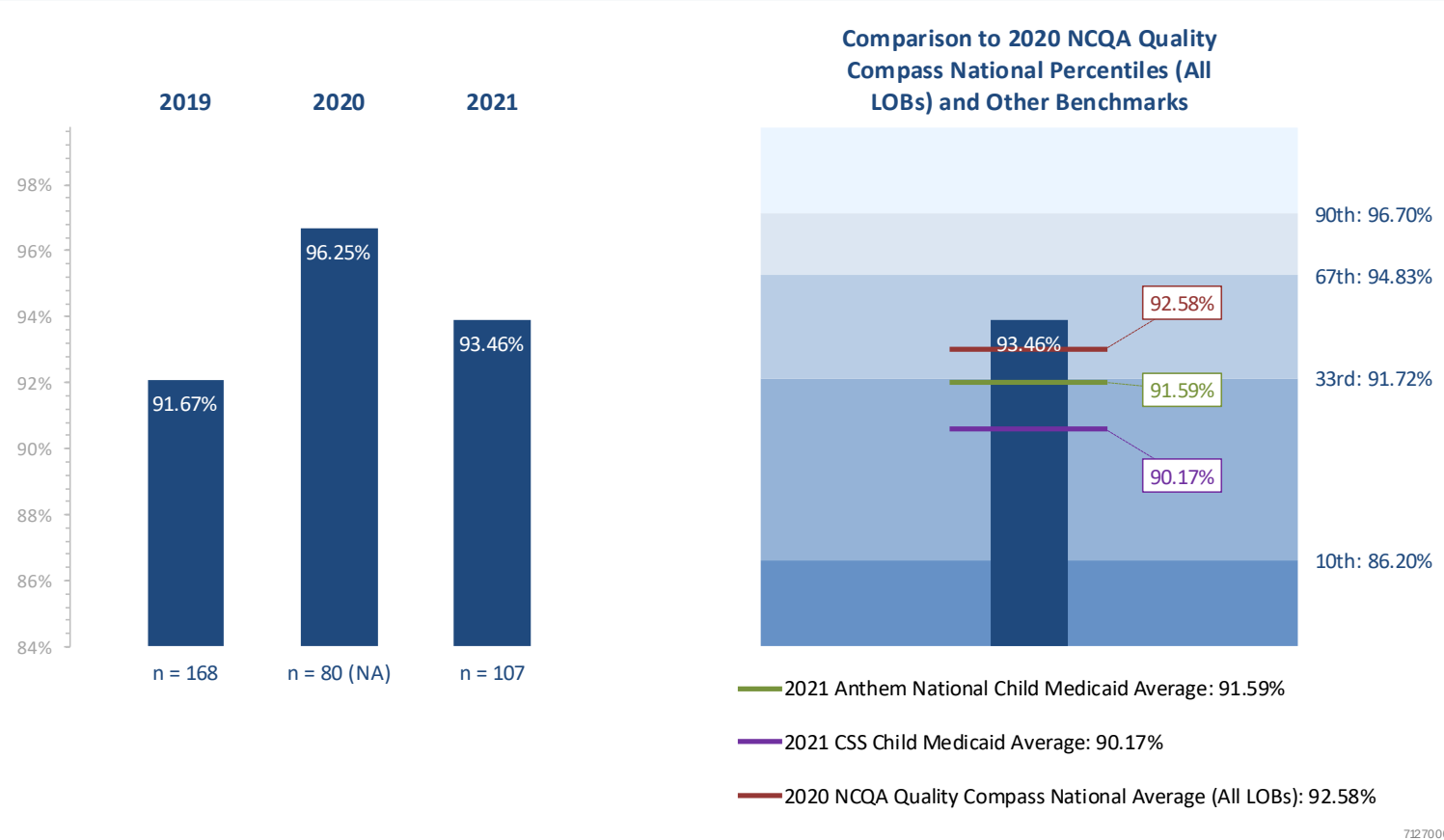
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly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

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



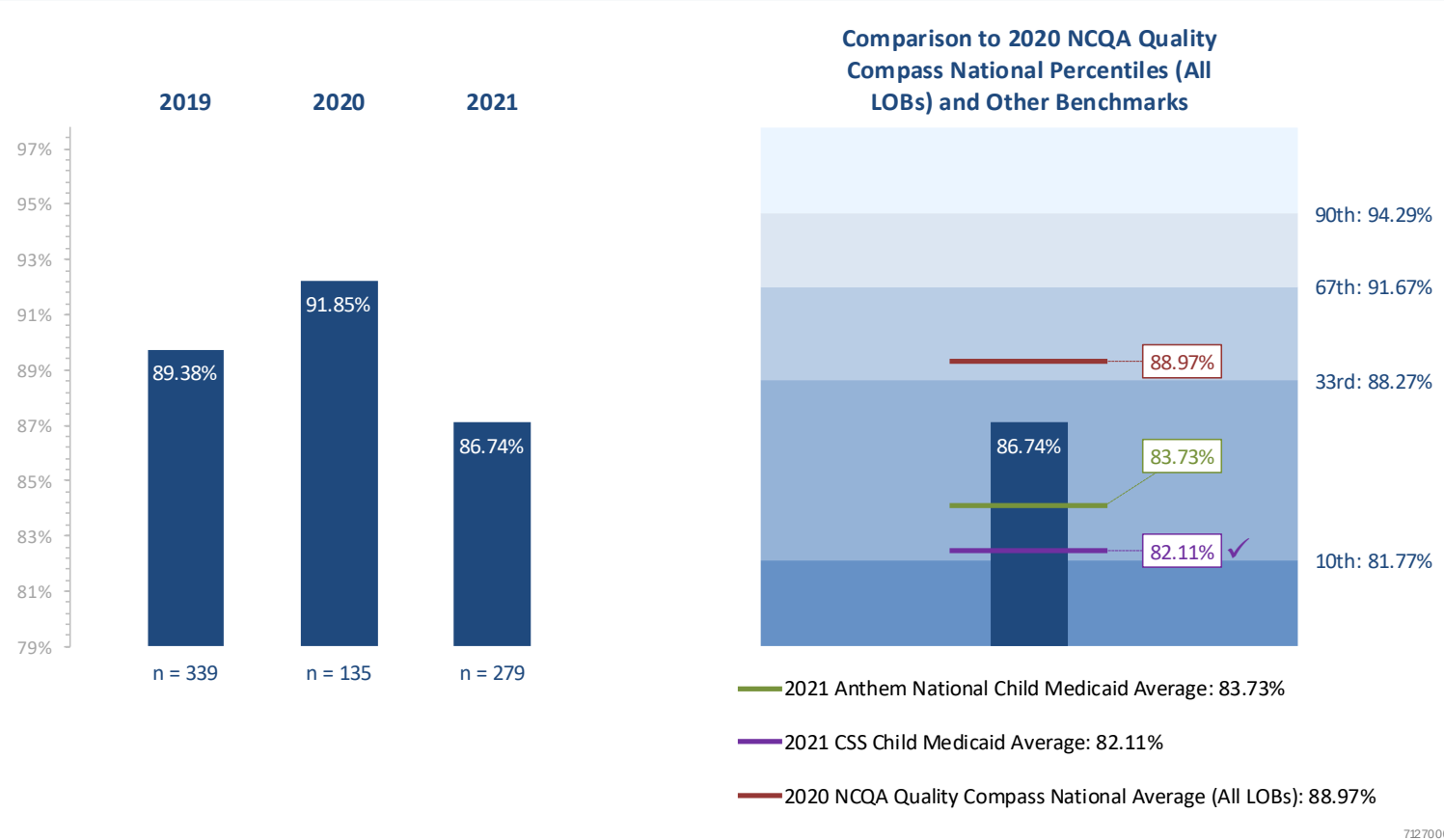
This measure is not included in NCQA's Health Plan Ratings.

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



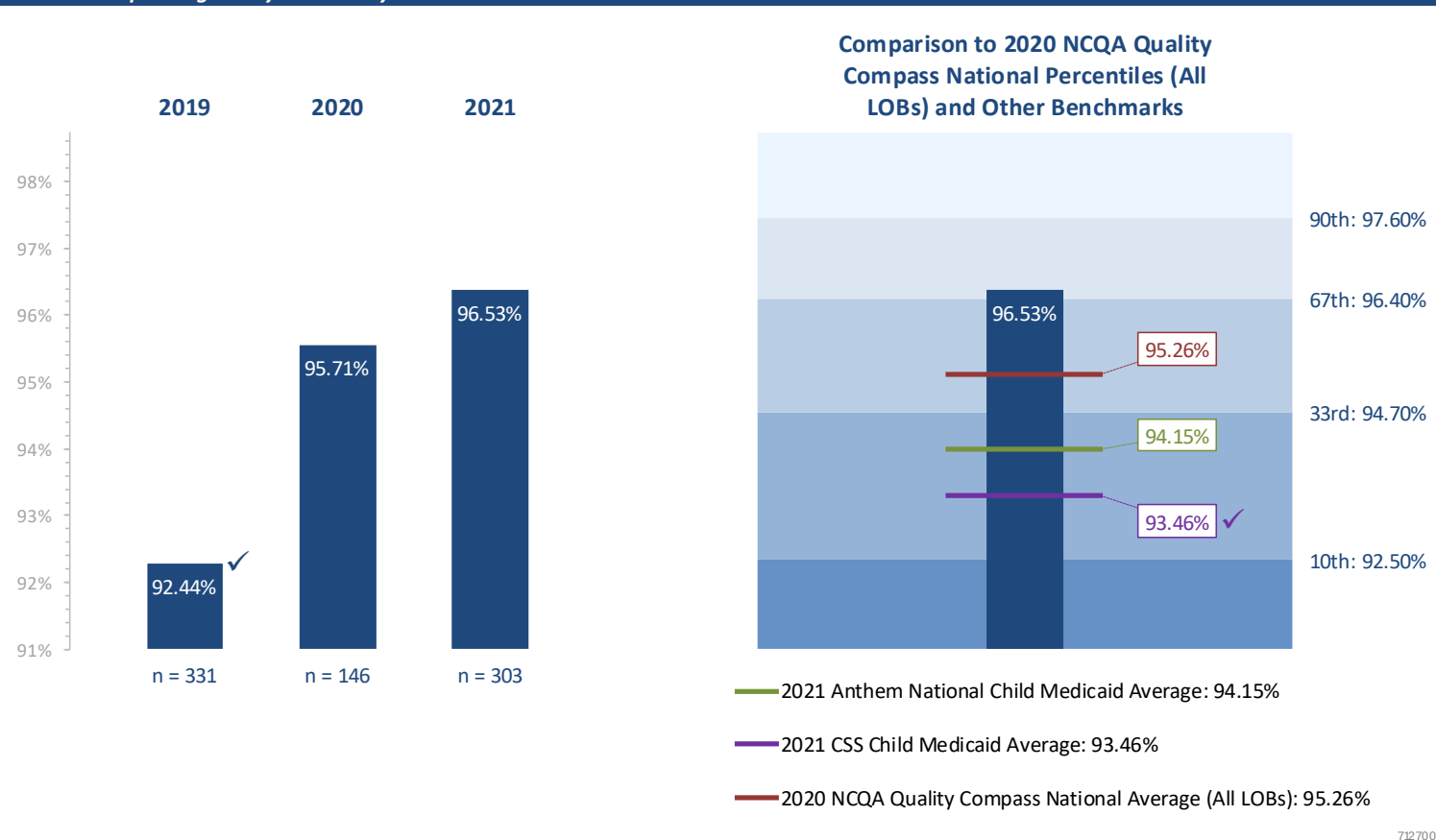
This measure is not included in NCQA's Health Plan Ratings.

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



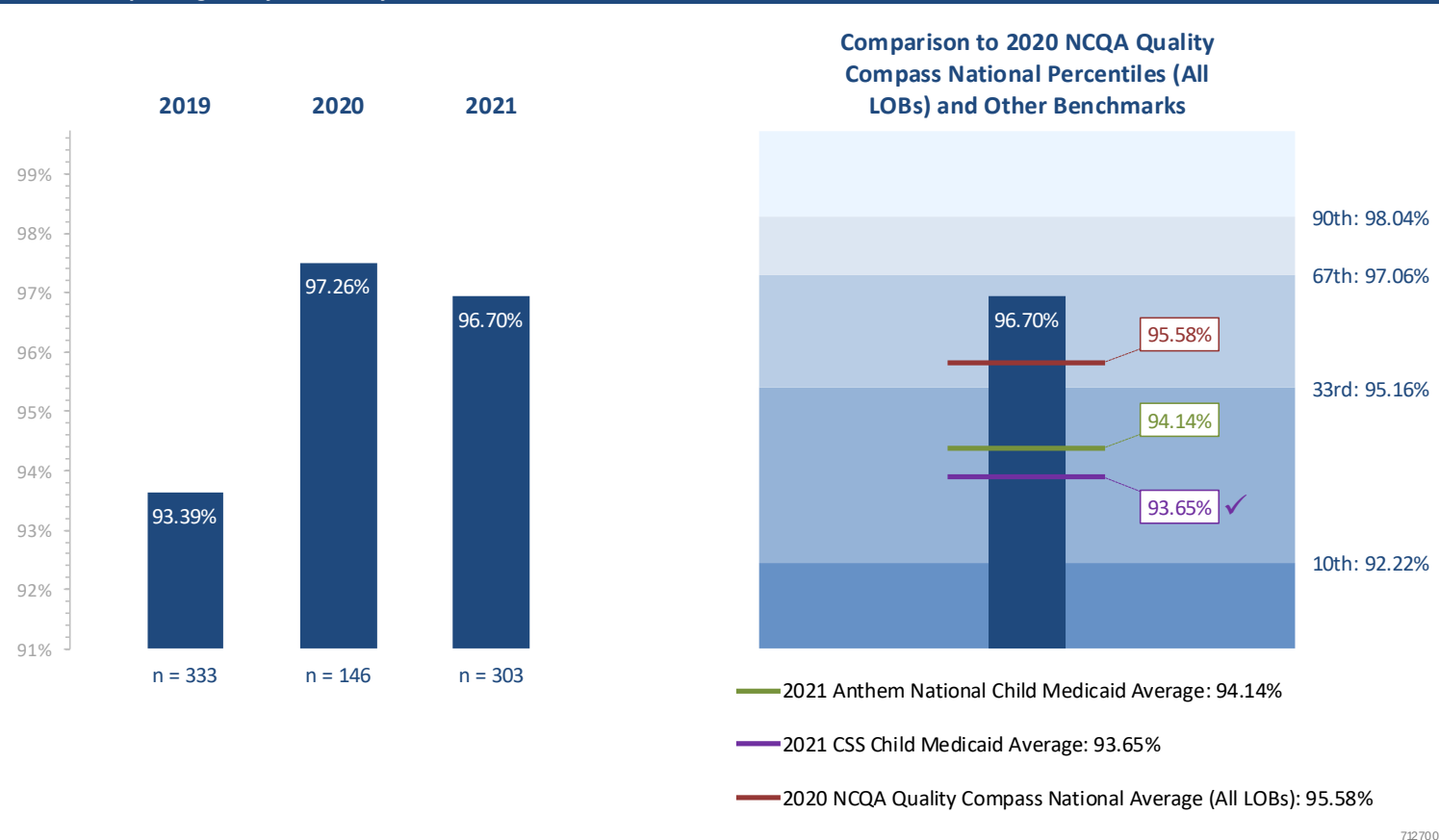
This measure is not included in NCQA's Health Plan Ratings.

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



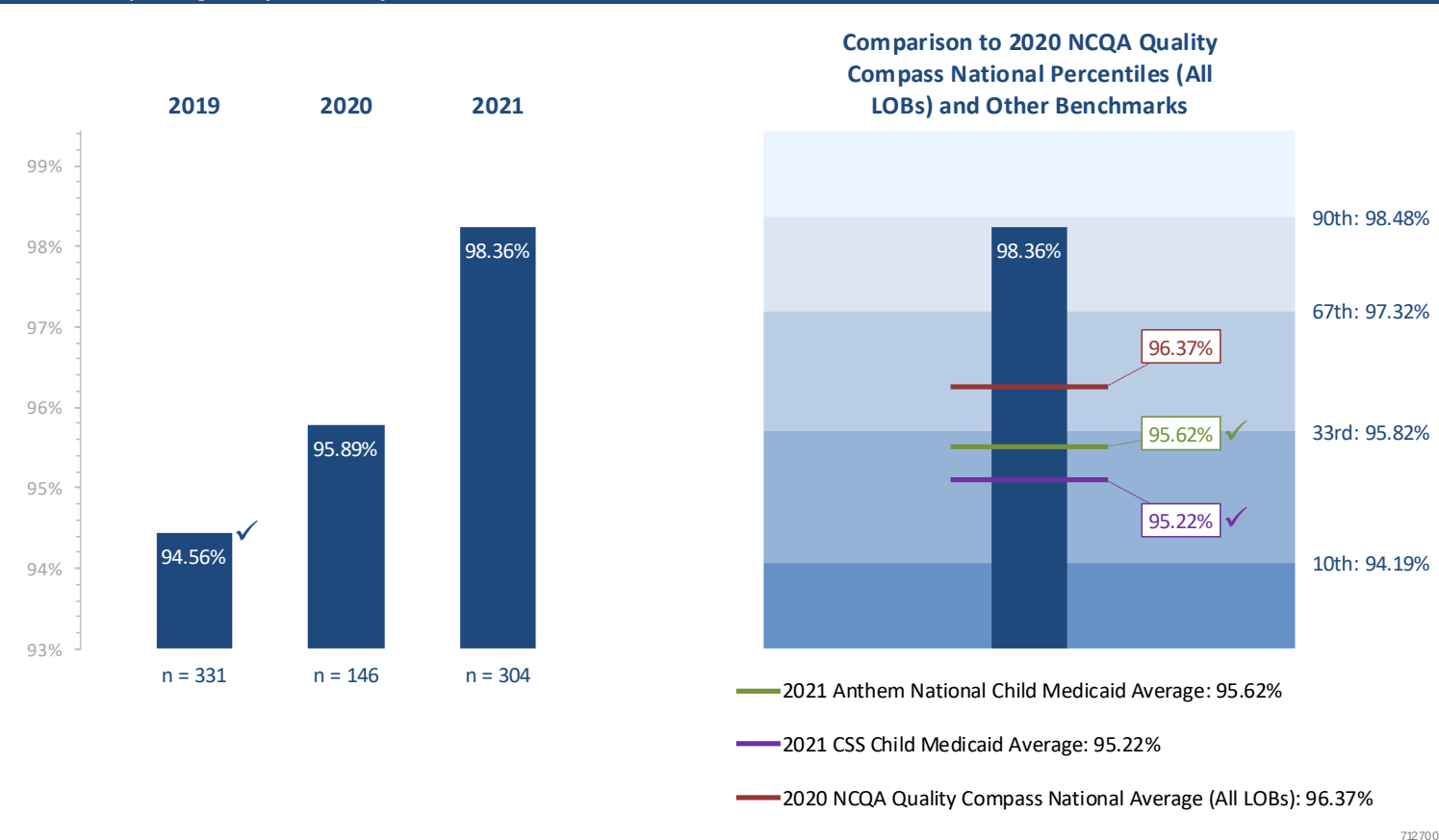
This measure is not included in NCQA's Health Plan Ratings.

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 Listened Carefully (Q28)

Percent Responding Always or Usually



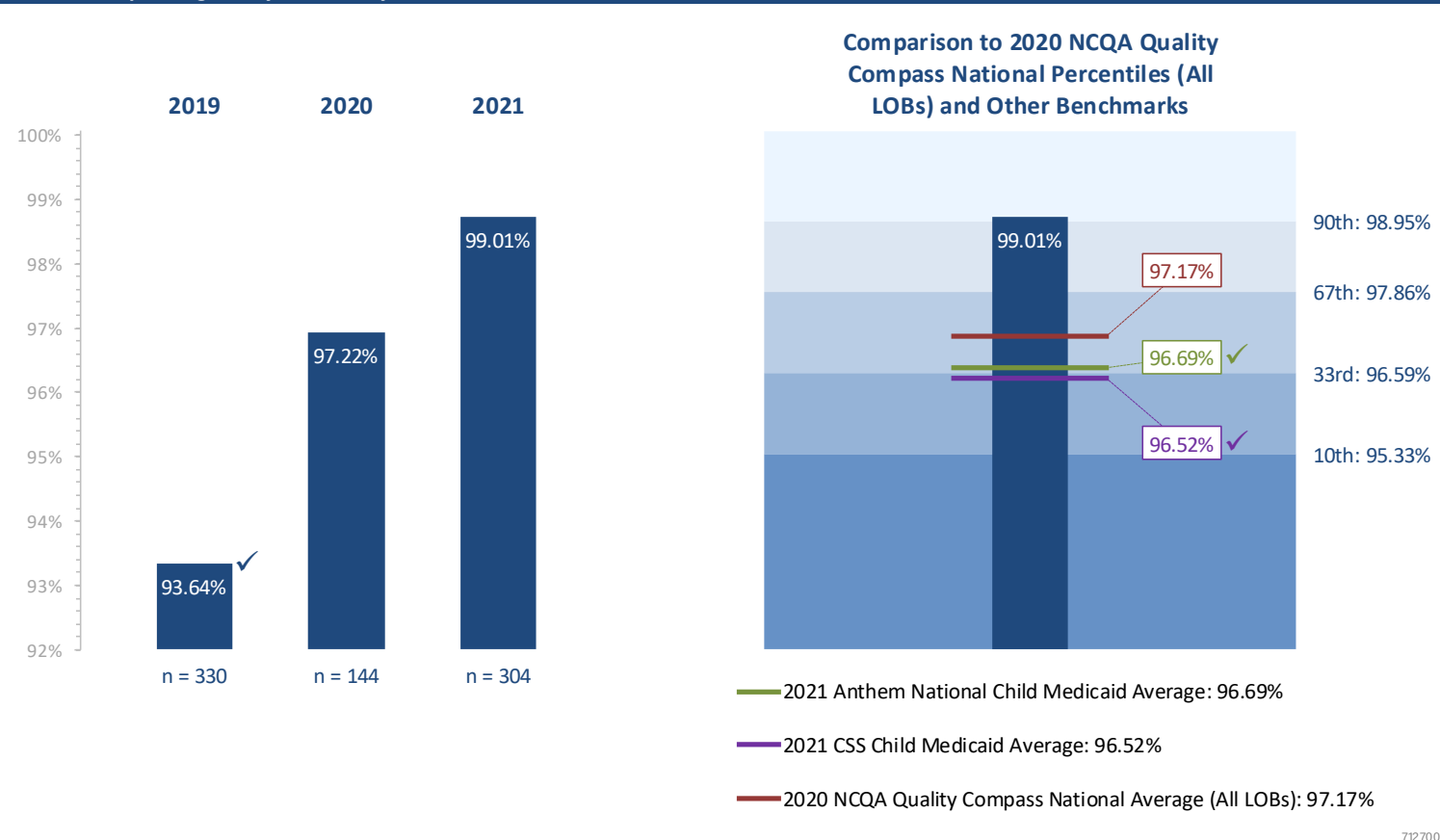
This measure is not included in NCQA's Health Plan Ratings.

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 Showed Respect (Q29)

Percent Responding Always or Usually



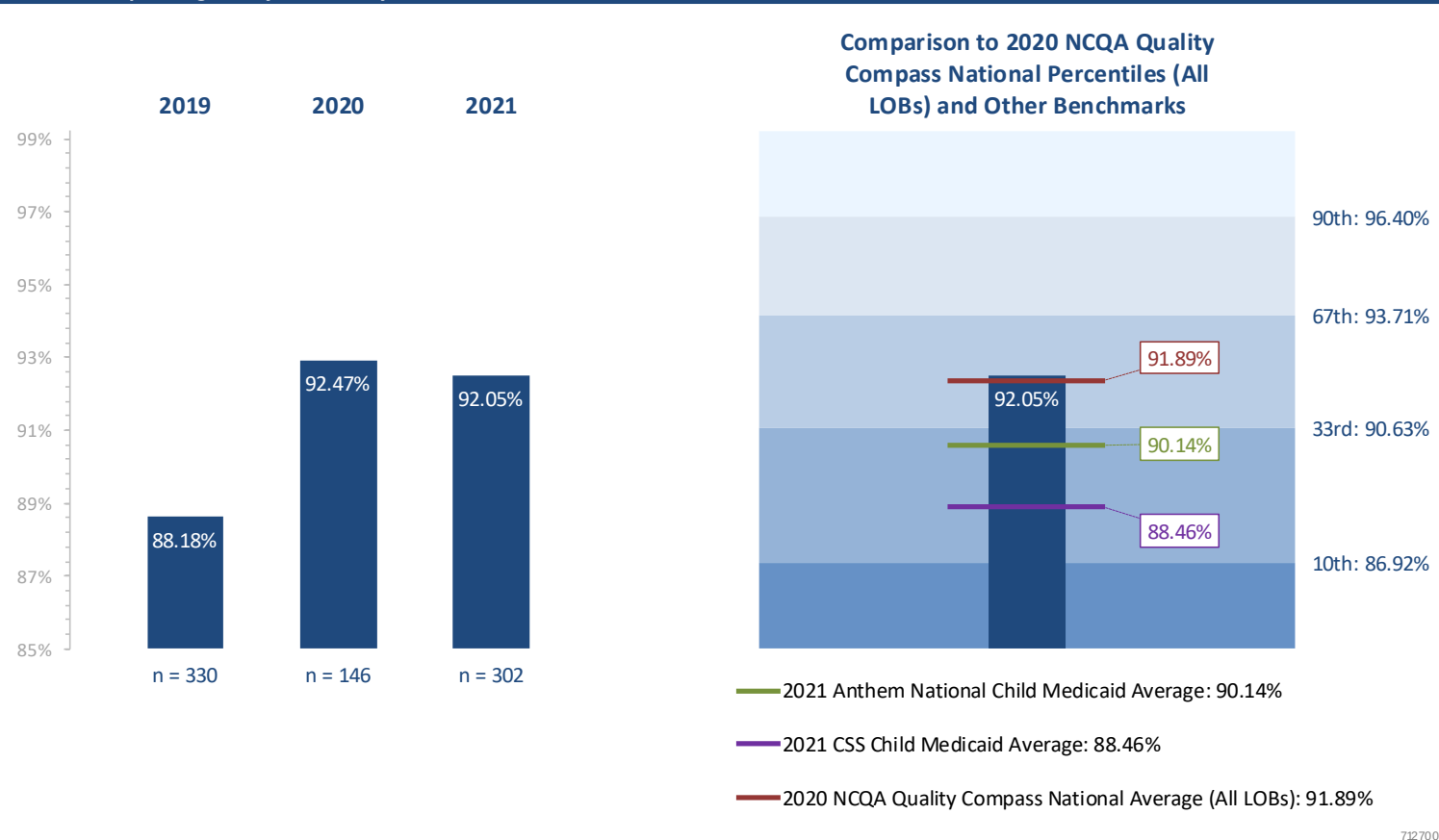
This measure is not included in NCQA's Health Plan Ratings.

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 Spent Enough Time (Q32)

Percent Responding Always or Usually



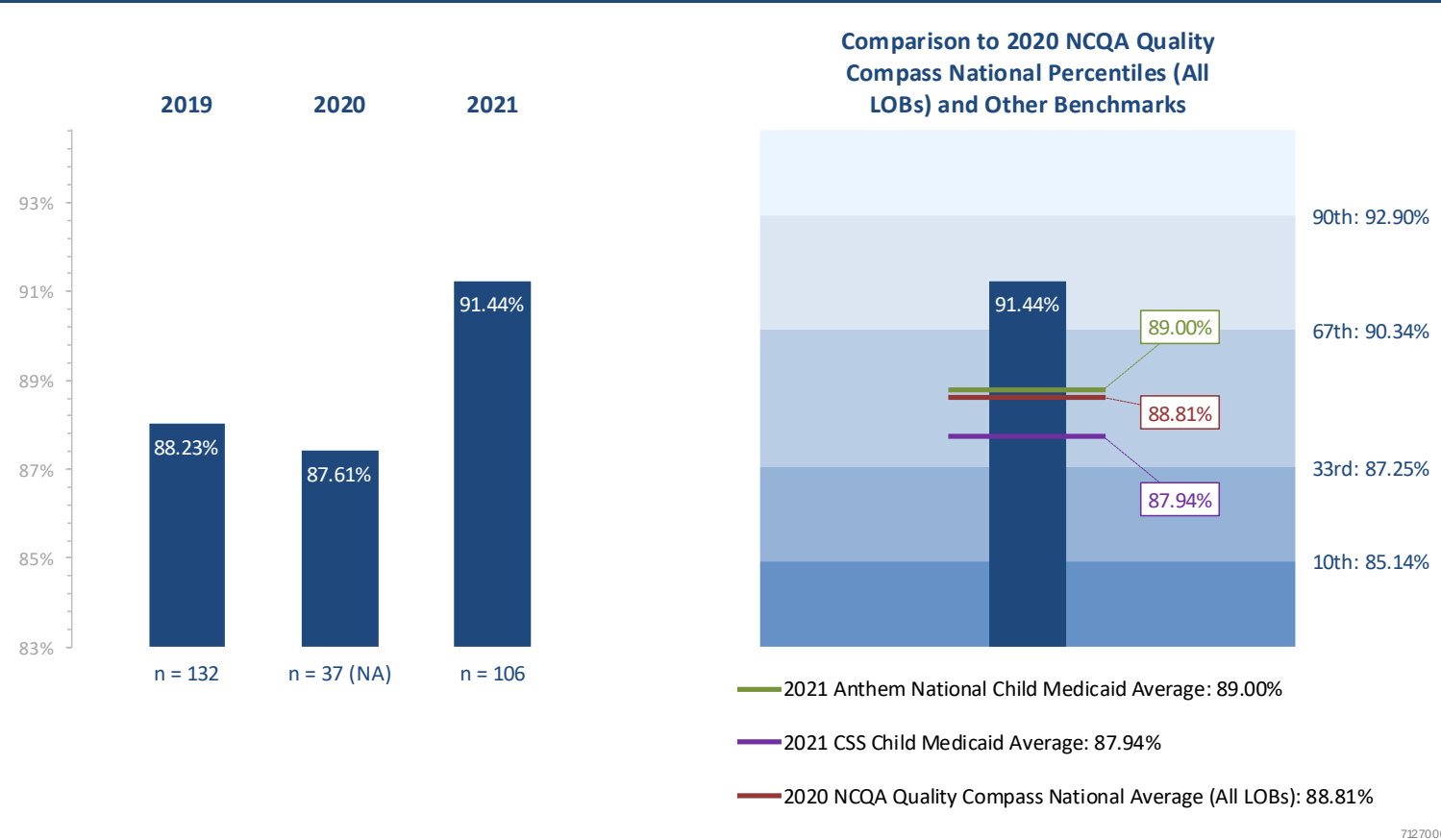
This measure is not included in NCQA's Health Plan Ratings.

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.

Customer Service

Percent Responding Always or Usually



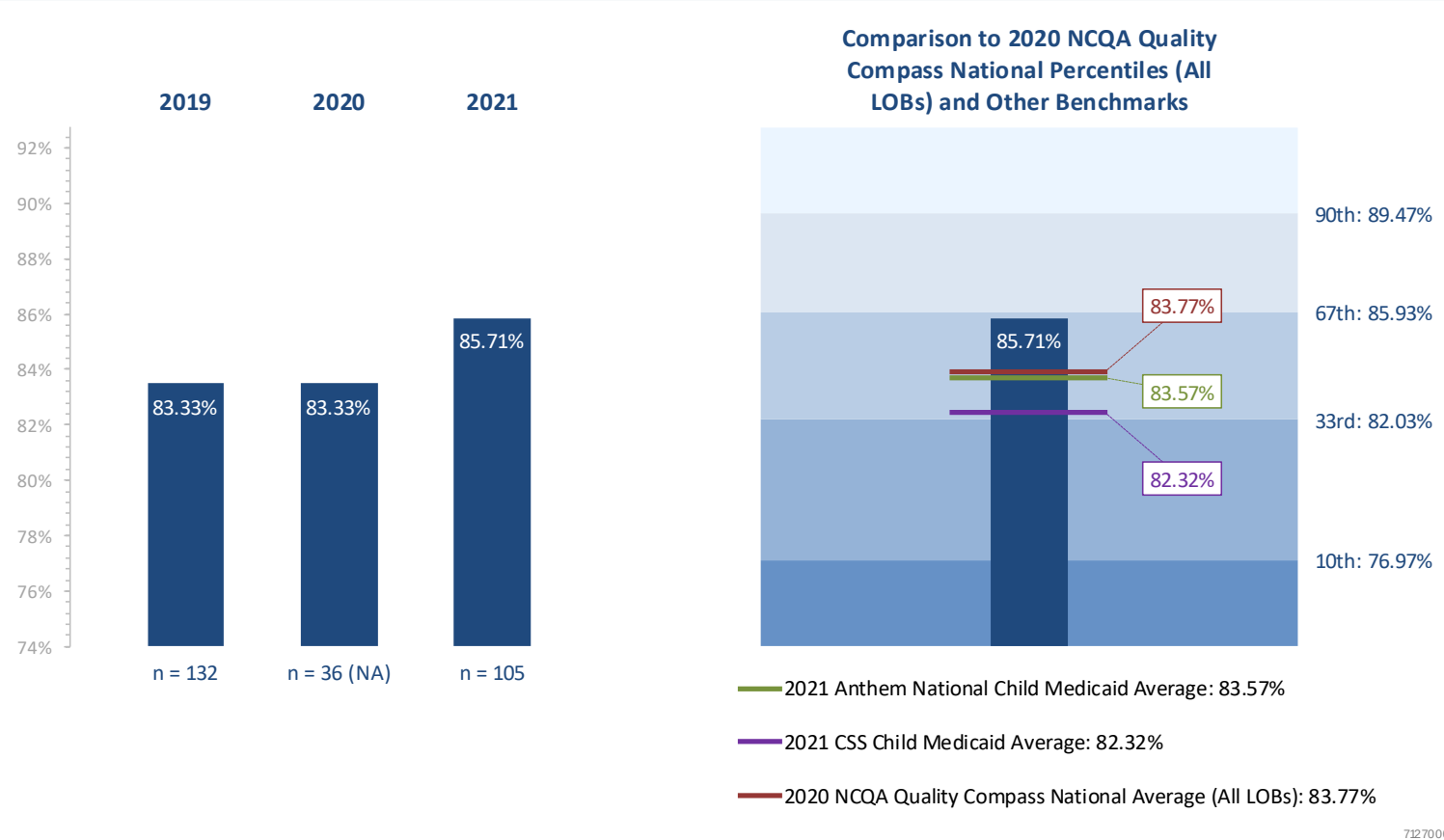
This measure is not included in NCQA's Health Plan Ratings.

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.

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

Percent Responding Always or Usually



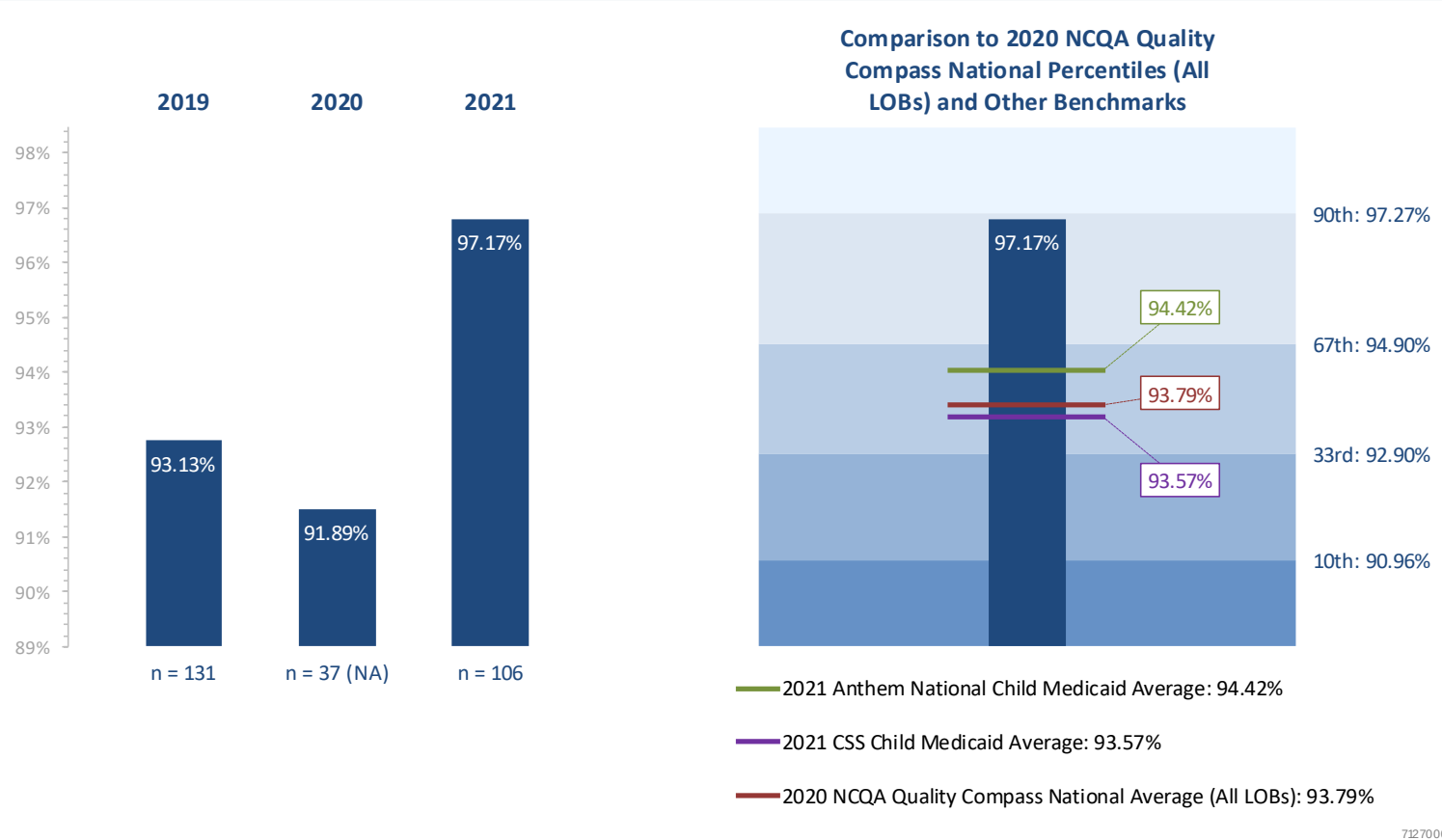
This measure is not included in NCQA's Health Plan Ratings.

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.

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

Percent Responding Always or Usually



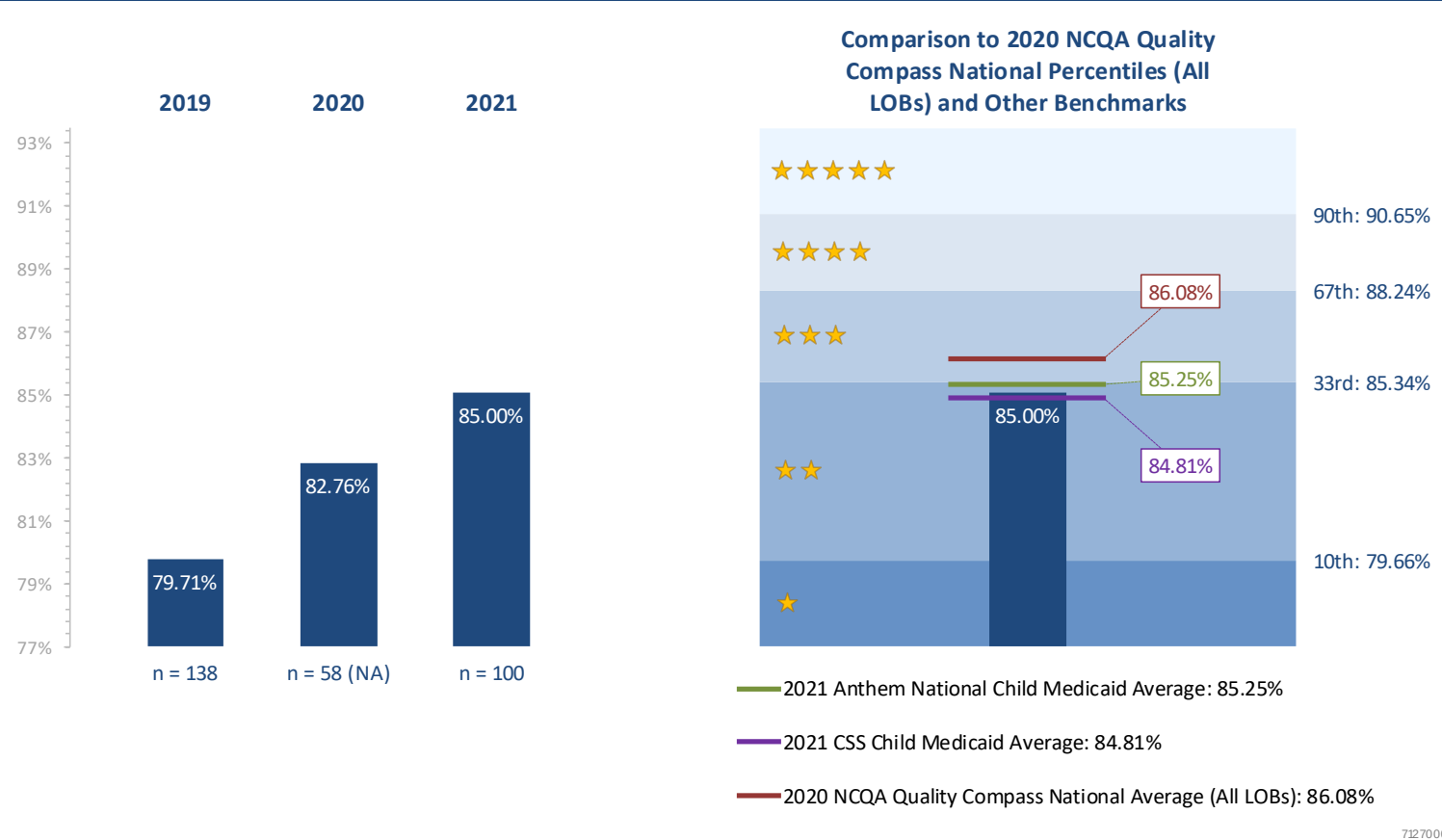
This measure is not included in NCQA's Health Plan Ratings.

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.

Coordination of Care

Percent Responding Always or Usually



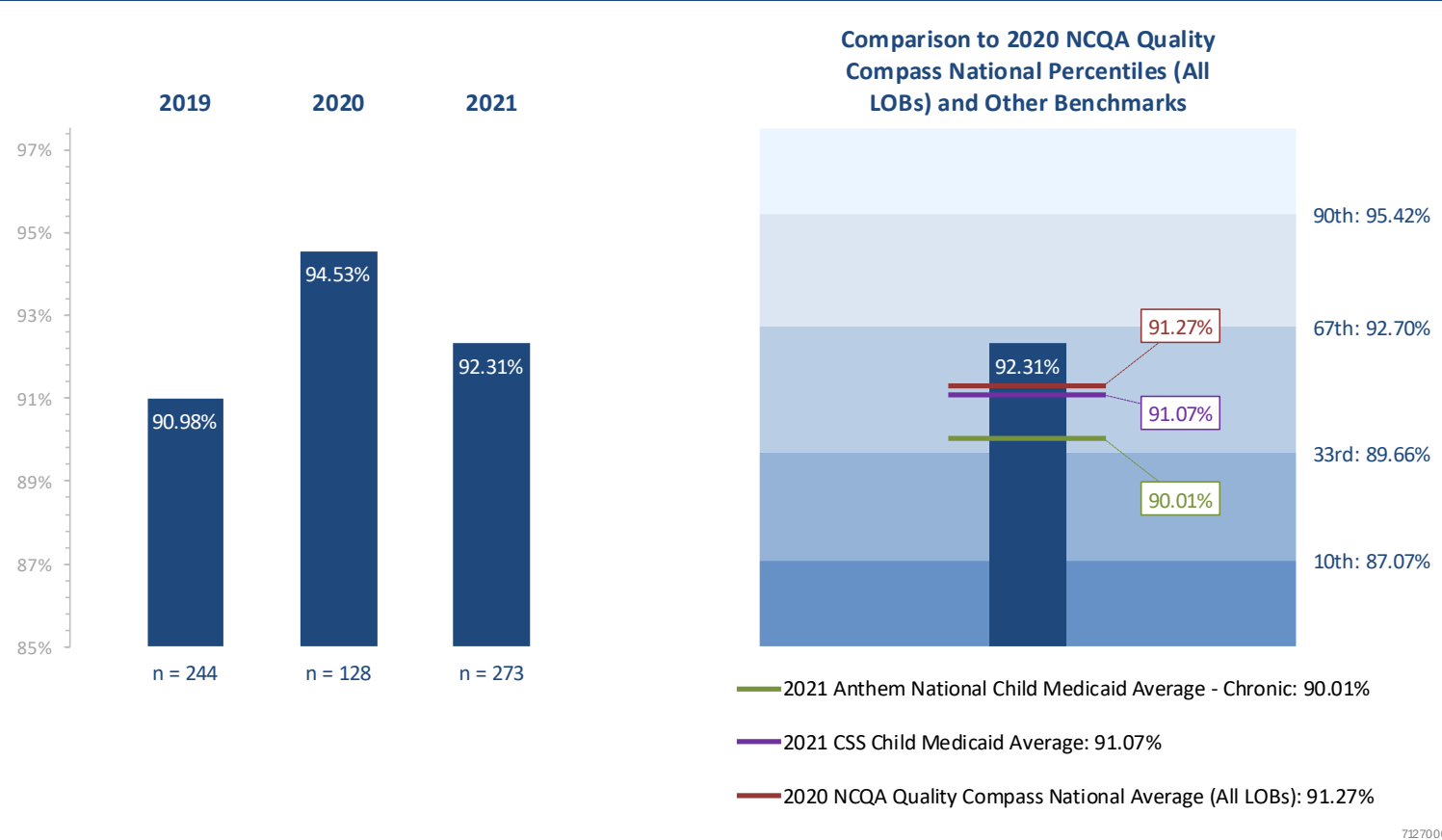
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly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

Access to Prescription Medicines

Percent Responding Always or Usually



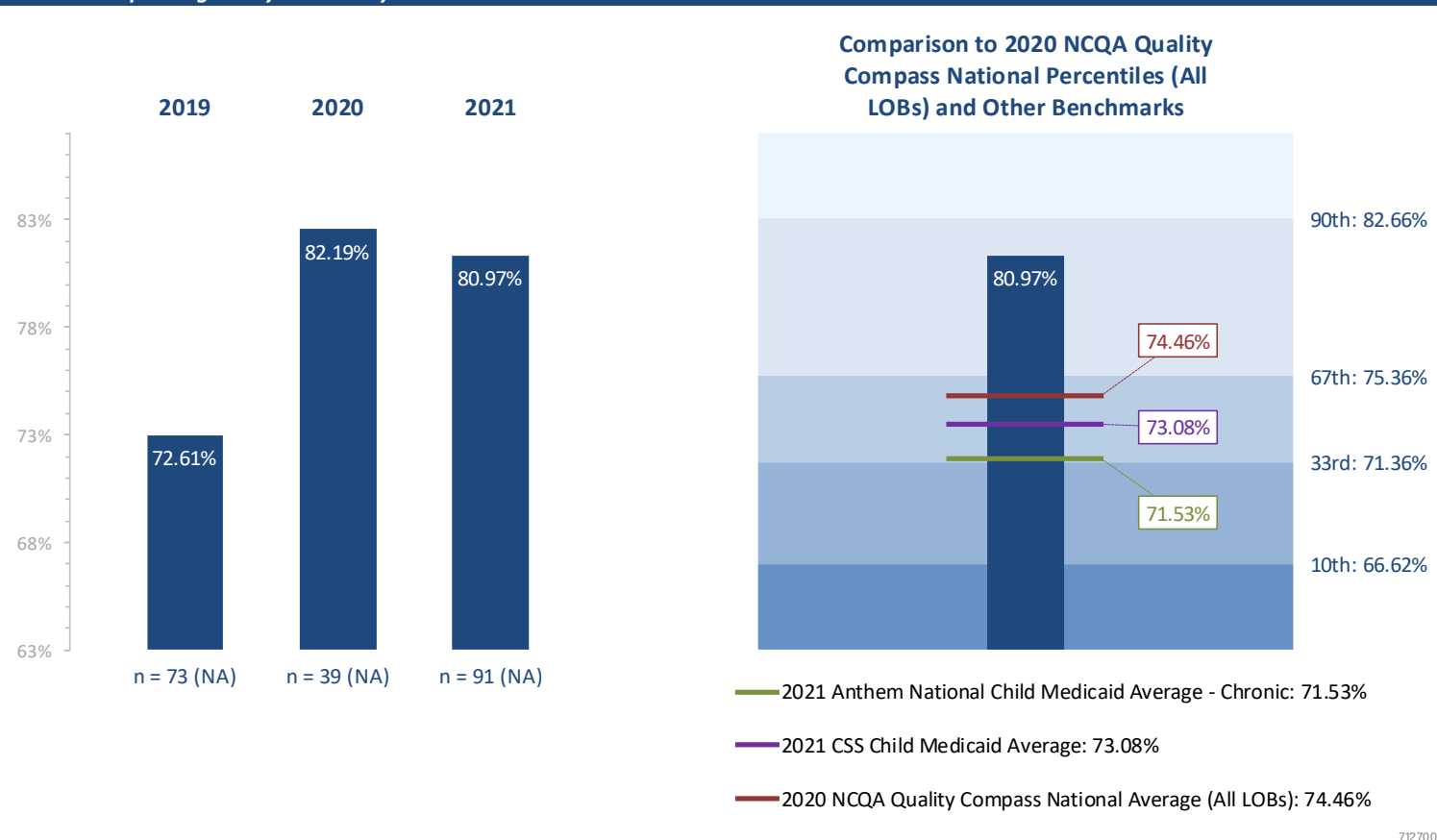
This measure is not included in NCQA's Health Plan Ratings.

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.

Access to Specialized Services

Percent Responding Always or Usually



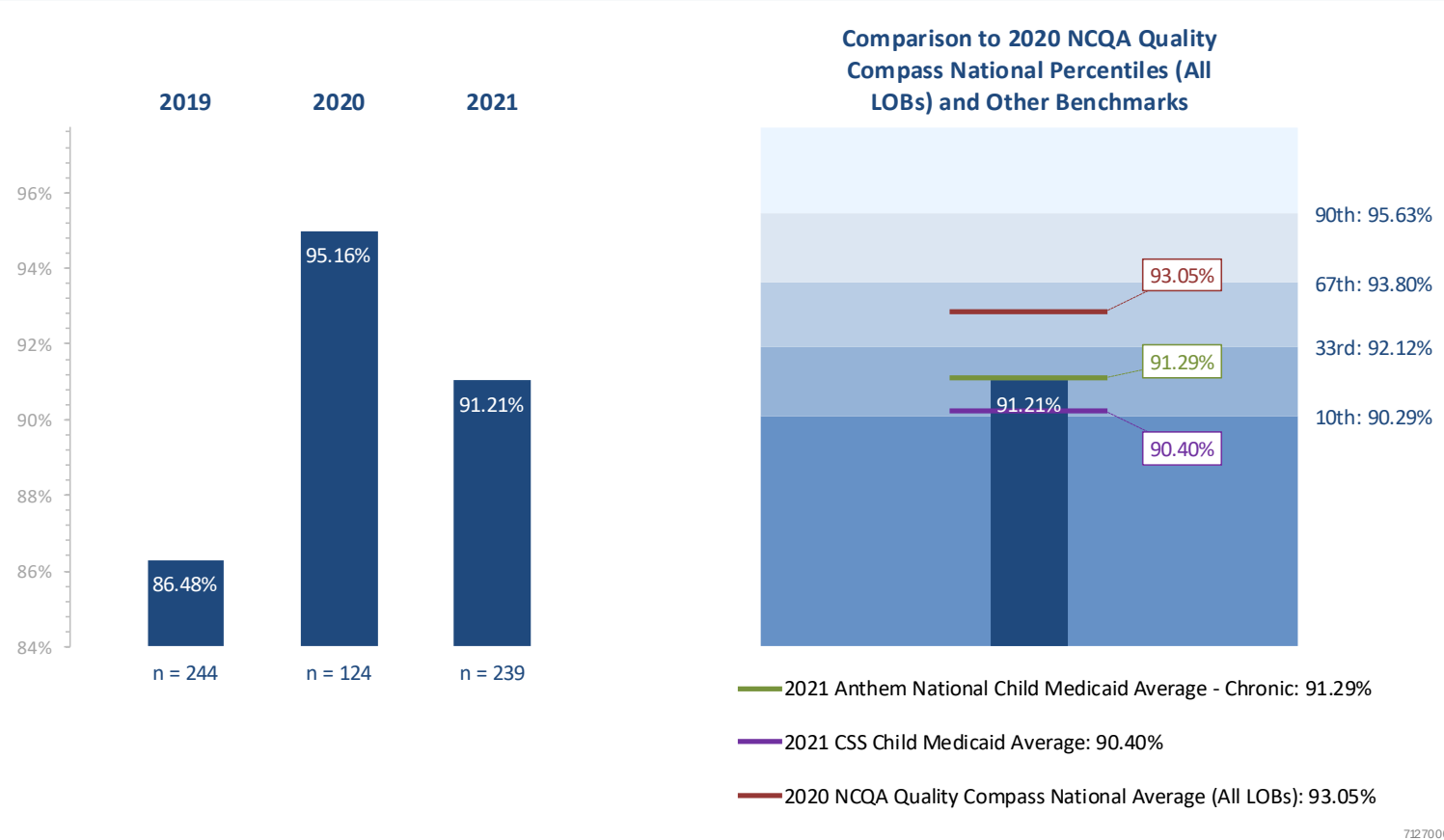
This measure is not included in NCQA's Health Plan Ratings.

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 Needed Information

Percent Responding Always or Usually



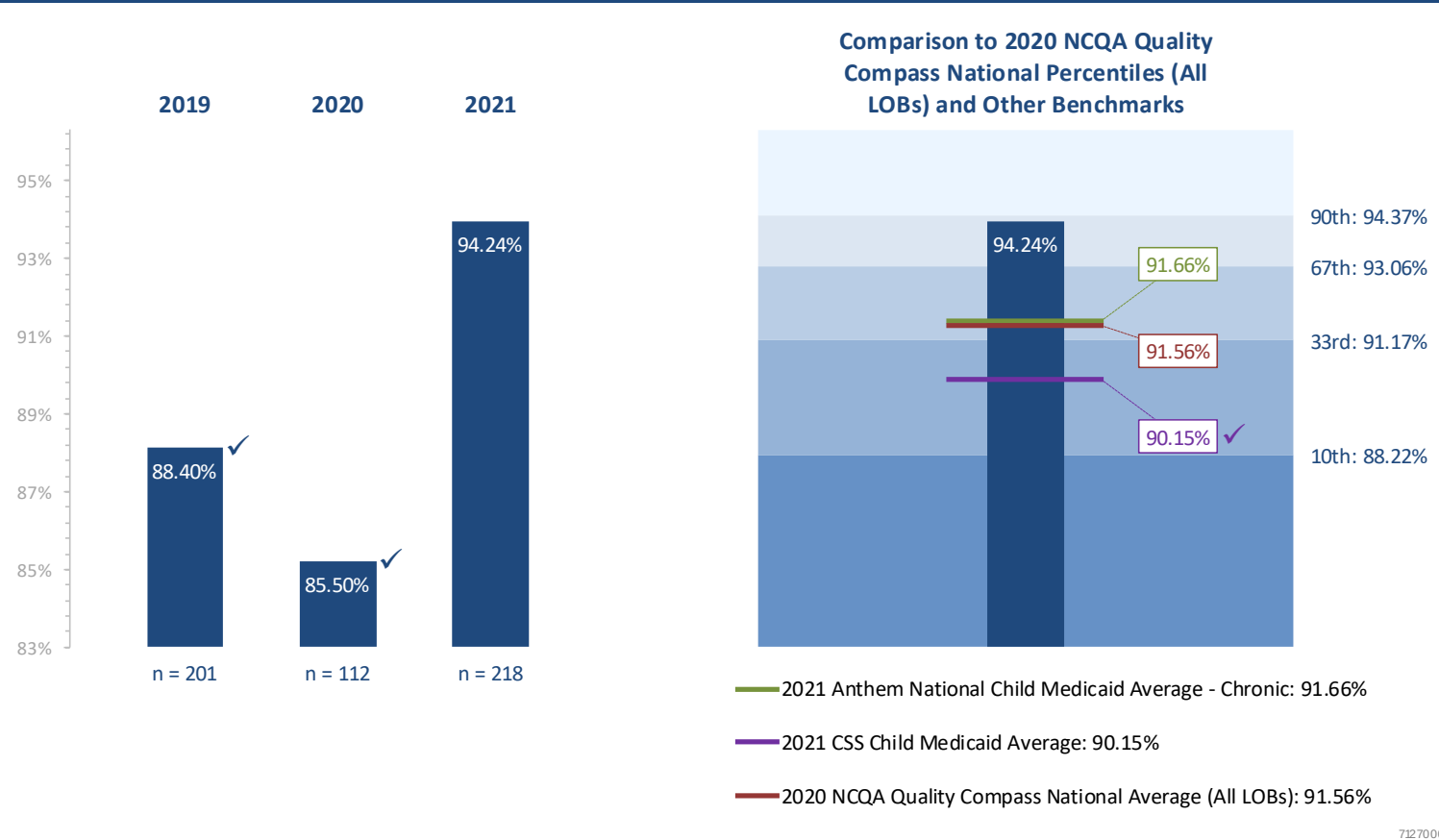
This measure is not included in NCQA's Health Plan Ratings.

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.

Personal Doctor Who Knows Child

Percent Responding Yes



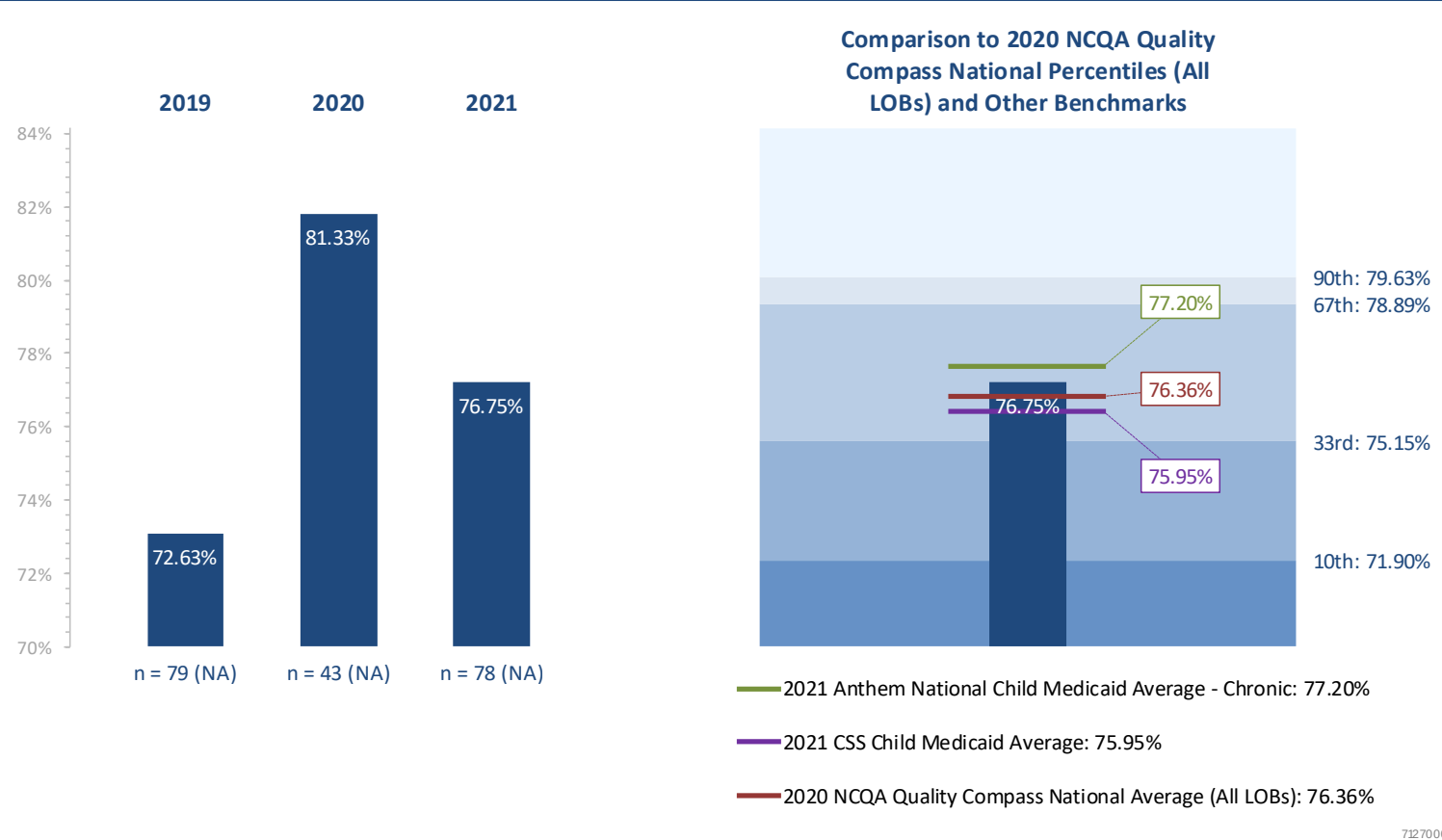
This measure is not included in NCQA's Health Plan Ratings.

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.

Coordination of Care for Children With Chronic Conditions

Percent Responding Yes



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.

MEMBERSHIP PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

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

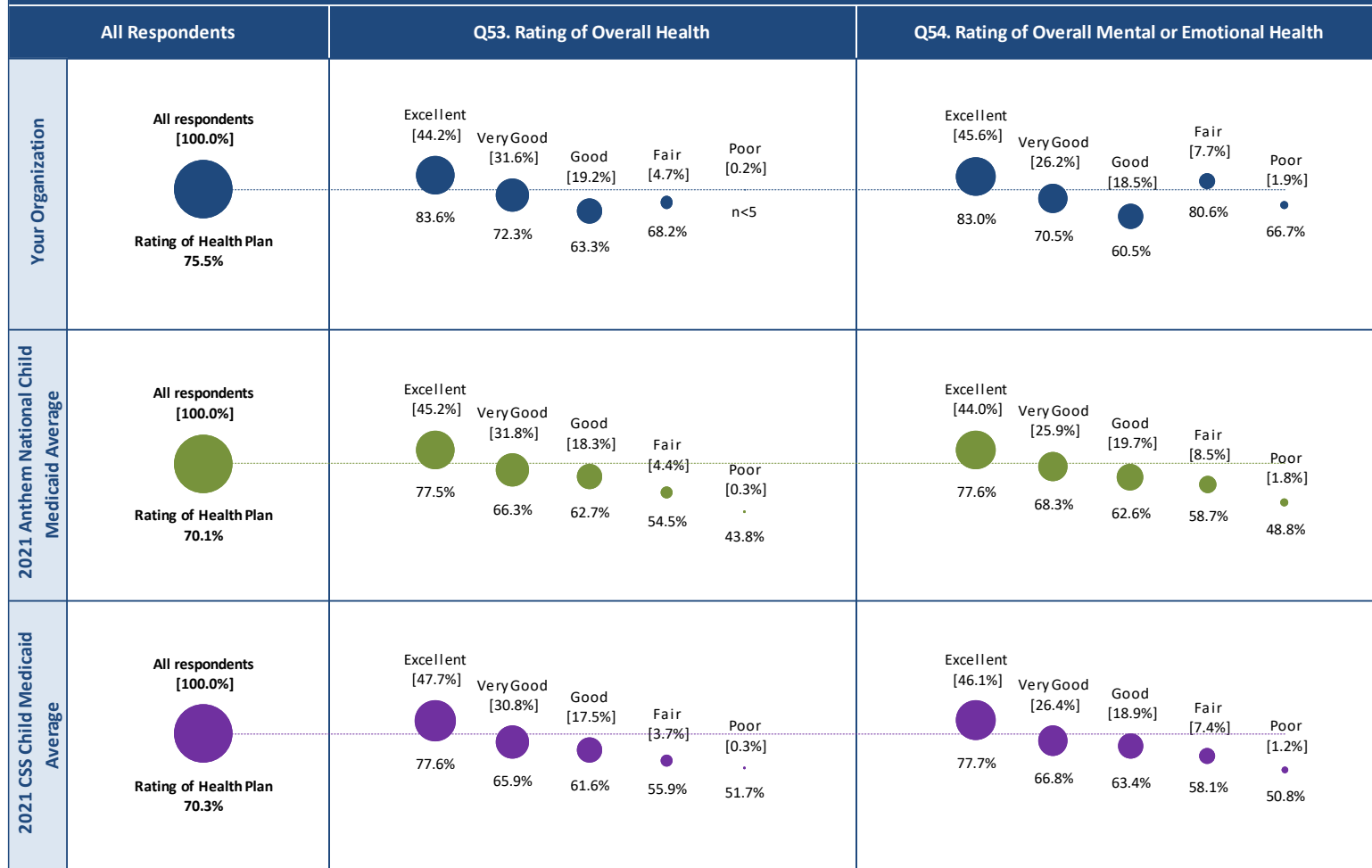
The charts on the following pages show how *Rating of Health Plan* (% 9 or 10) varies by the member subgroup of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue compared to the relevant national benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble"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

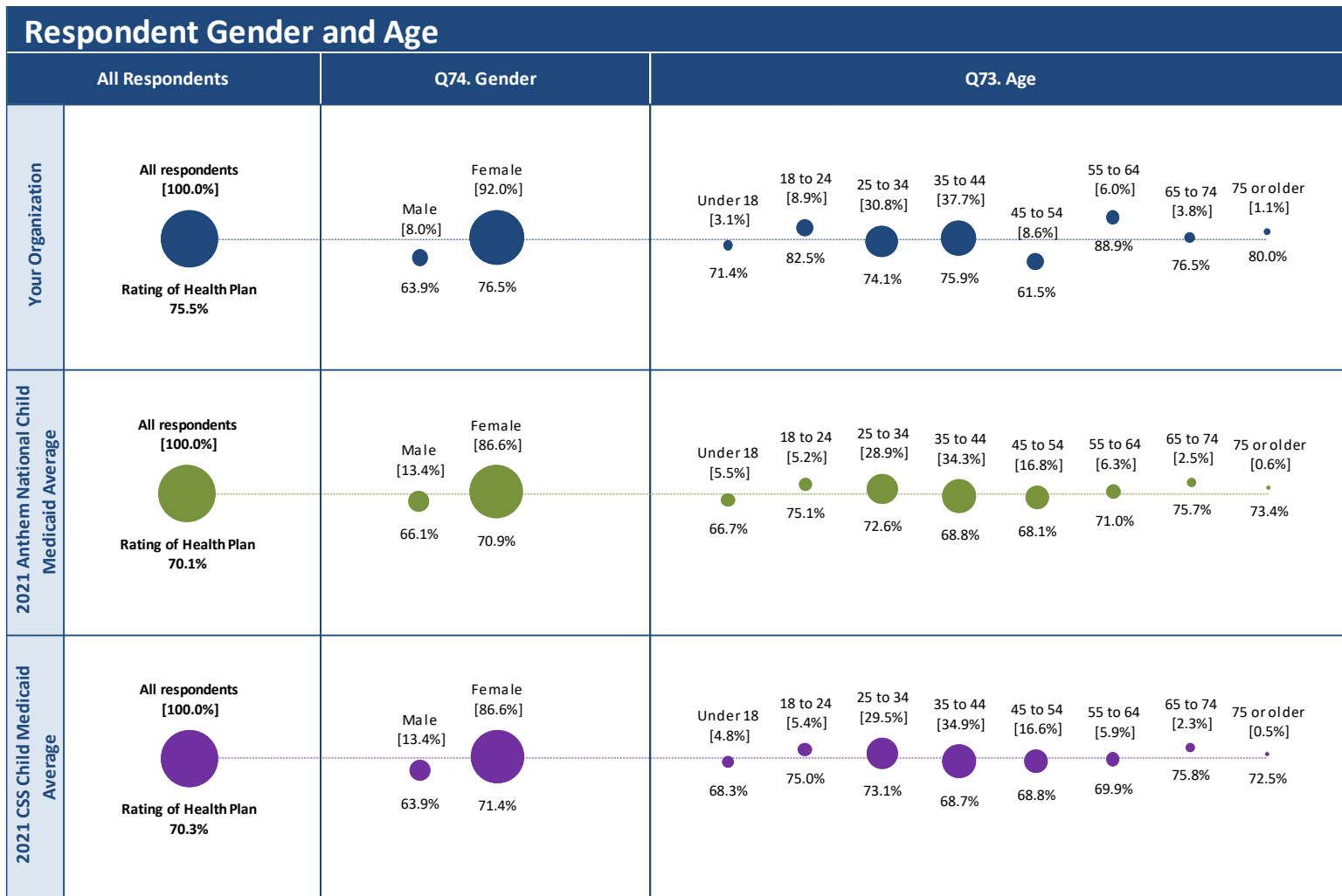
The following characteristics are profiled in this section:

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

Member Health Status

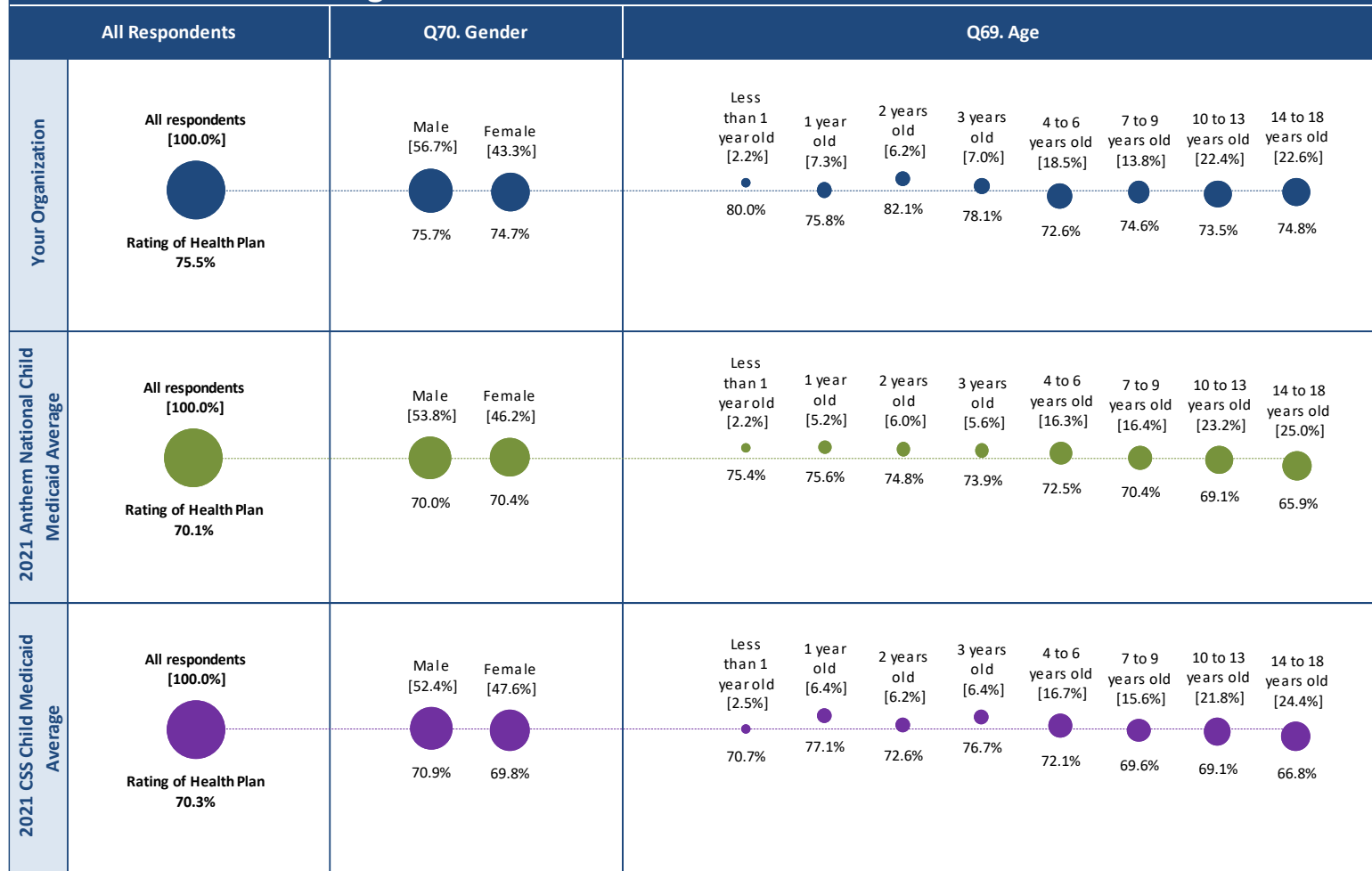


Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health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



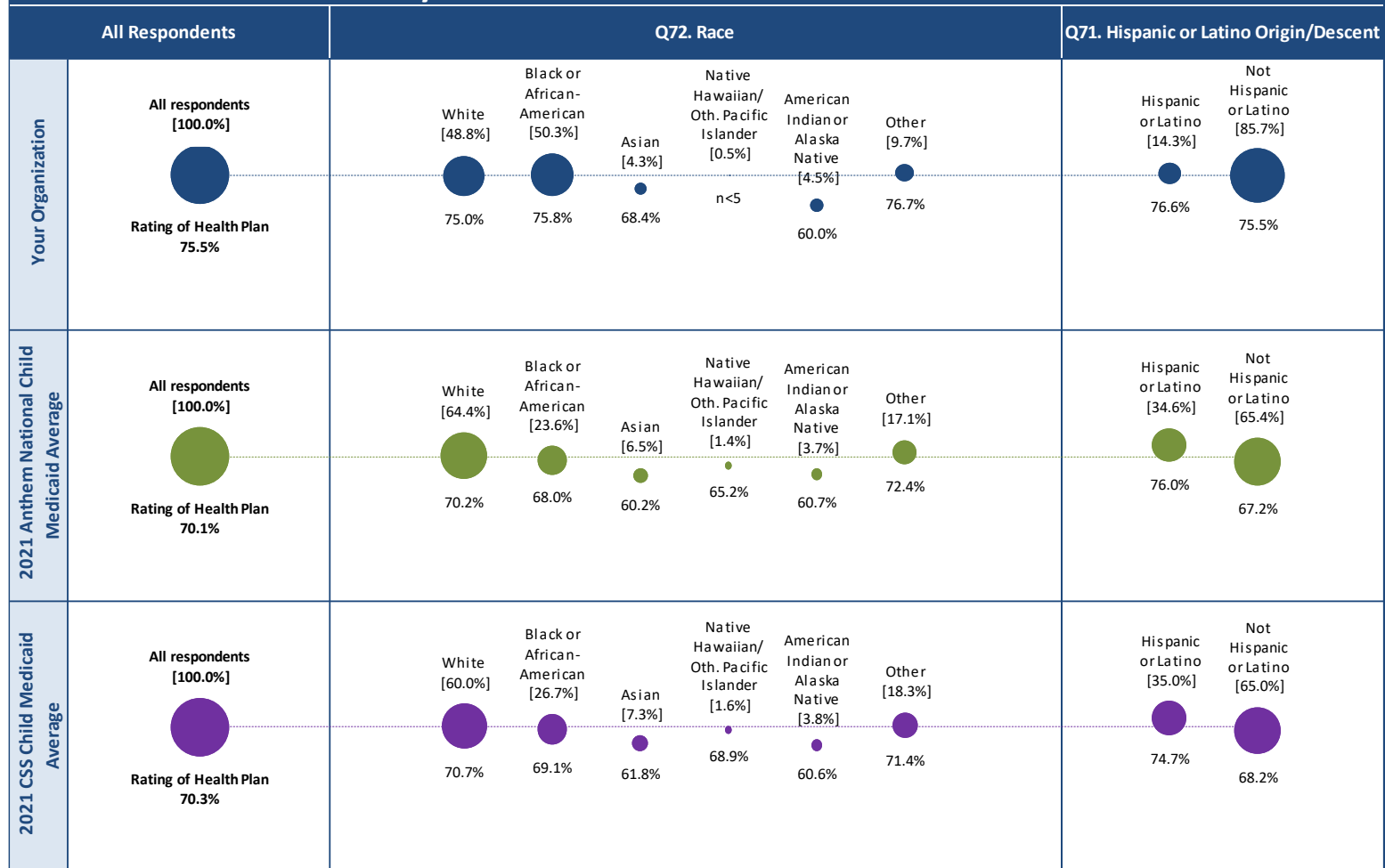
Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health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

Member Gender and Age

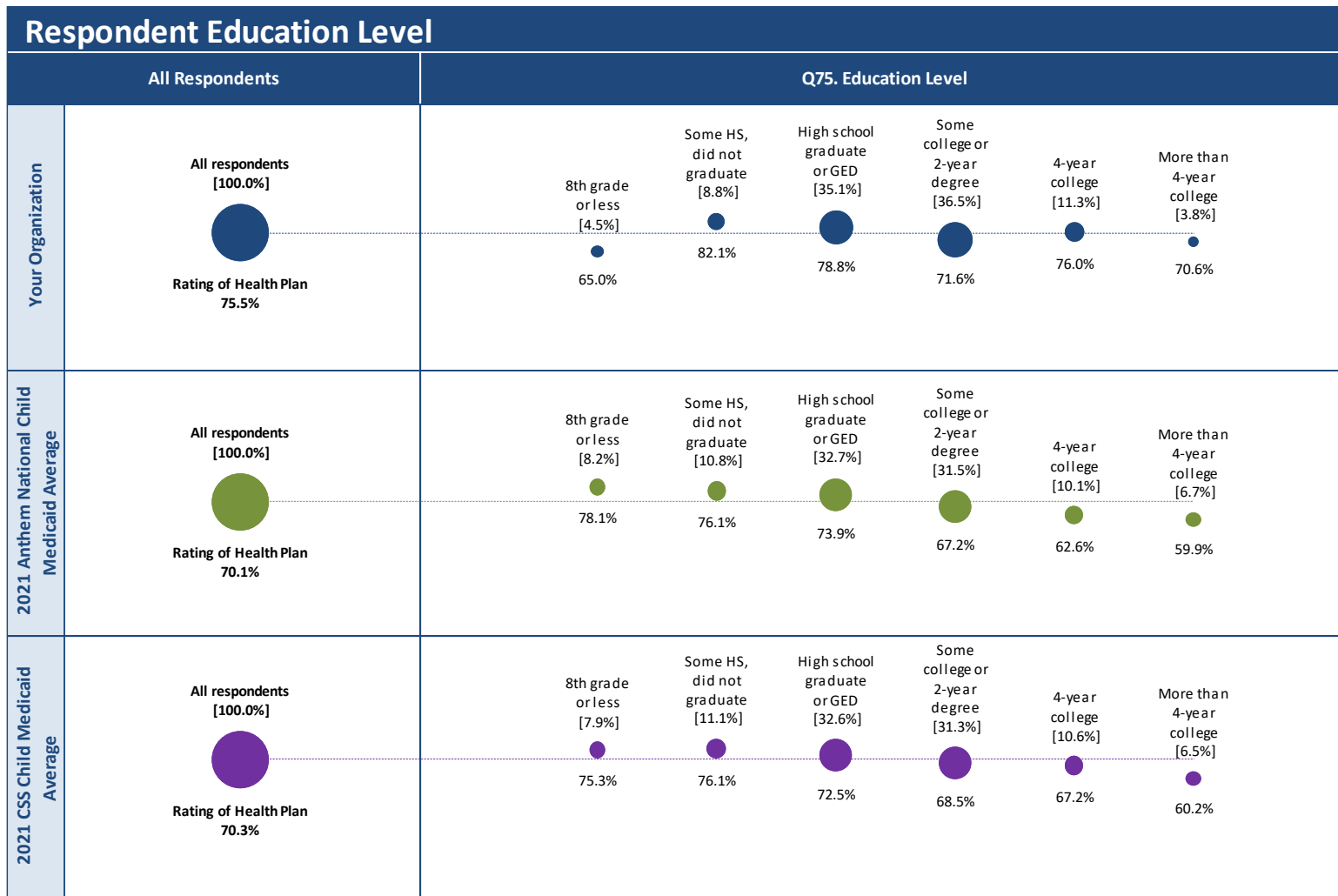


Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health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

Member Race and Ethnicity



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.



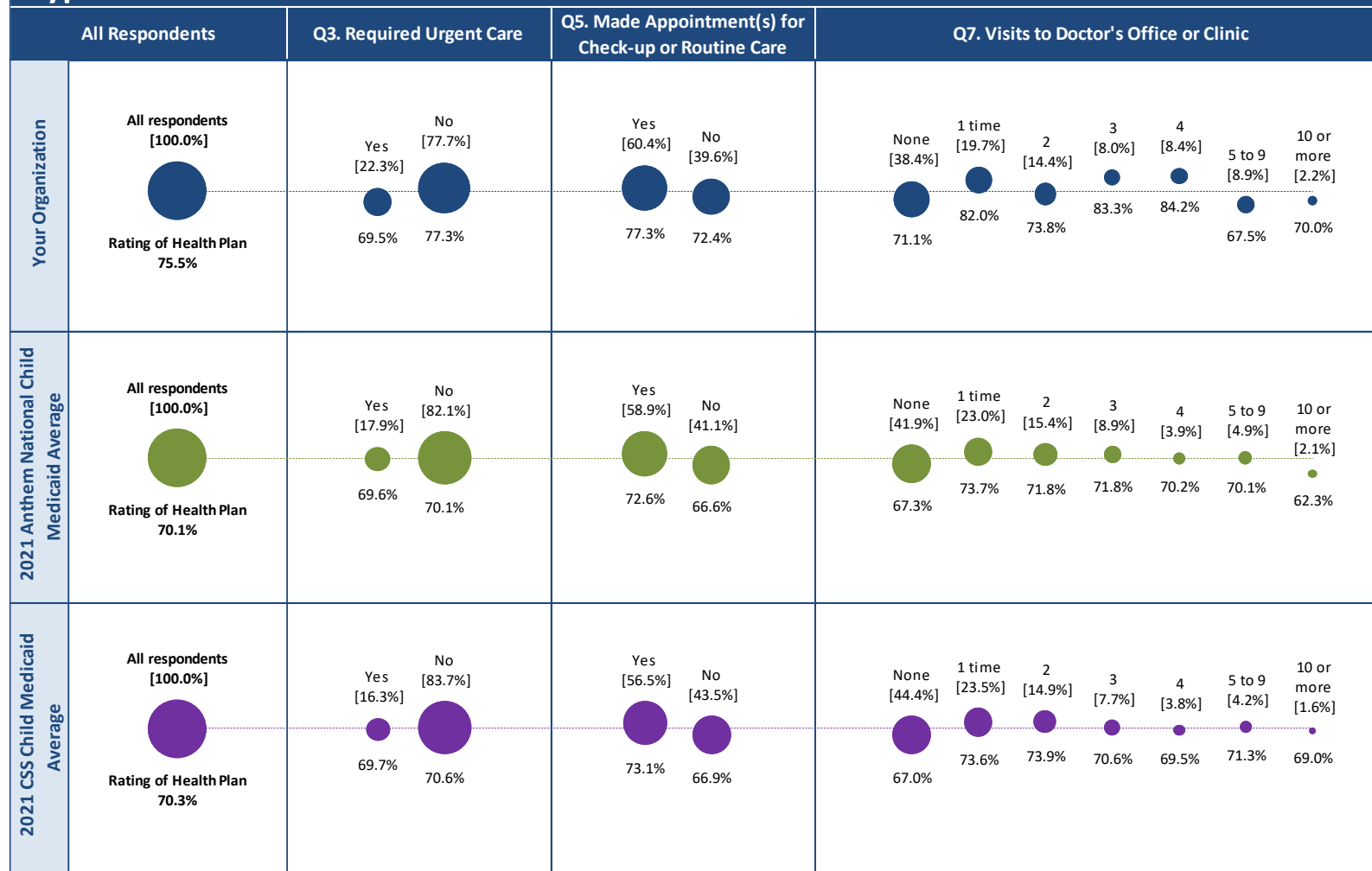
Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health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

USE OF SERVICES

The following utilization measures are included in this section:

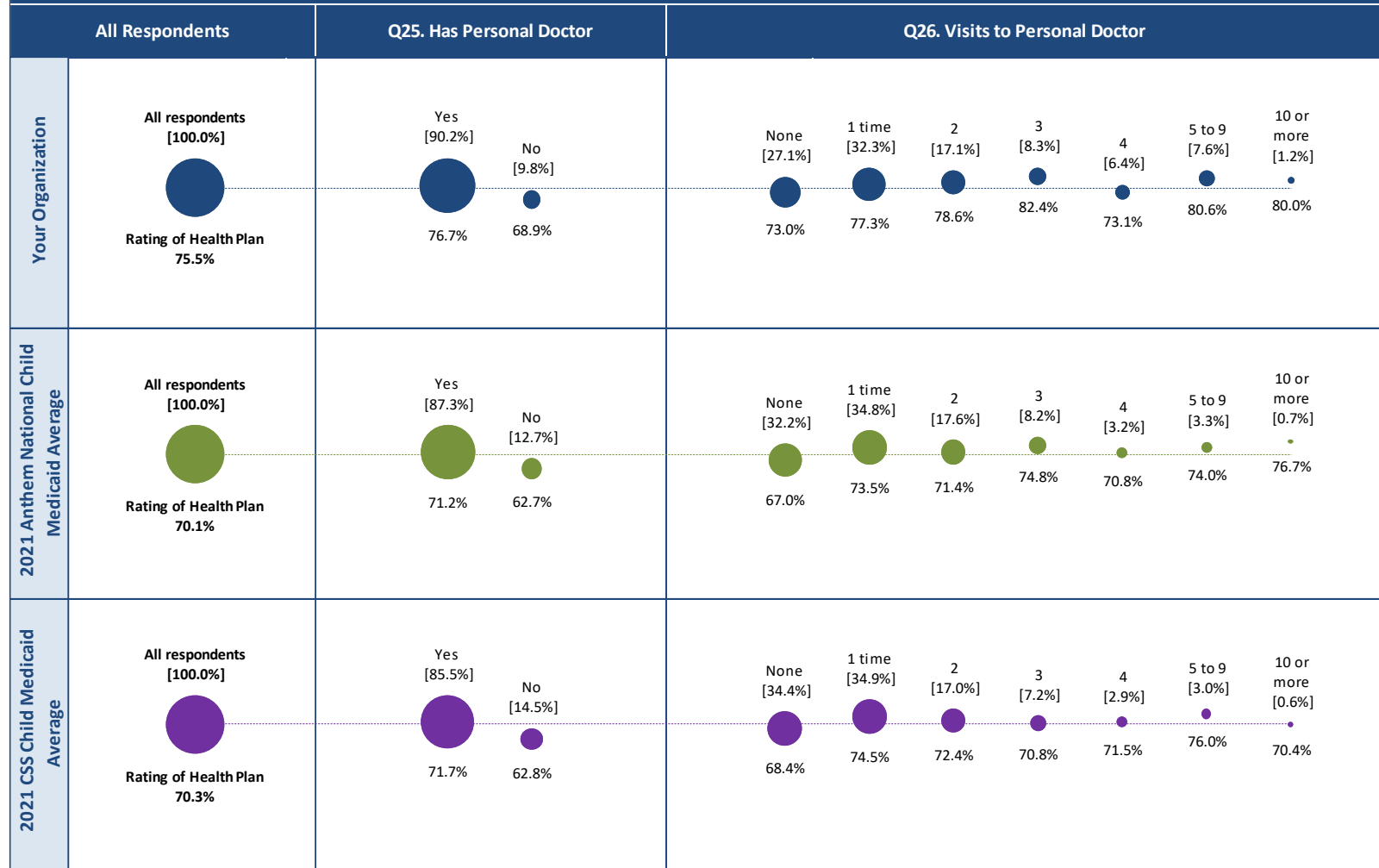
- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care

Type of Care Received



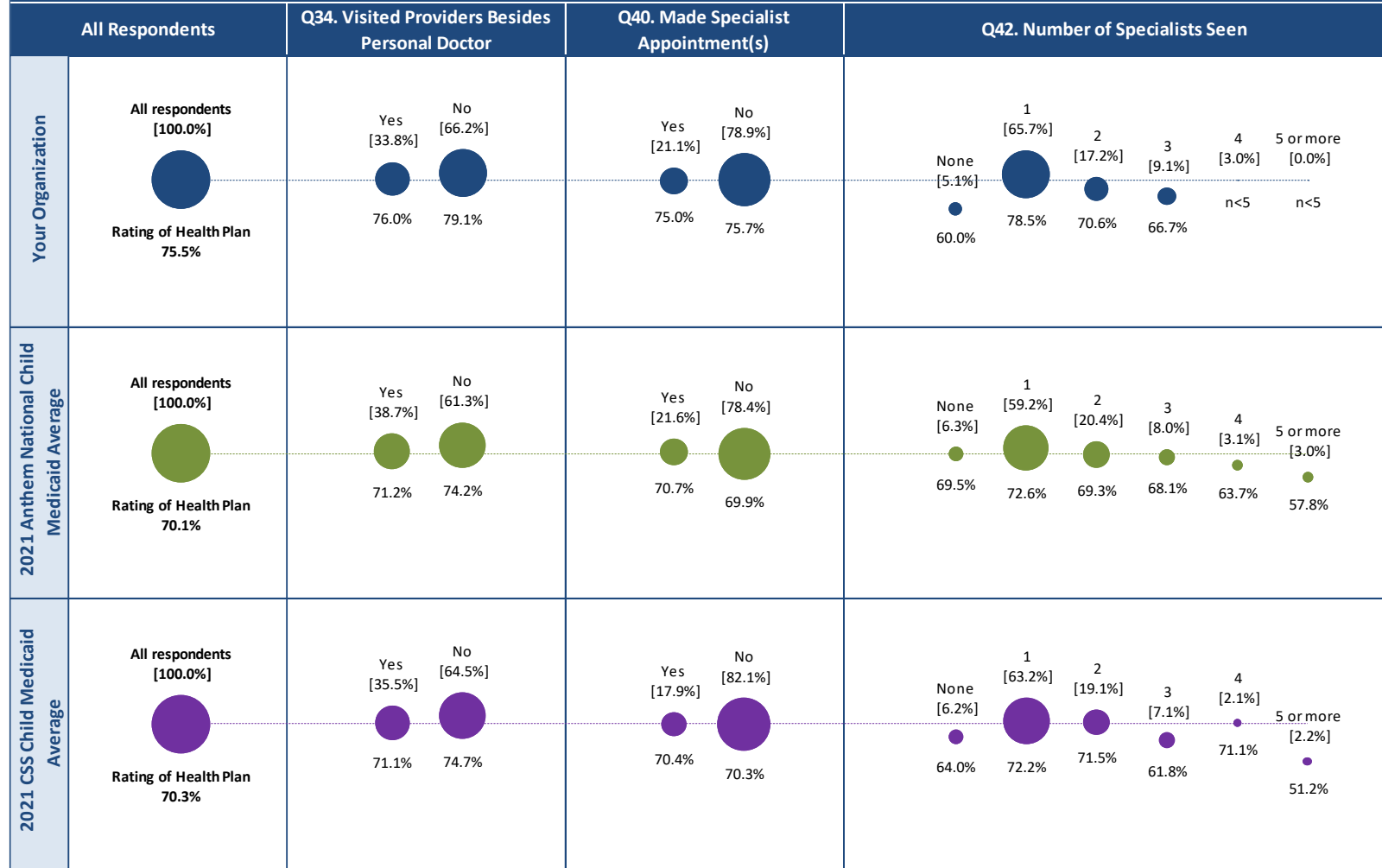
Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health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

Personal Doctor Care



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.

Non-Primary Care



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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue to industry best practices in these areas
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

TECHNICAL APPROACH

INDUSTRY VIEW

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

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

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g., contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's overall

satisfaction score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, addressed in more detail in the *Member Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of key drivers of member satisfaction, the analysis must consider all measurable influences on the overall rating of the plan.

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 availability; 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue is currently performing on these measures. Improvement targets identified specifically for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

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 <i>Usually or Always</i>)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
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 <i>Usually or Always</i>)	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue are presented in Exhibit 4. The ordering of the key drivers reflects both the strength of each key driver in the broad industry context and how Community Care Health Plan of Louisiana, Inc. dba Healthy Blue is currently performing on each measure.

The middle panel of the chart compares how Community Care Health Plan of Louisiana, Inc. dba Healthy Blue is performing compared to the *Best Practice* score on each key driver. CSS defined the *Best Practice* score as the highest score among the 27 plans contributing to the 2021 Anthem National Child Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue performance and the *Best Practice* score.

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

EXHIBIT 4. 2021 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE CHILD MEDICAID WITH CCC MEASURE CAHPS
SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
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
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	78.95%	+6.77%  85.71%	 +0.89%
Q45. Customer service provided information or help (percent <i>Usually</i> or <i>Always</i>)	85.71%	+5.48%  91.19%	 +0.65%
Q36. Rating of Personal Doctor (percent 9 or 10)	83.53%	Current Key Driver performance is at or above the Best Practice level 83.53%	None
Q10. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i>)	96.09%	Current Key Driver performance is at or above the Best Practice level 96.09%	None

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

7127000

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue. The following is a list of possible interventions and resources related to each of the key drivers. This section is included as a guide to assist 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](http://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
<i>Never or Sometimes</i>	$1 / 5 = 0.20$	$1 / 4 = 0.25$	$(0.20 + 0.25) / 2 = 0.2250$
<i>Usually</i>	$2 / 5 = 0.40$	$1 / 4 = 0.25$	$(0.40 + 0.25) / 2 = 0.3250$
<i>Always</i>	$2 / 5 = 0.40$	$2 / 4 = 0.50$	$(0.40 + 0.50) / 2 = 0.4500$
<i>Usually or Always</i>	$4 / 5 = 0.80$	$3 / 4 = 0.75$	$(0.80 + 0.75) / 2 = 0.7750$

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

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 measures⁵ 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 <i>Usually</i> or <i>Always</i>)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (percent 9 or 10) Coordination of Care (percent <i>Usually</i> or <i>Always</i>)
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:

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

All CAHPS measures have the weight of 1.5.

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

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey.
Benchmark	A reference score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate) against which performance on the measure is assessed.
CAHPS 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 <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (<i>n</i> , or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of "NA".
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.)

Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Usually or Always</i>) averaged across the questions that make up the composite.
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 <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually</i> or <i>Always</i> .
Response Rate	Survey response rate is calculated by NCQA using the following formula: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$
Rolling Average Rate Calculation Method	The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.
Sample size	The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.

Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time
Usable Responses (<i>n</i>)	See <i>Denominator</i>
Valid Response	Any acceptable response to a survey question (i.e., falling within a 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



Community Care Health Plan of Louisiana, Inc. dba Healthy Blue (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 Anthem National Child Medicaid Average		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.	Rate	Point Diff.	
Patient Experience Measures Reported in NCQA Health Plan Ratings (General Population)													★★★★★
Getting Care													★★★★★
Getting Needed Care Composite (% Always or Usually)	90.76%	(192)	86.90%	[+3.86]	88.15%	[+2.61]	86.49%	[+4.27]	85.00%	[+5.76] ✓	86.03%	[+4.73]	★★★★★
Ease of Getting Needed Care (% Always or Usually)	96.09%	(281)	95.36%	[+0.72]	92.26%	[+3.82] ✓	90.65%	[+5.44] ✓	89.88%	[+6.20] ✓	91.23%	[+4.86] ✓	★★★★★
Ease of Seeing a Specialist (% Always or Usually)	85.44%	(103)	78.43%	[+7.01]	84.04%	[+1.39]	82.33%	[+3.11]	80.12%	[+5.32]	79.77%	[+5.67]	Not calculated
Getting Care Quickly Composite (% Always or Usually)	90.10%	(193)	94.05%	[-3.95]	90.52%	[-0.43]	87.66%	[+2.44]	86.14%	[+3.96]	90.53%	[-0.43]	★★★★★
Ease of Getting Urgent Care (% Always or Usually)	93.46%	(107)	96.25%	[-2.79]	91.67%	[+1.79]	91.59%	[+1.87]	90.17%	[+3.29]	92.58%	[+0.88]	Not calculated
Ease of Getting a Check-up or Routine Care (% Always or Usually)	86.74%	(279)	91.85%	[-5.11]	89.38%	[-2.64]	83.73%	[+3.01]	82.11%	[+4.63] ✓	88.97%	[-2.23]	
Satisfaction With Plan Physicians													★★★★★
Rating of Personal Doctor (% 9 or 10)	83.53%	(419)	86.59%	[-3.05]	78.02%	[+5.51] ✓	77.46%	[+6.07] ✓	76.30%	[+7.23] ✓	78.57%	[+4.96] ✓	★★★★★
Rating of Specialist Seen Most Often (% 9 or 10)	78.95%	(95)	85.71%	[-6.77]	75.29%	[+3.65]	74.27%	[+4.67]	73.00%	[+5.95]	73.36%	[+5.59]	★★★★★
Rating of All Health Care (% 9 or 10)	79.58%	(284)	75.00%	[+4.58]	77.71%	[+1.86]	73.02%	[+6.55] ✓	73.23%	[+6.35] ✓	71.92%	[+7.66] ✓	★★★★★
Coordination of Care (% Always or Usually)	85.00%	(100)	82.76%	[+2.24]	79.71%	[+5.29]	85.25%	[-0.25]	84.81%	[+0.19]	86.08%	[-1.08]	★★★★★
Satisfaction With Plan Services													★★★★★
Rating of Health Plan (% 9 or 10)	75.53%	(474)	82.07%	[-6.54]	77.14%	[-1.62]	70.06%	[+5.46] ✓	70.33%	[+5.20] ✓	71.90%	[+3.63]	★★★★★
Overall Ratings (% 8, 9, or 10) NOT Reported in NCQA Health Plan Ratings (General Population)													★★★★★
Rating of All Health Care (% 8, 9 or 10)	93.66%	(284)	86.18%	[+7.48] ✓	90.29%	[+3.38]	88.98%	[+4.69] ✓	89.37%	[+4.29] ✓	88.01%	[+5.65] ✓	Not calculated
Rating of Personal Doctor (% 8, 9 or 10)	94.51%	(419)	93.29%	[+1.22]	89.88%	[+4.63] ✓	90.35%	[+4.16] ✓	89.98%	[+4.53] ✓	90.85%	[+3.66] ✓	
Rating of Specialist Seen Most Often (% 8, 9 or 10)	91.58%	(95)	89.80%	[+1.78]	88.24%	[+3.34]	87.12%	[+4.46]	86.64%	[+4.94]	87.01%	[+4.57]	
Rating of Health Plan (% 8, 9 or 10)	90.30%	(474)	88.59%	[+1.71]	90.33%	[-0.03]	85.45%	[+4.84] ✓	86.45%	[+3.84] ✓	86.50%	[+3.80] ✓	
Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)													★★★★★
How Well Doctors Communicate Composite (% Always or Usually)	96.53%	(303)	95.71%	[+0.82]	92.44%	[+4.09] ✓	94.15%	[+2.38]	93.46%	[+3.07] ✓	95.26%	[+1.27]	Not calculated
Doctor Explained Things (% Always or Usually)	96.70%	(303)	97.26%	[-0.56]	93.39%	[+3.31]	94.14%	[+2.56]	93.65%	[+3.05] ✓	95.58%	[+1.12]	
Doctor Listened Carefully (% Always or Usually)	98.36%	(304)	95.89%	[+2.46]	94.56%	[+3.79] ✓	95.62%	[+2.73] ✓	95.22%	[+3.14] ✓	96.37%	[+1.99]	
Doctor Showed Respect (% Always or Usually)	99.01%	(304)	97.22%	[+1.79]	93.64%	[+5.38] ✓	96.69%	[+2.33] ✓	96.52%	[+2.49] ✓	97.17%	[+1.84]	
Doctor Spent Enough Time (% Always or Usually)	92.05%	(302)	92.47%	[-0.41]	88.18%	[+3.87]	90.14%	[+1.91]	88.46%	[+3.60]	91.89%	[+0.16]	
Customer Service Composite (% Always or Usually)	91.44%	(106)	87.61%	[+3.83]	88.23%	[+3.21]	89.00%	[+2.45]	87.94%	[+3.50]	88.81%	[+2.63]	
Customer Service Provided Information/Help (% Always or Usually)	85.71%	(105)	83.33%	[+2.38]	83.33%	[+2.38]	83.57%	[+2.14]	82.32%	[+3.39]	83.77%	[+1.94]	
Customer Service Was Courteous/Respectful (% Always or Usually)	97.17%	(106)	91.89%	[+5.28]	93.13%	[+4.04]	94.42%	[+2.75]	93.57%	[+3.60]	93.79%	[+3.38]	
Children with Chronic Conditions Measures (CCC Population)													★★★★★
Access to Prescription Medicines (% Always or Usually)	92.31%	(273)	94.53%	[-2.22]	90.98%	[+1.32]	90.01%	[+2.30]	91.07%	[+1.24]	91.27%	[+1.04]	Not calculated
Access to Specialized Services (% Always or Usually)	80.97%	(91)	82.19%	[-1.22]	72.61%	[+8.36]	71.53%	[+9.44]	73.08%	[+7.89]	74.46%	[+6.51]	
Getting Needed Information (% Always or Usually)	91.21%	(239)	95.16%	[-3.95]	86.48%	[+4.74]	91.29%	[-0.08]	90.40%	[+0.81]	93.05%	[-1.84]	
Personal Doctor Who Knows Child (% Yes)	94.24%	(218)	85.50%	[+8.74] ✓	88.40%	[+5.84] ✓	91.66%	[+2.57]	90.15%	[+4.08] ✓	91.56%	[+2.68]	
Coordination of Care for Children With Chronic Conditions (% Yes)	76.75%	(78)	81.33%	[-4.58]	72.63%	[+4.12]	77.20%	[-0.45]	75.95%	[+0.80]	76.36%	[+0.39]	

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.

7127000

APPENDIX C. CROSS-TABULATIONS

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	201	4	1	6	0	3	1	1	1	0	2	1	1	3	0	1	2	1	2	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	14,429	479	189	467	38	410	179	209	48	217	160	67	174	232	50	357	88	22	335	85	44
	98.6%	99.2%	99.5%	98.7%	100.0%	99.3%	99.4%	99.5%	98.0%	100.0%	98.8%	98.5%	99.4%	98.7%	100.0%	99.7%	97.8%	95.7%	99.4%	98.8%	97.8%
Yes	2,562	108	82	171	6	97	38	53	9	40	41	21	13	68	21	71	23	10	63	25	17
	17.8%	22.5%	43.4%	36.6%	15.8%	23.7%	21.2%	25.4%	18.8%	18.4%	25.6%	31.3%	7.5%	29.3%	42.0%	19.9%	26.1%	45.5%	18.8%	29.4%	38.6%
No	11,867	371	107	296	32	313	141	156	39	177	119	46	161	164	29	286	65	12	272	60	27
	82.2%	77.5%	56.6%	63.4%	84.2%	76.3%	78.8%	74.6%	81.3%	81.6%	74.4%	68.7%	92.5%	70.7%	58.0%	80.1%	73.9%	54.5%	81.2%	70.6%	61.4%
Significantly different from column:*		ACD								L		J	NO	M	M				TU	S	S

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	201	4	1	6	0	2	1	0	4	0	2	2	2	2	1	3	1	2	4	0	3	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	14,429	479	189	467	165	182	96	64	382	159	193	101	259	197	115	355	57	224	458	21	150	329	0
	98.6%	99.2%	99.5%	98.7%	100.0%	98.9%	99.0%	100.0%	99.0%	100.0%	99.0%	98.1%	99.2%	99.0%	99.1%	99.2%	98.3%	99.1%	99.1%	100.0%	98.0%	99.7%	---
Yes	2,562	108	82	171	44	35	23	13	89	35	46	23	58	46	32	73	23	65	105	3	44	64	0
	17.8%	22.5%	43.4%	36.6%	26.7%	19.2%	24.0%	20.3%	23.3%	22.0%	23.8%	22.8%	22.4%	23.4%	27.8%	20.6%	40.4%	29.0%	22.9%	14.3%	29.3%	19.5%	---
No	11,867	371	107	296	121	147	73	51	293	124	147	78	201	151	83	282	34	159	353	18	106	265	0
	82.2%	77.5%	56.6%	63.4%	73.3%	80.8%	76.0%	79.7%	76.7%	78.0%	76.2%	77.2%	77.6%	76.6%	72.2%	79.4%	59.6%	71.0%	77.1%	85.7%	70.7%	80.5%	---
Significantly different from column:*		ACD																		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.

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,562	108	82	171	6	97	38	53	9	40	41	21	13	68	21	71	23	10	63	25	17
Number missing or multiple answer	53	1	2	3	1	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,509	107	80	168	5	97	38	52	9	40	40	21	13	67	21	70	23	10	62	25	17
	97.9%	99.1%	97.6%	98.2%	83.3%	100.0%	100.0%	98.1%	100.0%	100.0%	97.6%	100.0%	100.0%	98.5%	100.0%	98.6%	100.0%	100.0%	98.4%	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
	1.2%	0.0%	1.3%	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%
Sometimes	180	7	2	11	0	7	3	4	0	3	1	3	0	5	1	4	3	0	5	1	1
	7.2%	6.5%	2.5%	6.5%	0.0%	7.2%	7.9%	7.7%	0.0%	7.5%	2.5%	14.3%	0.0%	7.5%	4.8%	5.7%	13.0%	0.0%	8.1%	4.0%	5.9%
Usually	273	6	7	10	0	5	2	3	0	2	2	1	1	2	3	3	1	2	3	0	3
	10.9%	5.6%	8.8%	6.0%	0.0%	5.2%	5.3%	5.8%	0.0%	5.0%	5.0%	4.8%	7.7%	3.0%	14.3%	4.3%	4.3%	20.0%	4.8%	0.0%	17.6%
Always	2,025	94	70	144	5	85	33	45	9	35	37	17	12	60	17	63	19	8	54	24	13
	80.7%	87.9%	87.5%	85.7%	100.0%	87.6%	86.8%	86.5%	100.0%	87.5%	92.5%	81.0%	92.3%	89.6%	81.0%	90.0%	82.6%	80.0%	87.1%	96.0%	76.5%
Significantly different from column:*																					
Usually or Always	2,298	100	77	154	5	90	35	48	9	37	39	18	13	62	20	66	20	10	57	24	16
	91.6%	93.5%	96.3%	91.7%	100.0%	92.8%	92.1%	92.3%	100.0%	92.5%	97.5%	85.7%	100.0%	92.5%	95.2%	94.3%	87.0%	100.0%	91.9%	96.0%	94.1%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,562	108	82	171	44	35	23	13	89	35	46	23	58	46	32	73	23	65	105	3	44	64	0
Number missing or multiple answer	53	1	2	3	1	0	0	0	1	1	0	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	2,509	107	80	168	43	35	23	13	88	34	46	23	58	45	32	72	23	65	104	3	43	64	0
	97.9%	99.1%	97.6%	98.2%	97.7%	100.0%	100.0%	100.0%	98.9%	97.1%	100.0%	100.0%	100.0%	97.8%	100.0%	98.6%	100.0%	100.0%	99.0%	100.0%	97.7%	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
	1.2%	0.0%	1.3%	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%	---
Sometimes	180	7	2	11	2	0	4	5	2	4	2	1	1	6	4	3	3	3	5	2	3	4	0
	7.2%	6.5%	2.5%	6.5%	4.7%	0.0%	17.4%	38.5%	2.3%	11.8%	4.3%	4.3%	1.7%	13.3%	12.5%	4.2%	13.0%	4.6%	4.8%	66.7%	7.0%	6.3%	---
Usually	273	6	7	10	2	2	1	2	3	1	3	2	3	3	3	3	2	3	6	0	3	3	0
	10.9%	5.6%	8.8%	6.0%	4.7%	5.7%	4.3%	15.4%	3.4%	2.9%	6.5%	8.7%	5.2%	6.7%	9.4%	4.2%	8.7%	4.6%	5.8%	0.0%	7.0%	4.7%	---
Always	2,025	94	70	144	39	33	18	6	83	29	41	20	54	36	25	66	18	59	93	1	37	57	0
	80.7%	87.9%	87.5%	85.7%	90.7%	94.3%	78.3%	46.2%	94.3%	85.3%	89.1%	87.0%	93.1%	80.0%	78.1%	91.7%	78.3%	90.8%	89.4%	33.3%	86.0%	89.1%	---
Significantly different from column:*													N	M									
Usually or Always	2,298	100	77	154	41	35	19	8	86	30	44	22	57	39	28	69	20	62	99	1	40	60	0
	91.6%	93.5%	96.3%	91.7%	95.3%	100.0%	82.6%	61.5%	97.7%	88.2%	95.7%	95.7%	98.3%	86.7%	87.5%	95.8%	87.0%	95.4%	95.2%	33.3%	93.0%	93.8%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	218	8	5	8	2	5	3	3	1	3	4	0	2	5	0	6	1	0	4	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
Usable responses	14,412	475	185	465	36	408	177	207	48	214	158	68	173	230	50	352	89	23	333	84	44
	98.5%	98.3%	97.4%	98.3%	94.7%	98.8%	98.3%	98.6%	98.0%	98.6%	97.5%	100.0%	98.9%	97.9%	100.0%	98.3%	98.9%	100.0%	98.8%	97.7%	97.8%
Yes	8,421	288	141	352	20	249	110	130	25	115	106	46	54	177	43	199	65	15	192	52	34
	58.4%	60.6%	76.2%	75.7%	55.6%	61.0%	62.1%	62.8%	52.1%	53.7%	67.1%	67.6%	31.2%	77.0%	86.0%	56.5%	73.0%	65.2%	57.7%	61.9%	77.3%
No	5,991	187	44	113	16	159	67	77	23	99	52	22	119	53	7	153	24	8	141	32	10
	41.6%	39.4%	23.8%	24.3%	44.4%	39.0%	37.9%	37.2%	47.9%	46.3%	32.9%	32.4%	68.8%	23.0%	14.0%	43.5%	27.0%	34.8%	42.3%	38.1%	22.7%
Significantly different from column:*		CD								KL	J	J	NO	M	M	Q	P		U		S

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	218	8	5	8	3	2	2	1	6	2	4	1	4	3	1	6	2	3	7	1	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	14,412	475	185	465	162	182	95	63	380	157	191	102	257	196	115	352	56	223	455	20	151	324	0
	98.5%	98.3%	97.4%	98.3%	98.2%	98.9%	97.9%	98.4%	98.4%	98.7%	97.9%	99.0%	98.5%	98.5%	99.1%	98.3%	96.6%	98.7%	98.5%	95.2%	98.7%	98.2%	---
Yes	8,421	288	141	352	100	108	59	32	238	106	117	50	162	112	64	218	46	173	278	10	101	187	0
	58.4%	60.6%	76.2%	75.7%	61.7%	59.3%	62.1%	50.8%	62.6%	67.5%	61.3%	49.0%	63.0%	57.1%	55.7%	61.9%	82.1%	77.6%	61.1%	50.0%	66.9%	57.7%	---
No	5,991	187	44	113	62	74	36	31	142	51	74	52	95	84	51	134	10	50	177	10	50	137	0
	41.6%	39.4%	23.8%	24.3%	38.3%	40.7%	37.9%	49.2%	37.4%	32.5%	38.7%	51.0%	37.0%	42.9%	44.3%	38.1%	17.9%	22.4%	38.9%	50.0%	33.1%	42.3%	---
Significantly different from column:*		CD								L	L	JK											

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,421	288	141	352	20	249	110	130	25	115	106	46	54	177	43	199	65	15	192	52	34
Number missing or multiple answer	254	9	6	13	2	7	1	6	2	4	4	1	2	6	1	8	0	1	6	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
Usable responses	8,167 97.0%	279 96.9%	135 95.7%	339 96.3%	18 90.0%	242 97.2%	109 99.1%	124 95.4%	23 92.0%	111 96.5%	102 96.2%	45 97.8%	52 96.3%	171 96.6%	42 97.7%	191 96.0%	65 100.0%	14 93.3%	186 96.9%	50 96.2%	33 97.1%
Never	145 1.8%	7 2.5%	2 1.5%	7 2.1%	0 0.0%	7 2.9%	2 1.8%	4 3.2%	1 4.3%	2 1.8%	3 2.9%	2 4.4%	3 5.8%	2 1.2%	1 2.4%	4 2.1%	3 4.6%	0 0.0%	4 2.2%	2 4.0%	1 3.0%
Sometimes	1,184 14.5%	30 10.8%	9 6.7%	29 8.6%	0 0.0%	29 12.0%	13 11.9%	13 10.5%	3 13.0%	18 16.2%	8 7.8%	3 6.7%	8 15.4%	19 11.1%	0 0.0%	19 9.9%	9 13.8%	2 14.3%	19 10.2%	9 18.0%	2 6.1%
Usually	1,302 15.9%	33 11.8%	19 14.1%	51 15.0%	5 27.8%	27 11.2%	14 12.8%	14 11.3%	3 13.0%	10 9.0%	16 15.7%	6 13.3%	6 11.5%	20 11.7%	5 11.9%	22 11.5%	9 13.8%	1 7.1%	20 10.8%	5 10.0%	7 21.2%
Always	5,536 67.8%	209 74.9%	105 77.8%	252 74.3%	13 72.2%	179 74.0%	80 73.4%	93 75.0%	16 69.6%	81 73.0%	75 73.5%	34 75.6%	35 67.3%	130 76.0%	36 85.7%	146 76.4%	44 67.7%	11 78.6%	143 76.9%	34 68.0%	23 69.7%
Significantly different from column:*		A											O		M						
Usually or Always	6,838 83.7%	242 86.7%	124 91.9%	303 89.4%	18 100.0%	206 85.1%	94 86.2%	107 86.3%	19 82.6%	91 82.0%	91 89.2%	40 88.9%	41 78.8%	150 87.7%	41 97.6%	168 88.0%	53 81.5%	12 85.7%	163 87.6%	39 78.0%	30 90.9%
Significantly different from column:*													O		M						

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,421	288	141	352	100	108	59	32	238	106	117	50	162	112	64	218	46	173	278	10	101	187	0
Number missing or multiple answer	254	9	6	13	4	3	2	1	8	3	3	3	6	3	1	8	1	5	9	0	6	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	8,167 97.0%	279 96.9%	135 95.7%	339 96.3%	96 96.0%	105 97.2%	57 96.6%	31 96.9%	230 96.6%	103 97.2%	114 97.4%	47 94.0%	156 96.3%	109 97.3%	63 98.4%	210 96.3%	45 97.8%	168 97.1%	269 96.8%	10 100.0%	95 94.1%	184 98.4%	0 ---
Never	145 1.8%	7 2.5%	2 1.5%	7 2.1%	1 1.0%	3 2.9%	3 5.3%	0 0.0%	7 3.0%	1 1.0%	3 2.6%	3 6.4%	5 3.2%	2 1.8%	1 1.6%	6 2.9%	1 2.2%	2 1.2%	7 2.6%	0 0.0%	2 2.1%	5 2.7%	0 ---
Sometimes	1,184 14.5%	30 10.8%	9 6.7%	29 8.6%	7 7.3%	11 10.5%	10 17.5%	7 22.6%	22 9.6%	12 11.7%	14 12.3%	3 6.4%	13 8.3%	16 14.7%	8 12.7%	22 10.5%	4 8.9%	15 8.9%	28 10.4%	2 20.0%	4 4.2%	26 14.1%	0 ---
Usually	1,302 15.9%	33 11.8%	19 14.1%	51 15.0%	10 10.4%	15 14.3%	5 8.8%	4 12.9%	27 11.7%	11 10.7%	16 14.0%	5 10.6%	19 12.2%	13 11.9%	10 15.9%	22 10.5%	12 26.7%	13 7.7%	32 11.9%	1 10.0%	12 12.6%	21 11.4%	0 ---
Always	5,536 67.8%	209 74.9%	105 77.8%	252 74.3%	78 81.3%	76 72.4%	39 68.4%	20 64.5%	174 75.7%	79 76.7%	81 71.1%	36 76.6%	119 76.3%	78 71.6%	44 69.8%	160 76.2%	28 62.2%	138 82.1%	202 75.1%	7 70.0%	77 81.1%	132 71.7%	0 ---
Significantly different from column:*		A															R	Q					
Usually or Always	6,838 83.7%	242 86.7%	124 91.9%	303 89.4%	88 91.7%	91 86.7%	44 77.2%	24 77.4%	201 87.4%	90 87.4%	97 85.1%	41 87.2%	138 88.5%	91 83.5%	54 85.7%	182 86.7%	40 88.9%	151 89.9%	234 87.0%	8 80.0%	89 93.7%	153 83.2%	0 ---
Significantly different from column:*					G		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.

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	431	23	7	41	3	19	5	13	1	14	7	0	0	0	0	15	5	2	16	5	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	14,199	460	183	432	35	394	175	197	48	203	155	68	175	235	50	343	85	21	321	81	44
	97.1%	95.2%	96.3%	91.3%	92.1%	95.4%	97.2%	93.8%	98.0%	93.5%	95.7%	100.0%	100.0%	100.0%	100.0%	95.8%	94.4%	91.3%	95.3%	94.2%	97.8%
None	5,993	175	30	78	15	153	65	75	22	95	54	16	175	0	0	141	26	5	135	31	6
	42.2%	38.0%	16.4%	18.1%	42.9%	38.8%	37.1%	38.1%	45.8%	46.8%	34.8%	23.5%	100.0%	0.0%	0.0%	41.1%	30.6%	23.8%	42.1%	38.3%	13.6%
1 time	3,246	91	48	109	9	75	34	37	13	31	36	17	0	91	0	74	10	5	68	12	7
	22.9%	19.8%	26.2%	25.2%	25.7%	19.0%	19.4%	18.8%	27.1%	15.3%	23.2%	25.0%	0.0%	38.7%	0.0%	21.6%	11.8%	23.8%	21.2%	14.8%	15.9%
2	2,166	67	48	110	4	56	26	25	7	22	24	14	0	67	0	53	10	3	50	9	7
	15.3%	14.6%	26.2%	25.5%	11.4%	14.2%	14.9%	12.7%	14.6%	10.8%	15.5%	20.6%	0.0%	28.5%	0.0%	15.5%	11.8%	14.3%	15.6%	11.1%	15.9%
3	1,248	38	30	66	1	33	11	21	2	21	8	5	0	38	0	20	12	2	20	5	9
	8.8%	8.3%	16.4%	15.3%	2.9%	8.4%	6.3%	10.7%	4.2%	10.3%	5.2%	7.4%	0.0%	16.2%	0.0%	5.8%	14.1%	9.5%	6.2%	6.2%	20.5%
4	547	39	14	31	1	34	20	13	1	14	16	4	0	39	0	24	11	3	21	10	7
	3.9%	8.5%	7.7%	7.2%	2.9%	8.6%	11.4%	6.6%	2.1%	6.9%	10.3%	5.9%	0.0%	16.6%	0.0%	7.0%	12.9%	14.3%	6.5%	12.3%	15.9%
5 to 9	704	40	10	31	4	34	16	19	3	15	15	9	0	0	40	25	14	1	24	11	4
	5.0%	8.7%	5.5%	7.2%	11.4%	8.6%	9.1%	9.6%	6.3%	7.4%	9.7%	13.2%	0.0%	0.0%	80.0%	7.3%	16.5%	4.8%	7.5%	13.6%	9.1%
10 or more times	295	10	3	7	1	9	3	7	0	5	2	3	0	0	10	6	2	2	3	3	4
	2.1%	2.2%	1.6%	1.6%	2.9%	2.3%	1.7%	3.6%	0.0%	2.5%	1.3%	4.4%	0.0%	0.0%	20.0%	1.7%	2.4%	9.5%	0.9%	3.7%	9.1%
5 or more times	999	50	13	38	5	43	19	26	3	20	17	12	0	0	50	31	16	3	27	14	8
	7.0%	10.9%	7.1%	8.8%	14.3%	10.9%	10.9%	13.2%	6.3%	9.9%	11.0%	17.6%	0.0%	0.0%	100.0%	9.0%	18.8%	14.3%	8.4%	17.3%	18.2%
Significantly different from column:*		A											O	O	MN	Q	P		T	S	

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	431	23	7	41	8	5	9	6	14	7	10	5	12	10	5	18	0	0	21	2	10	13	0
Number no 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	14,199	460	183	432	157	179	88	58	372	152	185	98	249	189	111	340	58	226	441	19	143	317	0
	97.1%	95.2%	96.3%	91.3%	95.2%	97.3%	90.7%	90.6%	96.4%	95.6%	94.9%	95.1%	95.4%	95.0%	95.7%	95.0%	100.0%	100.0%	95.5%	90.5%	93.5%	96.1%	---
None	5,993	175	30	78	53	77	34	23	141	50	73	44	96	75	50	123	0	0	166	9	44	131	0
	42.2%	38.0%	16.4%	18.1%	33.8%	43.0%	38.6%	39.7%	37.9%	32.9%	39.5%	44.9%	38.6%	39.7%	45.0%	36.2%	0.0%	0.0%	37.6%	47.4%	30.8%	41.3%	---
1 time	3,246	91	48	109	35	33	17	11	74	33	35	18	44	41	16	73	21	70	88	3	32	59	0
	22.9%	19.8%	26.2%	25.2%	22.3%	18.4%	19.3%	19.0%	19.9%	21.7%	18.9%	18.4%	17.7%	21.7%	14.4%	21.5%	36.2%	31.0%	20.0%	15.8%	22.4%	18.6%	---
2	2,166	67	48	110	17	23	18	11	50	32	20	9	34	27	17	48	10	56	63	4	26	41	0
	15.3%	14.6%	26.2%	25.5%	10.8%	12.8%	20.5%	19.0%	13.4%	21.1%	10.8%	9.2%	13.7%	14.3%	15.3%	14.1%	17.2%	24.8%	14.3%	21.1%	18.2%	12.9%	---
3	1,248	38	30	66	14	14	6	6	29	10	16	9	20	15	6	30	8	30	35	3	12	26	0
	8.8%	8.3%	16.4%	15.3%	8.9%	7.8%	6.8%	10.3%	7.8%	6.6%	8.6%	9.2%	8.0%	7.9%	5.4%	8.8%	13.8%	13.3%	7.9%	15.8%	8.4%	8.2%	---
4	547	39	14	31	13	14	7	4	33	12	18	7	25	12	6	32	8	31	39	0	13	26	0
	3.9%	8.5%	7.7%	7.2%	8.3%	7.8%	8.0%	6.9%	8.9%	7.9%	9.7%	7.1%	10.0%	6.3%	5.4%	9.4%	13.8%	13.7%	8.8%	0.0%	9.1%	8.2%	---
5 to 9	704	40	10	31	17	16	6	3	35	14	18	7	27	12	13	27	7	33	40	0	13	27	0
	5.0%	8.7%	5.5%	7.2%	10.8%	8.9%	6.8%	5.2%	9.4%	9.2%	9.7%	7.1%	10.8%	6.3%	11.7%	7.9%	12.1%	14.6%	9.1%	0.0%	9.1%	8.5%	---
10 or more times	295	10	3	7	8	2	0	0	10	1	5	4	3	7	3	7	4	6	10	0	3	7	0
	2.1%	2.2%	1.6%	1.6%	5.1%	1.1%	0.0%	0.0%	2.7%	0.7%	2.7%	4.1%	1.2%	3.7%	2.7%	2.1%	6.9%	2.7%	2.3%	0.0%	2.1%	2.2%	---
5 or more times	999	50	13	38	25	18	6	3	45	15	23	11	30	19	16	34	11	39	50	0	16	34	0
	7.0%	10.9%	7.1%	8.8%	15.9%	10.1%	6.8%	5.2%	12.1%	9.9%	12.4%	11.2%	12.0%	10.1%	14.4%	10.0%	19.0%	17.3%	11.3%	0.0%	11.2%	10.7%	---
Significantly different from column:*		A			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.

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,532	285	153	354	20	241	110	122	26	108	101	52	0	235	50	202	59	16	186	50	38
Number missing or multiple answer	55	1	0	3	1	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,477	284	153	351	19	241	110	121	26	108	100	52	0	234	50	201	59	16	185	50	38
	98.8%	99.6%	100.0%	99.2%	95.0%	100.0%	100.0%	99.2%	100.0%	100.0%	99.0%	100.0%	---	99.6%	100.0%	99.5%	100.0%	100.0%	99.5%	100.0%	100.0%
Never	113	3	6	9	0	2	1	0	1	1	0	1	0	3	0	3	0	0	2	1	0
	2.5%	1.1%	3.9%	2.6%	0.0%	0.8%	0.9%	0.0%	3.8%	0.9%	0.0%	1.9%	---	1.3%	0.0%	1.5%	0.0%	0.0%	1.1%	2.0%	0.0%
Sometimes	350	25	9	32	1	20	8	10	1	10	7	4	0	23	2	20	3	2	17	2	4
	7.8%	8.8%	5.9%	9.1%	5.3%	8.3%	7.3%	8.3%	3.8%	9.3%	7.0%	7.7%	---	9.8%	4.0%	10.0%	5.1%	12.5%	9.2%	4.0%	10.5%
Usually	578	29	14	39	5	20	12	10	3	7	11	6	0	25	4	18	8	1	16	5	6
	12.9%	10.2%	9.2%	11.1%	26.3%	8.3%	10.9%	8.3%	11.5%	6.5%	11.0%	11.5%	---	10.7%	8.0%	9.0%	13.6%	6.3%	8.6%	10.0%	15.8%
Always	3,436	227	124	271	13	199	89	101	21	90	82	41	0	183	44	160	48	13	150	42	28
	76.7%	79.9%	81.0%	77.2%	68.4%	82.6%	80.9%	83.5%	80.8%	83.3%	82.0%	78.8%	---	78.2%	88.0%	79.6%	81.4%	81.3%	81.1%	84.0%	73.7%
Significantly different from column:*																					
Usually or Always	4,014	256	138	310	18	219	101	111	24	97	93	47	0	208	48	178	56	14	166	47	34
	89.7%	90.1%	90.2%	88.3%	94.7%	90.9%	91.8%	91.7%	92.3%	89.8%	93.0%	90.4%	---	88.9%	96.0%	88.6%	94.9%	87.5%	89.7%	94.0%	89.5%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,532	285	153	354	104	102	54	35	231	102	112	54	153	114	61	217	58	226	275	10	99	186	0
Number missing or multiple answer	55	1	0	3	1	0	0	0	1	1	0	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	4,477	284	153	351	103	102	54	35	230	101	112	54	153	113	61	216	58	226	274	10	98	186	0
	98.8%	99.6%	100.0%	99.2%	99.0%	100.0%	100.0%	100.0%	99.6%	99.0%	100.0%	100.0%	100.0%	99.1%	100.0%	99.5%	100.0%	100.0%	99.6%	100.0%	99.0%	100.0%	---
Never	113	3	6	9	0	2	0	0	2	1	1	0	1	1	1	2	0	3	3	0	2	1	0
	2.5%	1.1%	3.9%	2.6%	0.0%	2.0%	0.0%	0.0%	0.9%	1.0%	0.9%	0.0%	0.7%	0.9%	1.6%	0.9%	0.0%	1.3%	1.1%	0.0%	2.0%	0.5%	---
Sometimes	350	25	9	32	7	11	3	2	20	9	7	6	9	13	7	18	11	14	25	0	6	19	0
	7.8%	8.8%	5.9%	9.1%	6.8%	10.8%	5.6%	5.7%	8.7%	8.9%	6.3%	11.1%	5.9%	11.5%	11.5%	8.3%	19.0%	6.2%	9.1%	0.0%	6.1%	10.2%	---
Usually	578	29	14	39	7	11	7	4	21	5	15	6	18	8	12	14	17	12	29	0	14	15	0
	12.9%	10.2%	9.2%	11.1%	6.8%	10.8%	13.0%	11.4%	9.1%	5.0%	13.4%	11.1%	11.8%	7.1%	19.7%	6.5%	29.3%	5.3%	10.6%	0.0%	14.3%	8.1%	---
Always	3,436	227	124	271	89	78	44	29	187	86	89	42	125	91	41	182	30	197	217	10	76	151	0
	76.7%	79.9%	81.0%	77.2%	86.4%	76.5%	81.5%	82.9%	81.3%	85.1%	79.5%	77.8%	81.7%	80.5%	67.2%	84.3%	51.7%	87.2%	79.2%	100.0%	77.6%	81.2%	---
Significantly different from column:*															P	O	R	Q					
Usually or Always	4,014	256	138	310	96	89	51	33	208	91	104	48	143	99	53	196	47	209	246	10	90	166	0
	89.7%	90.1%	90.2%	88.3%	93.2%	87.3%	94.4%	94.3%	90.4%	90.1%	92.9%	88.9%	93.5%	87.6%	86.9%	90.7%	81.0%	92.5%	89.8%	100.0%	91.8%	89.2%	---
Significantly different from column:*															R	Q							

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,206	285	153	354	20	241	110	122	26	108	101	52	0	235	50	202	59	16	186	50	38
Number missing or multiple answer	88	1	1	4	1	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,118	284	152	350	19	241	110	121	26	108	100	52	0	234	50	201	59	16	185	50	38
	98.9%	99.6%	99.3%	98.9%	95.0%	100.0%	100.0%	99.2%	100.0%	100.0%	99.0%	100.0%	---	99.6%	100.0%	99.5%	100.0%	100.0%	99.5%	100.0%	100.0%
0 Worst health care possible	9	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	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%
1	16	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	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%
2	21	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%
3	31	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	0.3%	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%
4	35	2	0	0	0	2	0	2	0	0	1	1	0	2	0	2	0	0	2	0	0
	0.4%	0.7%	0.0%	0.0%	0.0%	0.8%	0.0%	1.7%	0.0%	0.0%	1.0%	1.9%	---	0.9%	0.0%	1.0%	0.0%	0.0%	1.1%	0.0%	0.0%
5	161	3	5	9	0	3	2	0	1	1	2	0	0	3	0	2	1	0	2	1	0
	2.0%	1.1%	3.3%	2.6%	0.0%	1.2%	1.8%	0.0%	3.8%	0.9%	2.0%	0.0%	---	1.3%	0.0%	1.0%	1.7%	0.0%	1.1%	2.0%	0.0%
6	147	3	6	9	2	1	1	2	0	2	0	1	0	2	1	2	1	0	2	0	1
	1.8%	1.1%	3.9%	2.6%	10.5%	0.4%	0.9%	1.7%	0.0%	1.9%	0.0%	1.9%	---	0.9%	2.0%	1.0%	1.7%	0.0%	1.1%	0.0%	2.6%
7	475	10	10	12	0	8	4	4	0	3	3	2	0	7	3	6	1	2	3	3	2
	5.9%	3.5%	6.6%	3.4%	0.0%	3.3%	3.6%	3.3%	0.0%	2.8%	3.0%	3.8%	---	3.0%	6.0%	3.0%	1.7%	12.5%	1.6%	6.0%	5.3%
8	1,295	40	17	44	3	32	14	17	3	11	16	8	0	33	7	26	10	3	26	5	8
	16.0%	14.1%	11.2%	12.6%	15.8%	13.3%	12.7%	14.0%	11.5%	10.2%	16.0%	15.4%	---	14.1%	14.0%	12.9%	16.9%	18.8%	14.1%	10.0%	21.1%
9	1,297	31	13	46	4	24	8	16	3	10	11	6	0	25	6	19	10	1	15	10	5
	16.0%	10.9%	8.6%	13.1%	21.1%	10.0%	7.3%	13.2%	11.5%	9.3%	11.0%	11.5%	---	10.7%	12.0%	9.5%	16.9%	6.3%	8.1%	20.0%	13.2%
10 Best health care possible	4,631	195	101	226	10	171	81	80	19	81	67	34	0	162	33	144	36	10	135	31	22
	57.0%	68.7%	66.4%	64.6%	52.6%	71.0%	73.6%	66.1%	73.1%	75.0%	67.0%	65.4%	---	69.2%	66.0%	71.6%	61.0%	62.5%	73.0%	62.0%	57.9%

NA - Not applicable

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,206	285	153	354	104	102	54	35	231	102	112	54	153	114	61	217	58	226	275	10	99	186	0
Number missing or multiple answer	88	1	1	4	1	0	0	0	1	1	0	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	8,118	284	152	350	103	102	54	35	230	101	112	54	153	113	61	216	58	226	274	10	98	186	0
	98.9%	99.6%	99.3%	98.9%	99.0%	100.0%	100.0%	100.0%	99.6%	99.0%	100.0%	100.0%	100.0%	99.1%	100.0%	99.5%	100.0%	100.0%	99.6%	100.0%	99.0%	100.0%	---
0 Worst health care possible	9	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	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%	---
1	16	0	0	2	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%	0.6%	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%	---
2	21	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%	---
3	31	0	0	1	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%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---
4	35	2	0	0	2	0	0	0	2	1	1	0	1	1	2	0	2	0	2	0	1	1	0
	0.4%	0.7%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.9%	1.0%	0.9%	0.0%	0.7%	0.9%	3.3%	0.0%	3.4%	0.0%	0.7%	0.0%	1.0%	0.5%	---
5	161	3	5	9	0	1	2	1	2	1	1	1	2	1	2	1	3	0	3	0	1	2	0
	2.0%	1.1%	3.3%	2.6%	0.0%	1.0%	3.7%	2.9%	0.9%	1.0%	0.9%	1.9%	1.3%	0.9%	3.3%	0.5%	5.2%	0.0%	1.1%	0.0%	1.0%	1.1%	---
6	147	3	6	9	1	2	0	0	3	1	2	0	0	3	2	0	3	0	3	0	1	2	0
	1.8%	1.1%	3.9%	2.6%	1.0%	2.0%	0.0%	0.0%	1.3%	1.0%	1.8%	0.0%	0.0%	2.7%	3.3%	0.0%	5.2%	0.0%	1.1%	0.0%	1.0%	1.1%	---
7	475	10	10	12	4	1	3	2	7	3	3	3	4	5	5	4	10	0	9	1	4	6	0
	5.9%	3.5%	6.6%	3.4%	3.9%	1.0%	5.6%	5.7%	3.0%	3.0%	2.7%	5.6%	2.6%	4.4%	8.2%	1.9%	17.2%	0.0%	3.3%	10.0%	4.1%	3.2%	---
8	1,295	40	17	44	16	13	5	7	29	14	17	6	22	15	23	16	40	0	39	1	15	25	0
	16.0%	14.1%	11.2%	12.6%	15.5%	12.7%	9.3%	20.0%	12.6%	13.9%	15.2%	11.1%	14.4%	13.3%	37.7%	7.4%	69.0%	0.0%	14.2%	10.0%	15.3%	13.4%	---
9	1,297	31	13	46	11	9	8	5	23	8	14	7	14	15	8	22	0	31	29	2	13	18	0
	16.0%	10.9%	8.6%	13.1%	10.7%	8.8%	14.8%	14.3%	10.0%	7.9%	12.5%	13.0%	9.2%	13.3%	13.1%	10.2%	0.0%	13.7%	10.6%	20.0%	13.3%	9.7%	---
10 Best health care possible	4,631	195	101	226	69	76	36	20	164	73	74	37	110	73	19	173	0	195	189	6	63	132	0
	57.0%	68.7%	66.4%	64.6%	67.0%	74.5%	66.7%	57.1%	71.3%	72.3%	66.1%	68.5%	71.9%	64.6%	31.1%	80.1%	0.0%	86.3%	69.0%	60.0%	64.3%	71.0%	---

NA - Not applicable

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,206	285	153	354	20	241	110	122	26	108	101	52	0	235	50	202	59	16	186	50	38
Number missing or multiple answer	88	1	1	4	1	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,118	284	152	350	19	241	110	121	26	108	100	52	0	234	50	201	59	16	185	50	38
	98.9%	99.6%	99.3%	98.9%	95.0%	100.0%	100.0%	99.2%	100.0%	100.0%	99.0%	100.0%	---	99.6%	100.0%	99.5%	100.0%	100.0%	99.5%	100.0%	100.0%
0 to 1	25	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
0 to 2	46	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
0 to 7	895	18	21	34	2	14	7	8	1	6	6	4	0	14	4	12	3	2	9	4	3
	11.0%	6.3%	13.8%	9.7%	10.5%	5.8%	6.4%	6.6%	3.8%	5.6%	6.0%	7.7%	---	6.0%	8.0%	6.0%	5.1%	12.5%	4.9%	8.0%	7.9%
0 to 8	2,190	58	38	78	5	46	21	25	4	17	22	12	0	47	11	38	13	5	35	9	11
	27.0%	20.4%	25.0%	22.3%	26.3%	19.1%	19.1%	20.7%	15.4%	15.7%	22.0%	23.1%	---	20.1%	22.0%	18.9%	22.0%	31.3%	18.9%	18.0%	28.9%
8 to 10	7,223	266	131	316	17	227	103	113	25	102	94	48	0	220	46	189	56	14	176	46	35
	89.0%	93.7%	86.2%	90.3%	89.5%	94.2%	93.6%	93.4%	96.2%	94.4%	94.0%	92.3%	---	94.0%	92.0%	94.0%	94.9%	87.5%	95.1%	92.0%	92.1%
9 to 10	5,928	226	114	272	14	195	89	96	22	91	78	40	0	187	39	163	46	11	150	41	27
	73.0%	79.6%	75.0%	77.7%	73.7%	80.9%	80.9%	79.3%	84.6%	84.3%	78.0%	76.9%	---	79.9%	78.0%	81.1%	78.0%	68.8%	81.1%	82.0%	71.1%
Significantly different from column:*		A																			

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,206	285	153	354	104	102	54	35	231	102	112	54	153	114	61	217	58	226	275	10	99	186	0
Number missing or multiple answer	88	1	1	4	1	0	0	0	1	1	0	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	8,118	284	152	350	103	102	54	35	230	101	112	54	153	113	61	216	58	226	274	10	98	186	0
	98.9%	99.6%	99.3%	98.9%	99.0%	100.0%	100.0%	100.0%	99.6%	99.0%	100.0%	100.0%	100.0%	99.1%	100.0%	99.5%	100.0%	100.0%	99.6%	100.0%	99.0%	100.0%	---
0 to 1	25	0	0	3	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%	0.9%	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 to 2	46	0	0	3	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%	0.9%	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 to 7	895	18	21	34	7	4	5	3	14	6	7	4	7	10	11	5	18	0	17	1	7	11	0
	11.0%	6.3%	13.8%	9.7%	6.8%	3.9%	9.3%	8.6%	6.1%	5.9%	6.3%	7.4%	4.6%	8.8%	18.0%	2.3%	31.0%	0.0%	6.2%	10.0%	7.1%	5.9%	---
0 to 8	2,190	58	38	78	23	17	10	10	43	20	24	10	29	25	34	21	58	0	56	2	22	36	0
	27.0%	20.4%	25.0%	22.3%	22.3%	16.7%	18.5%	28.6%	18.7%	19.8%	21.4%	18.5%	19.0%	22.1%	55.7%	9.7%	100.0%	0.0%	20.4%	20.0%	22.4%	19.4%	---
8 to 10	7,223	266	131	316	96	98	49	32	216	95	105	50	146	103	50	211	40	226	257	9	91	175	0
	89.0%	93.7%	86.2%	90.3%	93.2%	96.1%	90.7%	91.4%	93.9%	94.1%	93.8%	92.6%	95.4%	91.2%	82.0%	97.7%	69.0%	100.0%	93.8%	90.0%	92.9%	94.1%	---
9 to 10	5,928	226	114	272	80	85	44	25	187	81	88	44	124	88	27	195	0	226	218	8	76	150	0
	73.0%	79.6%	75.0%	77.7%	77.7%	83.3%	81.5%	71.4%	81.3%	80.2%	78.6%	81.5%	81.0%	77.9%	44.3%	90.3%	0.0%	100.0%	79.6%	80.0%	77.6%	80.6%	---
Significantly different from column:*		A													P	O	R	Q					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,206	285	153	354	20	241	110	122	26	108	101	52	0	235	50	202	59	16	186	50	38
Number missing or multiple answer	111	4	2	5	2	1	1	2	0	1	1	1	0	3	1	3	0	1	2	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,095	281	151	349	18	240	109	120	26	107	100	51	0	232	49	199	59	15	184	49	37
	98.6%	98.6%	98.7%	98.6%	90.0%	99.6%	99.1%	98.4%	100.0%	99.1%	99.0%	98.1%	---	98.7%	98.0%	98.5%	100.0%	93.8%	98.9%	98.0%	97.4%
Never	115	0	2	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	0.0%	1.3%	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%
Sometimes	642	11	5	21	0	11	6	2	3	6	4	1	0	10	1	7	1	3	6	2	2
	7.9%	3.9%	3.3%	6.0%	0.0%	4.6%	5.5%	1.7%	11.5%	5.6%	4.0%	2.0%	---	4.3%	2.0%	3.5%	1.7%	20.0%	3.3%	4.1%	5.4%
Usually	1,638	39	28	45	8	27	9	22	3	14	13	7	0	30	9	23	14	0	19	10	7
	20.2%	13.9%	18.5%	12.9%	44.4%	11.3%	8.3%	18.3%	11.5%	13.1%	13.0%	13.7%	---	12.9%	18.4%	11.6%	23.7%	0.0%	10.3%	20.4%	18.9%
Always	5,700	231	116	277	10	202	94	96	20	87	83	43	0	192	39	169	44	12	159	37	28
	70.4%	82.2%	76.8%	79.4%	55.6%	84.2%	86.2%	80.0%	76.9%	81.3%	83.0%	84.3%	---	82.8%	79.6%	84.9%	74.6%	80.0%	86.4%	75.5%	75.7%
Significantly different from column:*		A																			
Usually or Always	7,338	270	144	322	18	229	103	118	23	101	96	50	0	222	48	192	58	12	178	47	35
	90.6%	96.1%	95.4%	92.3%	100.0%	95.4%	94.5%	98.3%	88.5%	94.4%	96.0%	98.0%	---	95.7%	98.0%	96.5%	98.3%	80.0%	96.7%	95.9%	94.6%
Significantly different from column:*		AD																			

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,206	285	153	354	104	102	54	35	231	102	112	54	153	114	61	217	58	226	275	10	99	186	0
Number missing or multiple answer	111	4	2	5	3	0	0	1	3	2	1	1	1	3	0	4	1	2	4	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,095	281	151	349	101	102	54	34	228	100	111	53	152	111	61	213	57	224	271	10	97	184	0
	98.6%	98.6%	98.7%	98.6%	97.1%	100.0%	100.0%	97.1%	98.7%	98.0%	99.1%	98.1%	99.3%	97.4%	100.0%	98.2%	98.3%	99.1%	98.5%	100.0%	98.0%	98.9%	---
Never	115	0	2	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	0.0%	1.3%	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%	---
Sometimes	642	11	5	21	3	4	3	3	8	2	7	2	2	9	4	7	6	5	10	1	2	9	0
	7.9%	3.9%	3.3%	6.0%	3.0%	3.9%	5.6%	8.8%	3.5%	2.0%	6.3%	3.8%	1.3%	8.1%	6.6%	3.3%	10.5%	2.2%	3.7%	10.0%	2.1%	4.9%	---
Usually	1,638	39	28	45	15	11	8	4	32	11	19	6	24	12	21	15	27	12	37	2	18	21	0
	20.2%	13.9%	18.5%	12.9%	14.9%	10.8%	14.8%	11.8%	14.0%	11.0%	17.1%	11.3%	15.8%	10.8%	34.4%	7.0%	47.4%	5.4%	13.7%	20.0%	18.6%	11.4%	---
Always	5,700	231	116	277	83	87	43	27	188	87	85	45	126	90	36	191	24	207	224	7	77	154	0
	70.4%	82.2%	76.8%	79.4%	82.2%	85.3%	79.6%	79.4%	82.5%	87.0%	76.6%	84.9%	82.9%	81.1%	59.0%	89.7%	42.1%	92.4%	82.7%	70.0%	79.4%	83.7%	---
Significantly different from column:*		A													P	O	R	Q					
Usually or Always	7,338	270	144	322	98	98	51	31	220	98	104	51	150	102	57	206	51	219	261	9	95	175	0
	90.6%	96.1%	95.4%	92.3%	97.0%	96.1%	94.4%	91.2%	96.5%	98.0%	93.7%	96.2%	98.7%	91.9%	93.4%	96.7%	89.5%	97.8%	96.3%	90.0%	97.9%	95.1%	---
Significantly different from column:*		AD																					

NA - Not applicable

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

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

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

7127000

Question 11

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

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,182	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	87	9	5	12	2	7	2	5	1	5	3	0	1	1	0	8	0	1	9	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,095	474	185	461	36	406	178	205	48	212	159	68	174	234	50	350	90	22	328	86	45
	98.9%	98.1%	97.4%	97.5%	94.7%	98.3%	98.9%	97.6%	98.0%	97.7%	98.1%	100.0%	99.4%	99.6%	100.0%	97.8%	100.0%	95.7%	97.3%	100.0%	100.0%
Yes	5,828	351	128	356	30	301	110	170	43	154	119	56	131	170	40	249	76	21	231	73	40
	72.0%	74.1%	69.2%	77.2%	83.3%	74.1%	61.8%	82.9%	89.6%	72.6%	74.8%	82.4%	75.3%	72.6%	80.0%	71.1%	84.4%	95.5%	70.4%	84.9%	88.9%
No	2,267	123	57	105	6	105	68	35	5	58	40	12	43	64	10	101	14	1	97	13	5
	28.0%	25.9%	30.8%	22.8%	16.7%	25.9%	38.2%	17.1%	10.4%	27.4%	25.2%	17.6%	24.7%	27.4%	20.0%	28.9%	15.6%	4.5%	29.6%	15.1%	11.1%
Significantly different from column:*							HI	G	G							QR	P	P	TU	S	S

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,182	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	87	9	5	12	5	1	3	2	6	2	6	1	3	6	3	6	1	0	9	0	6	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	8,095 98.9%	474 98.1%	185 97.4%	461 97.5%	160 97.0%	183 99.5%	94 96.9%	62 96.9%	380 98.4%	157 98.7%	189 96.9%	102 99.0%	258 98.9%	193 97.0%	113 97.4%	352 98.3%	57 98.3%	226 100.0%	453 98.1%	21 100.0%	147 96.1%	327 99.1%	0 ---
Yes	5,828 72.0%	351 74.1%	128 69.2%	356 77.2%	114 71.3%	151 82.5%	63 67.0%	41 66.1%	291 76.6%	68 43.3%	179 94.7%	88 86.3%	186 72.1%	150 77.7%	93 82.3%	252 71.6%	41 71.9%	169 74.8%	339 74.8%	12 57.1%	109 74.1%	242 74.0%	0 ---
No	2,267 28.0%	123 25.9%	57 30.8%	105 22.8%	46 28.8%	32 17.5%	31 33.0%	21 33.9%	89 23.4%	89 56.7%	10 5.3%	14 13.7%	72 27.9%	43 22.3%	20 17.7%	100 28.4%	16 28.1%	57 25.2%	114 25.2%	9 42.9%	38 25.9%	85 26.0%	0 ---
Significantly different from column:*					F	EG	F			KL	JL	JK			P	O							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,828	351	128	356	30	301	110	170	43	154	119	56	131	170	40	249	76	21	231	73	40
Number missing or multiple answer	131	7	4	11	0	6	3	2	1	5	1	0	4	1	1	6	1	0	5	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	5,697	344	124	345	30	295	107	168	42	149	118	56	127	169	39	243	75	21	226	71	40
	97.8%	98.0%	96.9%	96.9%	100.0%	98.0%	97.3%	98.8%	97.7%	96.8%	99.2%	100.0%	96.9%	99.4%	97.5%	97.6%	98.7%	100.0%	97.8%	97.3%	100.0%
Yes	569	37	18	32	6	29	15	14	6	12	13	9	10	19	8	24	10	3	19	12	6
	10.0%	10.8%	14.5%	9.3%	20.0%	9.8%	14.0%	8.3%	14.3%	8.1%	11.0%	16.1%	7.9%	11.2%	20.5%	9.9%	13.3%	14.3%	8.4%	16.9%	15.0%
No	5,128	307	106	313	24	266	92	154	36	137	105	47	117	150	31	219	65	18	207	59	34
	90.0%	89.2%	85.5%	90.7%	80.0%	90.2%	86.0%	91.7%	85.7%	91.9%	89.0%	83.9%	92.1%	88.8%	79.5%	90.1%	86.7%	85.7%	91.6%	83.1%	85.0%
Significantly different from column:*																			T	S	

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,828	351	128	356	114	151	63	41	291	68	179	88	186	150	93	252	41	169	339	12	109	242	0
Number missing or multiple answer	131	7	4	11	2	2	2	2	4	0	1	3	5	1	2	5	0	2	7	0	6	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	5,697	344	124	345	112	149	61	39	287	68	178	85	181	149	91	247	41	167	332	12	103	241	0
	97.8%	98.0%	96.9%	96.9%	98.2%	98.7%	96.8%	95.1%	98.6%	100.0%	99.4%	96.6%	97.3%	99.3%	97.8%	98.0%	100.0%	98.8%	97.9%	100.0%	94.5%	99.6%	---
Yes	569	37	18	32	14	15	5	3	32	6	18	12	27	9	10	27	6	21	36	1	10	27	0
	10.0%	10.8%	14.5%	9.3%	12.5%	10.1%	8.2%	7.7%	11.1%	8.8%	10.1%	14.1%	14.9%	6.0%	11.0%	10.9%	14.6%	12.6%	10.8%	8.3%	9.7%	11.2%	---
No	5,128	307	106	313	98	134	56	36	255	62	160	73	154	140	81	220	35	146	296	11	93	214	0
	90.0%	89.2%	85.5%	90.7%	87.5%	89.9%	91.8%	92.3%	88.9%	91.2%	89.9%	85.9%	85.1%	94.0%	89.0%	89.1%	85.4%	87.4%	89.2%	91.7%	90.3%	88.8%	---
Significantly different from column:*													N	M									

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	569	37	18	32	6	29	15	14	6	12	13	9	10	19	8	24	10	3	19	12	6
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	563	37	18	32	6	29	15	14	6	12	13	9	10	19	8	24	10	3	19	12	6
	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%
Yes	509	32	16	29	4	26	12	13	5	10	12	8	6	19	7	21	9	2	17	10	5
	90.4%	86.5%	88.9%	90.6%	66.7%	89.7%	80.0%	92.9%	83.3%	83.3%	92.3%	88.9%	60.0%	100.0%	87.5%	87.5%	90.0%	66.7%	89.5%	83.3%	83.3%
No	54	5	2	3	2	3	3	1	1	2	1	1	4	0	1	3	1	1	2	2	1
	9.6%	13.5%	11.1%	9.4%	33.3%	10.3%	20.0%	7.1%	16.7%	16.7%	7.7%	11.1%	40.0%	0.0%	12.5%	12.5%	10.0%	33.3%	10.5%	16.7%	16.7%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	569	37	18	32	14	15	5	3	32	6	18	12	27	9	10	27	6	21	36	1	10	27	0
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	37	18	32	14	15	5	3	32	6	18	12	27	9	10	27	6	21	36	1	10	27	0
	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%	---
Yes	509	32	16	29	11	14	4	3	28	5	16	10	23	8	9	23	6	20	31	1	10	22	0
	90.4%	86.5%	88.9%	90.6%	78.6%	93.3%	80.0%	100.0%	87.5%	83.3%	88.9%	83.3%	85.2%	88.9%	90.0%	85.2%	100.0%	95.2%	86.1%	100.0%	100.0%	81.5%	---
No	54	5	2	3	3	1	1	0	4	1	2	2	4	1	1	4	0	1	5	0	0	5	0
	9.6%	13.5%	11.1%	9.4%	21.4%	6.7%	20.0%	0.0%	12.5%	16.7%	11.1%	16.7%	14.8%	11.1%	10.0%	14.8%	0.0%	4.8%	13.9%	0.0%	0.0%	18.5%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,182	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	79	6	8	14	0	6	1	3	1	3	3	0	0	0	0	5	0	1	6	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,103 99.0%	477 98.8%	182 95.8%	459 97.0%	38 100.0%	407 98.5%	179 99.4%	207 98.6%	48 98.0%	214 98.6%	159 98.1%	68 100.0%	175 100.0%	235 100.0%	50 100.0%	353 98.6%	90 100.0%	22 95.7%	331 98.2%	86 100.0%	45 100.0%
Yes	391 4.8%	39 8.2%	12 6.6%	31 6.8%	3 7.9%	32 7.9%	20 11.2%	14 6.8%	2 4.2%	13 6.1%	17 10.7%	6 8.8%	11 6.3%	15 6.4%	12 24.0%	22 6.2%	11 12.2%	4 18.2%	20 6.0%	15 17.4%	2 4.4%
No	7,712 95.2%	438 91.8%	170 93.4%	428 93.2%	35 92.1%	375 92.1%	159 88.8%	193 93.2%	46 95.8%	201 93.9%	142 89.3%	62 91.2%	164 93.7%	220 93.6%	38 76.0%	331 93.8%	79 87.8%	18 81.8%	311 94.0%	71 82.6%	43 95.6%
Significantly different from column:*		A											O		M				T	SU	T

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,182	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	79	6	8	14	4	1	1	2	4	1	4	1	2	4	2	4	0	0	6	0	6	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,103 99.0%	477 98.8%	182 95.8%	459 97.0%	161 97.6%	183 99.5%	96 99.0%	62 96.9%	382 99.0%	158 99.4%	191 97.9%	102 99.0%	259 99.2%	195 98.0%	114 98.3%	354 98.9%	58 100.0%	226 100.0%	456 98.7%	21 100.0%	147 96.1%	330 100.0%	0 ---
Yes	391 4.8%	39 8.2%	12 6.6%	31 6.8%	10 6.2%	17 9.3%	6 6.3%	3 4.8%	33 8.6%	12 7.6%	18 9.4%	6 5.9%	22 8.5%	14 7.2%	10 8.8%	27 7.6%	7 12.1%	20 8.8%	38 8.3%	1 4.8%	8 5.4%	31 9.4%	0 ---
No	7,712 95.2%	438 91.8%	170 93.4%	428 93.2%	151 93.8%	166 90.7%	90 93.8%	59 95.2%	349 91.4%	146 92.4%	173 90.6%	96 94.1%	237 91.5%	181 92.8%	104 91.2%	327 92.4%	51 87.9%	206 91.2%	418 91.7%	20 95.2%	139 94.6%	299 90.6%	0 ---
Significantly different from column:*		A																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	391	39	12	31	3	32	20	14	2	13	17	6	11	15	12	22	11	4	20	15	2
Number missing or multiple answer	11	2	0	0	1	1	0	1	1	1	0	1	1	1	0	1	0	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
Usable responses	380	37	12	31	2	31	20	13	1	12	17	5	10	14	12	21	11	3	19	14	2
	97.2%	94.9%	100.0%	100.0%	66.7%	96.9%	100.0%	92.9%	50.0%	92.3%	100.0%	83.3%	90.9%	93.3%	100.0%	95.5%	100.0%	75.0%	95.0%	93.3%	100.0%
Never	40	6	0	2	0	6	3	3	0	1	4	1	2	2	2	4	2	0	3	3	0
	10.5%	16.2%	0.0%	6.5%	0.0%	19.4%	15.0%	23.1%	0.0%	8.3%	23.5%	20.0%	20.0%	14.3%	16.7%	19.0%	18.2%	0.0%	15.8%	21.4%	0.0%
Sometimes	67	4	1	6	0	3	3	0	0	2	0	1	2	1	1	2	0	1	2	1	0
	17.6%	10.8%	8.3%	19.4%	0.0%	9.7%	15.0%	0.0%	0.0%	16.7%	0.0%	20.0%	20.0%	7.1%	8.3%	9.5%	0.0%	33.3%	10.5%	7.1%	0.0%
Usually	81	6	1	3	1	5	4	1	1	4	2	0	1	3	2	2	3	1	2	4	0
	21.3%	16.2%	8.3%	9.7%	50.0%	16.1%	20.0%	7.7%	100.0%	33.3%	11.8%	0.0%	10.0%	21.4%	16.7%	9.5%	27.3%	33.3%	10.5%	28.6%	0.0%
Always	192	21	10	20	1	17	10	9	0	5	11	3	5	8	7	13	6	1	12	6	2
	50.5%	56.8%	83.3%	64.5%	50.0%	54.8%	50.0%	69.2%	0.0%	41.7%	64.7%	60.0%	50.0%	57.1%	58.3%	61.9%	54.5%	33.3%	63.2%	42.9%	100.0%
Significantly different from column:*																					
Usually or Always	273	27	11	23	2	22	14	10	1	9	13	3	6	11	9	15	9	2	14	10	2
	71.8%	73.0%	91.7%	74.2%	100.0%	71.0%	70.0%	76.9%	100.0%	75.0%	76.5%	60.0%	60.0%	78.6%	75.0%	71.4%	81.8%	66.7%	73.7%	71.4%	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.

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	391	39	12	31	10	17	6	3	33	12	18	6	22	14	10	27	7	20	38	1	8	31	0
Number missing or multiple answer	11	2	0	0	1	1	0	0	2	0	2	0	1	1	2	0	1	0	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	380	37	12	31	9	16	6	3	31	12	16	6	21	13	8	27	6	20	36	1	7	30	0
	97.2%	94.9%	100.0%	100.0%	90.0%	94.1%	100.0%	100.0%	93.9%	100.0%	88.9%	100.0%	95.5%	92.9%	80.0%	100.0%	85.7%	100.0%	94.7%	100.0%	87.5%	96.8%	---
Never	40	6	0	2	1	3	1	1	5	1	5	0	5	1	3	3	2	2	5	1	1	5	0
	10.5%	16.2%	0.0%	6.5%	11.1%	18.8%	16.7%	33.3%	16.1%	8.3%	31.3%	0.0%	23.8%	7.7%	37.5%	11.1%	33.3%	10.0%	13.9%	100.0%	14.3%	16.7%	---
Sometimes	67	4	1	6	1	1	1	0	3	2	1	0	2	1	0	3	1	1	4	0	0	4	0
	17.6%	10.8%	8.3%	19.4%	11.1%	6.3%	16.7%	0.0%	9.7%	16.7%	6.3%	0.0%	9.5%	7.7%	0.0%	11.1%	16.7%	5.0%	11.1%	0.0%	0.0%	13.3%	---
Usually	81	6	1	3	3	2	0	0	6	3	2	1	4	2	0	6	1	4	6	0	3	3	0
	21.3%	16.2%	8.3%	9.7%	33.3%	12.5%	0.0%	0.0%	19.4%	25.0%	12.5%	16.7%	19.0%	15.4%	0.0%	22.2%	16.7%	20.0%	16.7%	0.0%	42.9%	10.0%	---
Always	192	21	10	20	4	10	4	2	17	6	8	5	10	9	5	15	2	13	21	0	3	18	0
	50.5%	56.8%	83.3%	64.5%	44.4%	62.5%	66.7%	66.7%	54.8%	50.0%	50.0%	83.3%	47.6%	69.2%	62.5%	55.6%	33.3%	65.0%	58.3%	0.0%	42.9%	60.0%	---
Significantly different from column:*																							
Usually or Always	273	27	11	23	7	12	4	2	23	9	10	6	14	11	5	21	3	17	27	0	6	21	0
	71.8%	73.0%	91.7%	74.2%	77.8%	75.0%	66.7%	66.7%	74.2%	75.0%	62.5%	100.0%	66.7%	84.6%	62.5%	77.8%	50.0%	85.0%	75.0%	0.0%	85.7%	70.0%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	391	39	12	31	3	32	20	14	2	13	17	6	11	15	12	22	11	4	20	15	2
Number missing or multiple answer	12	2	0	0	1	1	0	2	0	0	1	1	2	0	0	1	1	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	379	37	12	31	2	31	20	12	2	13	16	5	9	15	12	21	10	4	20	13	2
	96.9%	94.9%	100.0%	100.0%	66.7%	96.9%	100.0%	85.7%	100.0%	100.0%	94.1%	83.3%	81.8%	100.0%	100.0%	95.5%	90.9%	100.0%	100.0%	86.7%	100.0%
Yes	291	30	12	26	2	24	16	9	2	11	12	4	8	12	9	15	9	4	15	11	2
	76.8%	81.1%	100.0%	83.9%	100.0%	77.4%	80.0%	75.0%	100.0%	84.6%	75.0%	80.0%	88.9%	80.0%	75.0%	71.4%	90.0%	100.0%	75.0%	84.6%	100.0%
No	88	7	0	5	0	7	4	3	0	2	4	1	1	3	3	6	1	0	5	2	0
	23.2%	18.9%	0.0%	16.1%	0.0%	22.6%	20.0%	25.0%	0.0%	15.4%	25.0%	20.0%	11.1%	20.0%	25.0%	28.6%	10.0%	0.0%	25.0%	15.4%	0.0%
Significantly different from column:*																					

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	391	39	12	31	10	17	6	3	33	12	18	6	22	14	10	27	7	20	38	1	8	31	0
Number missing or multiple answer	12	2	0	0	1	1	0	0	2	0	2	0	2	0	1	1	0	0	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	379	37	12	31	9	16	6	3	31	12	16	6	20	14	9	26	7	20	36	1	7	30	0
	96.9%	94.9%	100.0%	100.0%	90.0%	94.1%	100.0%	100.0%	93.9%	100.0%	88.9%	100.0%	90.9%	100.0%	90.0%	96.3%	100.0%	100.0%	94.7%	100.0%	87.5%	96.8%	---
Yes	291	30	12	26	7	13	5	2	25	9	12	6	15	12	5	23	5	16	30	0	6	24	0
	76.8%	81.1%	100.0%	83.9%	77.8%	81.3%	83.3%	66.7%	80.6%	75.0%	75.0%	100.0%	75.0%	85.7%	55.6%	88.5%	71.4%	80.0%	83.3%	0.0%	85.7%	80.0%	---
No	88	7	0	5	2	3	1	1	6	3	4	0	5	2	4	3	2	4	6	1	1	6	0
	23.2%	18.9%	0.0%	16.1%	22.2%	18.8%	16.7%	33.3%	19.4%	25.0%	25.0%	0.0%	25.0%	14.3%	44.4%	11.5%	28.6%	20.0%	16.7%	100.0%	14.3%	20.0%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,182	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	90	8	9	13	1	7	1	4	2	4	3	1	1	1	0	7	0	1	7	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	8,092	475	181	460	37	406	179	206	47	213	159	67	174	234	50	351	90	22	330	86	44
	98.9%	98.3%	95.3%	97.3%	97.4%	98.3%	99.4%	98.1%	95.9%	98.2%	98.1%	98.5%	99.4%	99.6%	100.0%	98.0%	100.0%	95.7%	97.9%	100.0%	97.8%
Yes	946	66	18	48	6	57	25	29	9	27	21	13	8	43	13	40	23	3	26	25	13
	11.7%	13.9%	9.9%	10.4%	16.2%	14.0%	14.0%	14.1%	19.1%	12.7%	13.2%	19.4%	4.6%	18.4%	26.0%	11.4%	25.6%	13.6%	7.9%	29.1%	29.5%
No	7,146	409	163	412	31	349	154	177	38	186	138	54	166	191	37	311	67	19	304	61	31
	88.3%	86.1%	90.1%	89.6%	83.8%	86.0%	86.0%	85.9%	80.9%	87.3%	86.8%	80.6%	95.4%	81.6%	74.0%	88.6%	74.4%	86.4%	92.1%	70.9%	70.5%
Significantly different from column:*													N	M		Q	P		T	S	

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,182	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	90	8	9	13	5	2	1	2	6	2	5	1	3	5	2	6	0	1	8	0	6	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	8,092	475	181	460	160	182	96	62	380	157	190	102	258	194	114	352	58	225	454	21	147	328	0
	98.9%	98.3%	95.3%	97.3%	97.0%	98.9%	99.0%	96.9%	98.4%	98.7%	97.4%	99.0%	98.9%	97.5%	98.3%	98.3%	100.0%	99.6%	98.3%	100.0%	96.1%	99.4%	---
Yes	946	66	18	48	22	26	15	7	57	21	33	10	45	19	15	50	11	45	65	1	22	44	0
	11.7%	13.9%	9.9%	10.4%	13.8%	14.3%	15.6%	11.3%	15.0%	13.4%	17.4%	9.8%	17.4%	9.8%	13.2%	14.2%	19.0%	20.0%	14.3%	4.8%	15.0%	13.4%	---
No	7,146	409	163	412	138	156	81	55	323	136	157	92	213	175	99	302	47	180	389	20	125	284	0
	88.3%	86.1%	90.1%	89.6%	86.3%	85.7%	84.4%	88.7%	85.0%	86.6%	82.6%	90.2%	82.6%	90.2%	86.8%	85.8%	81.0%	80.0%	85.7%	95.2%	85.0%	86.6%	---
Significantly different from column:*													N	M									

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	946	66	18	48	6	57	25	29	9	27	21	13	8	43	13	40	23	3	26	25	13
Number missing or multiple answer	30	3	0	2	0	3	2	0	1	3	0	0	0	3	0	1	2	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	916	63	18	46	6	54	23	29	8	24	21	13	8	40	13	39	21	3	25	25	12
	96.8%	95.5%	100.0%	95.8%	100.0%	94.7%	92.0%	100.0%	88.9%	88.9%	100.0%	100.0%	100.0%	93.0%	100.0%	97.5%	91.3%	100.0%	96.2%	100.0%	92.3%
Never	115	6	2	7	1	5	1	4	1	2	3	1	1	3	2	3	3	0	1	2	3
	12.6%	9.5%	11.1%	15.2%	16.7%	9.3%	4.3%	13.8%	12.5%	8.3%	14.3%	7.7%	12.5%	7.5%	15.4%	7.7%	14.3%	0.0%	4.0%	8.0%	25.0%
Sometimes	171	4	2	4	0	4	3	1	0	1	3	0	1	3	0	2	2	0	1	2	1
	18.7%	6.3%	11.1%	8.7%	0.0%	7.4%	13.0%	3.4%	0.0%	4.2%	14.3%	0.0%	12.5%	7.5%	0.0%	5.1%	9.5%	0.0%	4.0%	8.0%	8.3%
Usually	153	10	2	5	2	8	3	5	2	4	3	3	1	7	2	5	4	1	3	6	1
	16.7%	15.9%	11.1%	10.9%	33.3%	14.8%	13.0%	17.2%	25.0%	16.7%	14.3%	23.1%	12.5%	17.5%	15.4%	12.8%	19.0%	33.3%	12.0%	24.0%	8.3%
Always	477	43	12	30	3	37	16	19	5	17	12	9	5	27	9	29	12	2	20	15	7
	52.1%	68.3%	66.7%	65.2%	50.0%	68.5%	69.6%	65.5%	62.5%	70.8%	57.1%	69.2%	62.5%	67.5%	69.2%	74.4%	57.1%	66.7%	80.0%	60.0%	58.3%
Significantly different from column:*		A																			
Usually or Always	630	53	14	35	5	45	19	24	7	21	15	12	6	34	11	34	16	3	23	21	8
	68.8%	84.1%	77.8%	76.1%	83.3%	83.3%	82.6%	82.8%	87.5%	87.5%	71.4%	92.3%	75.0%	85.0%	84.6%	87.2%	76.2%	100.0%	92.0%	84.0%	66.7%
Significantly different from column:*		A																			

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	946	66	18	48	22	26	15	7	57	21	33	10	45	19	15	50	11	45	65	1	22	44	0
Number missing or multiple answer	30	3	0	2	0	2	1	0	3	2	1	0	2	1	0	3	1	2	3	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	916	63	18	46	22	24	14	7	54	19	32	10	43	18	15	47	10	43	62	1	21	42	0
	96.8%	95.5%	100.0%	95.8%	100.0%	92.3%	93.3%	100.0%	94.7%	90.5%	97.0%	100.0%	95.6%	94.7%	100.0%	94.0%	90.9%	95.6%	95.4%	100.0%	95.5%	95.5%	---
Never	115	6	2	7	1	3	2	0	6	2	3	1	6	0	1	5	2	3	6	0	2	4	0
	12.6%	9.5%	11.1%	15.2%	4.5%	12.5%	14.3%	0.0%	11.1%	10.5%	9.4%	10.0%	14.0%	0.0%	6.7%	10.6%	20.0%	7.0%	9.7%	0.0%	9.5%	9.5%	---
Sometimes	171	4	2	4	0	4	0	0	4	0	3	1	4	0	1	3	1	2	4	0	1	3	0
	18.7%	6.3%	11.1%	8.7%	0.0%	16.7%	0.0%	0.0%	7.4%	0.0%	9.4%	10.0%	9.3%	0.0%	6.7%	6.4%	10.0%	4.7%	6.5%	0.0%	4.8%	7.1%	---
Usually	153	10	2	5	5	2	3	2	8	1	9	0	9	1	2	8	0	9	9	1	6	4	0
	16.7%	15.9%	11.1%	10.9%	22.7%	8.3%	21.4%	28.6%	14.8%	5.3%	28.1%	0.0%	20.9%	5.6%	13.3%	17.0%	0.0%	20.9%	14.5%	100.0%	28.6%	9.5%	---
Always	477	43	12	30	16	15	9	5	36	16	17	8	24	17	11	31	7	29	43	0	12	31	0
	52.1%	68.3%	66.7%	65.2%	72.7%	62.5%	64.3%	71.4%	66.7%	84.2%	53.1%	80.0%	55.8%	94.4%	73.3%	66.0%	70.0%	67.4%	69.4%	0.0%	57.1%	73.8%	---
Significantly different from column:*		A								K	J		N	M									
Usually or Always	630	53	14	35	21	17	12	7	44	17	26	8	33	18	13	39	7	38	52	1	18	35	0
	68.8%	84.1%	77.8%	76.1%	95.5%	70.8%	85.7%	100.0%	81.5%	89.5%	81.3%	80.0%	76.7%	100.0%	86.7%	83.0%	70.0%	88.4%	83.9%	100.0%	85.7%	83.3%	---
Significantly different from column:*		A																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	946	66	18	48	6	57	25	29	9	27	21	13	8	43	13	40	23	3	26	25	13
Number missing or multiple answer	23	2	0	0	0	2	1	1	0	2	0	0	0	2	0	1	0	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
Usable responses	923	64	18	48	6	55	24	28	9	25	21	13	8	41	13	39	23	2	25	24	13
	97.6%	97.0%	100.0%	100.0%	100.0%	96.5%	96.0%	96.6%	100.0%	92.6%	100.0%	100.0%	100.0%	95.3%	100.0%	97.5%	100.0%	66.7%	96.2%	96.0%	100.0%
Yes	590	40	12	32	5	32	12	17	8	16	12	8	2	29	8	27	13	0	18	12	8
	63.9%	62.5%	66.7%	66.7%	83.3%	58.2%	50.0%	60.7%	88.9%	64.0%	57.1%	61.5%	25.0%	70.7%	61.5%	69.2%	56.5%	0.0%	72.0%	50.0%	61.5%
No	333	24	6	16	1	23	12	11	1	9	9	5	6	12	5	12	10	2	7	12	5
	36.1%	37.5%	33.3%	33.3%	16.7%	41.8%	50.0%	39.3%	11.1%	36.0%	42.9%	38.5%	75.0%	29.3%	38.5%	30.8%	43.5%	100.0%	28.0%	50.0%	38.5%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	946	66	18	48	22	26	15	7	57	21	33	10	45	19	15	50	11	45	65	1	22	44	0
Number missing or multiple answer	23	2	0	0	0	1	1	1	1	1	1	0	2	0	0	2	0	2	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	923	64	18	48	22	25	14	6	56	20	32	10	43	19	15	48	11	43	64	0	21	43	0
	97.6%	97.0%	100.0%	100.0%	100.0%	96.2%	93.3%	85.7%	98.2%	95.2%	97.0%	100.0%	95.6%	100.0%	100.0%	96.0%	100.0%	95.6%	98.5%	0.0%	95.5%	97.7%	---
Yes	590	40	12	32	16	11	10	4	34	14	19	5	25	13	9	30	9	28	40	0	16	24	0
	63.9%	62.5%	66.7%	66.7%	72.7%	44.0%	71.4%	66.7%	60.7%	70.0%	59.4%	50.0%	58.1%	68.4%	60.0%	62.5%	81.8%	65.1%	62.5%	---	76.2%	55.8%	---
No	333	24	6	16	6	14	4	2	22	6	13	5	18	6	6	18	2	15	24	0	5	19	0
	36.1%	37.5%	33.3%	33.3%	27.3%	56.0%	28.6%	33.3%	39.3%	30.0%	40.6%	50.0%	41.9%	31.6%	40.0%	37.5%	18.2%	34.9%	37.5%	---	23.8%	44.2%	---
Significantly different from column:*					F	E																	

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,182	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	89	8	8	9	0	8	1	5	1	3	4	0	1	0	1	7	0	1	7	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	8,093	475	182	464	38	405	179	205	48	214	158	68	174	235	49	351	90	22	330	85	45
	98.9%	98.3%	95.8%	98.1%	100.0%	98.1%	99.4%	97.6%	98.0%	98.6%	97.5%	100.0%	99.4%	100.0%	98.0%	98.0%	100.0%	95.7%	97.9%	98.8%	100.0%
Yes	1,100	78	32	59	8	66	21	38	10	29	30	15	15	45	17	45	25	7	22	27	26
	13.6%	16.4%	17.6%	12.7%	21.1%	16.3%	11.7%	18.5%	20.8%	13.6%	19.0%	22.1%	8.6%	19.1%	34.7%	12.8%	27.8%	31.8%	6.7%	31.8%	57.8%
No	6,993	397	150	405	30	339	158	167	38	185	128	53	159	190	32	306	65	15	308	58	19
	86.4%	83.6%	82.4%	87.3%	78.9%	83.7%	88.3%	81.5%	79.2%	86.4%	81.0%	77.9%	91.4%	80.9%	65.3%	87.2%	72.2%	68.2%	93.3%	68.2%	42.2%
Significantly different from column:*													NO	MO	MN	Q	P		TU	SU	ST

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,182	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	89	8	8	9	6	1	1	2	6	1	4	3	4	4	2	6	0	1	8	0	6	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	8,093 98.9%	475 98.3%	182 95.8%	464 98.1%	159 96.4%	183 99.5%	96 99.0%	62 96.9%	380 98.4%	158 99.4%	191 97.9%	100 97.1%	257 98.5%	195 98.0%	114 98.3%	352 98.3%	58 100.0%	225 99.6%	454 98.3%	21 100.0%	147 96.1%	328 99.4%	0 ---
Yes	1,100 13.6%	78 16.4%	32 17.6%	59 12.7%	33 20.8%	29 15.8%	11 11.5%	4 6.5%	69 18.2%	11 7.0%	42 22.0%	22 22.0%	45 17.5%	30 15.4%	25 21.9%	52 14.8%	17 29.3%	45 20.0%	76 16.7%	2 9.5%	35 23.8%	43 13.1%	0 ---
No	6,993 86.4%	397 83.6%	150 82.4%	405 87.3%	126 79.2%	154 84.2%	85 88.5%	58 93.5%	311 81.8%	147 93.0%	149 78.0%	78 78.0%	212 82.5%	165 84.6%	89 78.1%	300 85.2%	41 70.7%	180 80.0%	378 83.3%	19 90.5%	112 76.2%	285 86.9%	0 ---
Significantly different from column:*								I	H	KL	J	J									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.

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,100	78	32	59	8	66	21	38	10	29	30	15	15	45	17	45	25	7	22	27	26
Number missing or multiple answer	31	3	1	2	0	2	0	2	0	1	1	0	1	1	1	2	0	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
Usable responses	1,069 97.2%	75 96.2%	31 96.9%	57 96.6%	8 100.0%	64 97.0%	21 100.0%	36 94.7%	10 100.0%	28 96.6%	29 96.7%	15 100.0%	14 93.3%	44 97.8%	16 94.1%	43 95.6%	25 100.0%	6 85.7%	21 95.5%	27 100.0%	24 92.3%
Never	159 14.9%	11 14.7%	1 3.2%	5 8.8%	2 25.0%	8 12.5%	4 19.0%	3 8.3%	2 20.0%	3 10.7%	6 20.7%	1 6.7%	4 28.6%	6 13.6%	1 6.3%	6 14.0%	2 8.0%	2 33.3%	1 4.8%	5 18.5%	4 16.7%
Sometimes	205 19.2%	8 10.7%	1 3.2%	13 22.8%	0 0.0%	8 12.5%	3 14.3%	3 8.3%	1 10.0%	2 7.1%	4 13.8%	2 13.3%	1 7.1%	4 9.1%	3 18.8%	4 9.3%	3 12.0%	1 16.7%	2 9.5%	3 11.1%	3 12.5%
Usually	204 19.1%	13 17.3%	10 32.3%	11 19.3%	3 37.5%	9 14.1%	6 28.6%	5 13.9%	1 10.0%	6 21.4%	3 10.3%	3 20.0%	4 28.6%	8 18.2%	1 6.3%	10 23.3%	2 8.0%	1 16.7%	5 23.8%	4 14.8%	4 16.7%
Always	501 46.9%	43 57.3%	19 61.3%	28 49.1%	3 37.5%	39 60.9%	8 38.1%	25 69.4%	6 60.0%	17 60.7%	16 55.2%	9 60.0%	5 35.7%	26 59.1%	11 68.8%	23 53.5%	18 72.0%	2 33.3%	13 61.9%	15 55.6%	13 54.2%
Significantly different from column:*							H	G													
Usually or Always	705 65.9%	56 74.7%	29 93.5%	39 68.4%	6 75.0%	48 75.0%	14 66.7%	30 83.3%	7 70.0%	23 82.1%	19 65.5%	12 80.0%	9 64.3%	34 77.3%	12 75.0%	33 76.7%	20 80.0%	3 50.0%	18 85.7%	19 70.4%	17 70.8%
Significantly different from column:*		C																			

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,100	78	32	59	33	29	11	4	69	11	42	22	45	30	25	52	17	45	76	2	35	43	0
Number missing or multiple answer	31	3	1	2	0	1	1	0	3	0	1	2	1	2	0	3	1	1	3	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	1,069	75	31	57	33	28	10	4	66	11	41	20	44	28	25	49	16	44	73	2	34	41	0
	97.2%	96.2%	96.9%	96.6%	100.0%	96.6%	90.9%	100.0%	95.7%	100.0%	97.6%	90.9%	97.8%	93.3%	100.0%	94.2%	94.1%	97.8%	96.1%	100.0%	97.1%	95.3%	---
Never	159	11	1	5	4	2	4	1	9	2	7	1	5	5	5	5	4	3	10	1	4	7	0
	14.9%	14.7%	3.2%	8.8%	12.1%	7.1%	40.0%	25.0%	13.6%	18.2%	17.1%	5.0%	11.4%	17.9%	20.0%	10.2%	25.0%	6.8%	13.7%	50.0%	11.8%	17.1%	---
Sometimes	205	8	1	13	4	3	1	1	7	2	4	2	6	2	5	3	3	4	8	0	3	5	0
	19.2%	10.7%	3.2%	22.8%	12.1%	10.7%	10.0%	25.0%	10.6%	18.2%	9.8%	10.0%	13.6%	7.1%	20.0%	6.1%	18.8%	9.1%	11.0%	0.0%	8.8%	12.2%	---
Usually	204	13	10	11	7	3	2	0	10	2	7	3	9	3	6	7	2	7	13	0	9	4	0
	19.1%	17.3%	32.3%	19.3%	21.2%	10.7%	20.0%	0.0%	15.2%	18.2%	17.1%	15.0%	20.5%	10.7%	24.0%	14.3%	12.5%	15.9%	17.8%	0.0%	26.5%	9.8%	---
Always	501	43	19	28	18	20	3	2	40	5	23	14	24	18	9	34	7	30	42	1	18	25	0
	46.9%	57.3%	61.3%	49.1%	54.5%	71.4%	30.0%	50.0%	60.6%	45.5%	56.1%	70.0%	54.5%	64.3%	36.0%	69.4%	43.8%	68.2%	57.5%	50.0%	52.9%	61.0%	---
Significantly different from column:*															P	O							
Usually or Always	705	56	29	39	25	23	5	2	50	7	30	17	33	21	15	41	9	37	55	1	27	29	0
	65.9%	74.7%	93.5%	68.4%	75.8%	82.1%	50.0%	50.0%	75.8%	63.6%	73.2%	85.0%	75.0%	75.0%	60.0%	83.7%	56.3%	84.1%	75.3%	50.0%	79.4%	70.7%	---
Significantly different from column:*		C													P	O							

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,100	78	32	59	8	66	21	38	10	29	30	15	15	45	17	45	25	7	22	27	26
Number missing or multiple answer	26	2	0	2	0	2	0	2	0	1	1	0	0	1	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
Usable responses	1,074	76	32	57	8	64	21	36	10	28	29	15	15	44	16	43	25	7	22	26	25
	97.6%	97.4%	100.0%	96.6%	100.0%	97.0%	100.0%	94.7%	100.0%	96.6%	96.7%	100.0%	100.0%	97.8%	94.1%	95.6%	100.0%	100.0%	100.0%	96.3%	96.2%
Yes	576	44	19	38	3	39	10	25	7	18	17	7	5	27	11	23	17	4	10	14	18
	53.6%	57.9%	59.4%	66.7%	37.5%	60.9%	47.6%	69.4%	70.0%	64.3%	58.6%	46.7%	33.3%	61.4%	68.8%	53.5%	68.0%	57.1%	45.5%	53.8%	72.0%
No	498	32	13	19	5	25	11	11	3	10	12	8	10	17	5	20	8	3	12	12	7
	46.4%	42.1%	40.6%	33.3%	62.5%	39.1%	52.4%	30.6%	30.0%	35.7%	41.4%	53.3%	66.7%	38.6%	31.3%	46.5%	32.0%	42.9%	54.5%	46.2%	28.0%
Significantly different from column:*													O		M						

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,100	78	32	59	33	29	11	4	69	11	42	22	45	30	25	52	17	45	76	2	35	43	0
Number missing or multiple answer	26	2	0	2	0	2	0	0	2	0	0	2	2	0	0	2	0	2	2	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	1,074	76	32	57	33	27	11	4	67	11	42	20	43	30	25	50	17	43	74	2	33	43	0
	97.6%	97.4%	100.0%	96.6%	100.0%	93.1%	100.0%	100.0%	97.1%	100.0%	100.0%	90.9%	95.6%	100.0%	100.0%	96.2%	100.0%	95.6%	97.4%	100.0%	94.3%	100.0%	---
Yes	576	44	19	38	20	16	5	2	40	7	25	11	23	20	10	34	11	27	43	1	18	26	0
	53.6%	57.9%	59.4%	66.7%	60.6%	59.3%	45.5%	50.0%	59.7%	63.6%	59.5%	55.0%	53.5%	66.7%	40.0%	68.0%	64.7%	62.8%	58.1%	50.0%	54.5%	60.5%	---
No	498	32	13	19	13	11	6	2	27	4	17	9	20	10	15	16	6	16	31	1	15	17	0
	46.4%	42.1%	40.6%	33.3%	39.4%	40.7%	54.5%	50.0%	40.3%	36.4%	40.5%	45.0%	46.5%	33.3%	60.0%	32.0%	35.3%	37.2%	41.9%	50.0%	45.5%	39.5%	---
Significantly different from column:*															P	O							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,182	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	132	9	6	14	0	8	2	4	1	4	4	0	1	2	0	6	1	1	7	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	8,050	474	184	459	38	405	178	206	48	213	158	68	174	233	50	352	89	22	330	85	45
	98.4%	98.1%	96.8%	97.0%	100.0%	98.1%	98.9%	98.1%	98.0%	98.2%	97.5%	100.0%	99.4%	99.1%	100.0%	98.3%	98.9%	95.7%	97.9%	98.8%	100.0%
Yes	1,617	81	46	100	4	75	33	42	3	29	28	22	10	51	18	53	24	3	39	24	16
	20.1%	17.1%	25.0%	21.8%	10.5%	18.5%	18.5%	20.4%	6.3%	13.6%	17.7%	32.4%	5.7%	21.9%	36.0%	15.1%	27.0%	13.6%	11.8%	28.2%	35.6%
No	6,433	393	138	359	34	330	145	164	45	184	130	46	164	182	32	299	65	19	291	61	29
	79.9%	82.9%	75.0%	78.2%	89.5%	81.5%	81.5%	79.6%	93.8%	86.4%	82.3%	67.6%	94.3%	78.1%	64.0%	84.9%	73.0%	86.4%	88.2%	71.8%	64.4%
Significantly different from column:*		C					I	I	GH	L	L	JK	NO	MO	MN	Q	P		TU	S	S

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,182	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	132	9	6	14	5	1	2	3	5	1	6	1	3	5	2	6	0	2	8	1	6	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	8,050	474	184	459	160	183	95	61	381	158	189	102	258	194	114	352	58	224	454	20	147	327	0
	98.4%	98.1%	96.8%	97.0%	97.0%	99.5%	97.9%	95.3%	98.7%	99.4%	96.9%	99.0%	98.9%	97.5%	98.3%	98.3%	100.0%	99.1%	98.3%	95.2%	96.1%	99.1%	---
Yes	1,617	81	46	100	41	17	20	9	67	24	39	16	44	35	26	54	21	47	77	4	32	49	0
	20.1%	17.1%	25.0%	21.8%	25.6%	9.3%	21.1%	14.8%	17.6%	15.2%	20.6%	15.7%	17.1%	18.0%	22.8%	15.3%	36.2%	21.0%	17.0%	20.0%	21.8%	15.0%	---
No	6,433	393	138	359	119	166	75	52	314	134	150	86	214	159	88	298	37	177	377	16	115	278	0
	79.9%	82.9%	75.0%	78.2%	74.4%	90.7%	78.9%	85.2%	82.4%	84.8%	79.4%	84.3%	82.9%	82.0%	77.2%	84.7%	63.8%	79.0%	83.0%	80.0%	78.2%	85.0%	---
Significantly different from column:*		C			F	EG	F										R	Q					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,617	81	46	100	4	75	33	42	3	29	28	22	10	51	18	53	24	3	39	24	16
Number missing or multiple answer	47	3	3	3	1	2	1	2	0	1	1	1	1	1	1	3	0	0	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,570	78	43	97	3	73	32	40	3	28	27	21	9	50	17	50	24	3	37	24	15
	97.1%	96.3%	93.5%	97.0%	75.0%	97.3%	97.0%	95.2%	100.0%	96.6%	96.4%	95.5%	90.0%	98.0%	94.4%	94.3%	100.0%	100.0%	94.9%	100.0%	93.8%
Yes	931	50	25	54	0	48	19	27	2	19	21	8	8	27	13	26	21	3	20	18	11
	59.3%	64.1%	58.1%	55.7%	0.0%	65.8%	59.4%	67.5%	66.7%	67.9%	77.8%	38.1%	88.9%	54.0%	76.5%	52.0%	87.5%	100.0%	54.1%	75.0%	73.3%
No	639	28	18	43	3	25	13	13	1	9	6	13	1	23	4	24	3	0	17	6	4
	40.7%	35.9%	41.9%	44.3%	100.0%	34.2%	40.6%	32.5%	33.3%	32.1%	22.2%	61.9%	11.1%	46.0%	23.5%	48.0%	12.5%	0.0%	45.9%	25.0%	26.7%
Significantly different from column:*										L	L	JK				Q	P				

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,617	81	46	100	41	17	20	9	67	24	39	16	44	35	26	54	21	47	77	4	32	49	0
Number missing or multiple answer	47	3	3	3	2	1	0	0	3	1	1	1	1	2	1	2	0	1	3	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,570 97.1%	78 96.3%	43 93.5%	97 97.0%	39 95.1%	16 94.1%	20 100.0%	9 100.0%	64 95.5%	23 95.8%	38 97.4%	15 93.8%	43 97.7%	33 94.3%	25 96.2%	52 96.3%	21 100.0%	46 97.9%	74 96.1%	4 100.0%	30 93.8%	48 98.0%	0 ---
Yes	931 59.3%	50 64.1%	25 58.1%	54 55.7%	21 53.8%	14 87.5%	13 65.0%	7 77.8%	39 60.9%	13 56.5%	23 60.5%	12 80.0%	27 62.8%	21 63.6%	15 60.0%	34 65.4%	13 61.9%	27 58.7%	47 63.5%	3 75.0%	19 63.3%	31 64.6%	0 ---
No	639 40.7%	28 35.9%	18 41.9%	43 44.3%	18 46.2%	2 12.5%	7 35.0%	2 22.2%	25 39.1%	10 43.5%	15 39.5%	3 20.0%	16 37.2%	12 36.4%	10 40.0%	18 34.6%	8 38.1%	19 41.3%	27 36.5%	1 25.0%	11 36.7%	17 35.4%	0 ---
Significantly different from column:*					F	E																	

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	165	13	4	9	3	10	3	8	1	7	5	0	3	4	0	11	1	1	13	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	14,465	470	186	464	35	403	177	202	48	210	157	68	172	231	50	347	89	22	324	86	45
	98.9%	97.3%	97.9%	98.1%	92.1%	97.6%	98.3%	96.2%	98.0%	96.8%	96.9%	100.0%	98.3%	98.3%	100.0%	96.9%	98.9%	95.7%	96.1%	100.0%	100.0%
Yes	12,597	425	166	412	34	363	159	182	46	188	144	62	146	216	48	310	83	20	290	78	42
	87.1%	90.4%	89.2%	88.8%	97.1%	90.1%	89.8%	90.1%	95.8%	89.5%	91.7%	91.2%	84.9%	93.5%	96.0%	89.3%	93.3%	90.9%	89.5%	90.7%	93.3%
No	1,868	45	20	52	1	40	18	20	2	22	13	6	26	15	2	37	6	2	34	8	3
	12.9%	9.6%	10.8%	11.2%	2.9%	9.9%	10.2%	9.9%	4.2%	10.5%	8.3%	8.8%	15.1%	6.5%	4.0%	10.7%	6.7%	9.1%	10.5%	9.3%	6.7%
Significantly different from column:*		A											NO	M	M						

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	165	13	4	9	6	3	4	3	9	2	7	3	5	8	5	8	2	2	13	0	8	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	14,465 98.9%	470 97.3%	186 97.9%	464 98.1%	159 96.4%	181 98.4%	93 95.9%	61 95.3%	377 97.7%	157 98.7%	188 96.4%	100 97.1%	256 98.1%	191 96.0%	111 95.7%	350 97.8%	56 96.6%	224 99.1%	449 97.2%	21 100.0%	145 94.8%	325 98.5%	0 ---
Yes	12,597 87.1%	425 90.4%	166 89.2%	412 88.8%	147 92.5%	166 91.7%	79 84.9%	53 86.9%	345 91.5%	147 93.6%	166 88.3%	91 91.0%	227 88.7%	178 93.2%	97 87.4%	319 91.1%	54 96.4%	209 93.3%	407 90.6%	18 85.7%	128 88.3%	297 91.4%	0 ---
No	1,868 12.9%	45 9.6%	20 10.8%	52 11.2%	12 7.5%	15 8.3%	14 15.1%	8 13.1%	32 8.5%	10 6.4%	22 11.7%	9 9.0%	29 11.3%	13 6.8%	14 12.6%	31 8.9%	2 3.6%	15 6.7%	42 9.4%	3 14.3%	17 11.7%	28 8.6%	0 ---
Significantly different from column:*		A																					

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	12,597	425	166	412	34	363	159	182	46	188	144	62	146	216	48	310	83	20	290	78	42
Number missing or multiple answer	349	7	3	12	1	6	4	3	0	6	1	0	4	2	0	5	2	0	6	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	12,248	418	163	400	33	357	155	179	46	182	143	62	142	214	48	305	81	20	284	77	42
	97.2%	98.4%	98.2%	97.1%	97.1%	98.3%	97.5%	98.4%	100.0%	96.8%	99.3%	100.0%	97.3%	99.1%	100.0%	98.4%	97.6%	100.0%	97.9%	98.7%	100.0%
None	3,975	113	17	63	13	97	37	50	18	58	35	16	87	18	2	94	15	4	84	25	4
	32.5%	27.0%	10.4%	15.8%	39.4%	27.2%	23.9%	27.9%	39.1%	31.9%	24.5%	25.8%	61.3%	8.4%	4.2%	30.8%	18.5%	20.0%	29.6%	32.5%	9.5%
1 time	4,248	135	48	120	9	115	44	60	18	51	50	22	36	87	8	101	24	4	93	23	12
	34.7%	32.3%	29.4%	30.0%	27.3%	32.2%	28.4%	33.5%	39.1%	28.0%	35.0%	35.5%	25.4%	40.7%	16.7%	33.1%	29.6%	20.0%	32.7%	29.9%	28.6%
2	2,140	71	48	99	7	58	26	29	8	29	23	12	10	55	3	50	15	4	49	9	11
	17.5%	17.0%	29.4%	24.8%	21.2%	16.2%	16.8%	16.2%	17.4%	15.9%	16.1%	19.4%	7.0%	25.7%	6.3%	16.4%	18.5%	20.0%	17.3%	11.7%	26.2%
3	1,003	37	29	54	1	31	18	13	0	17	11	4	3	30	4	23	8	2	21	6	4
	8.2%	8.9%	17.8%	13.5%	3.0%	8.7%	11.6%	7.3%	0.0%	9.3%	7.7%	6.5%	2.1%	14.0%	8.3%	7.5%	9.9%	10.0%	7.4%	7.8%	9.5%
4	396	26	9	33	1	24	13	10	2	11	9	4	1	18	6	15	10	1	16	6	4
	3.2%	6.2%	5.5%	8.3%	3.0%	6.7%	8.4%	5.6%	4.3%	6.0%	6.3%	6.5%	0.7%	8.4%	12.5%	4.9%	12.3%	5.0%	5.6%	7.8%	9.5%
5 to 9	398	31	8	27	2	27	15	15	0	13	13	4	4	6	21	20	8	3	20	7	4
	3.2%	7.4%	4.9%	6.8%	6.1%	7.6%	9.7%	8.4%	0.0%	7.1%	9.1%	6.5%	2.8%	2.8%	43.8%	6.6%	9.9%	15.0%	7.0%	9.1%	9.5%
10 or more times	88	5	4	4	0	5	2	2	0	3	2	0	1	0	4	2	1	2	1	1	3
	0.7%	1.2%	2.5%	1.0%	0.0%	1.4%	1.3%	1.1%	0.0%	1.6%	1.4%	0.0%	0.7%	0.0%	8.3%	0.7%	1.2%	10.0%	0.4%	1.3%	7.1%
2 or more times	4,025	170	98	217	11	145	74	69	10	73	58	24	19	109	38	110	42	12	107	29	26
	32.9%	40.7%	60.1%	54.3%	33.3%	40.6%	47.7%	38.5%	21.7%	40.1%	40.6%	38.7%	13.4%	50.9%	79.2%	36.1%	51.9%	60.0%	37.7%	37.7%	61.9%
Significantly different from column:*		ACD					I	I	GH				NO	MO	MN	QR	P	P	U	U	ST

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	12,597	425	166	412	147	166	79	53	345	147	166	91	227	178	97	319	54	209	407	18	128	297	0
Number missing or multiple answer	349	7	3	12	2	5	0	1	6	4	0	3	6	1	2	5	0	2	7	0	3	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	12,248	418	163	400	145	161	79	52	339	143	166	88	221	177	95	314	54	207	400	18	125	293	0
	97.2%	98.4%	98.2%	97.1%	98.6%	97.0%	100.0%	98.1%	98.3%	97.3%	100.0%	96.7%	97.4%	99.4%	97.9%	98.4%	100.0%	99.0%	98.3%	100.0%	97.7%	98.7%	---
None	3,975	113	17	63	42	46	19	13	96	29	48	33	54	58	30	81	4	16	107	6	27	86	0
	32.5%	27.0%	10.4%	15.8%	29.0%	28.6%	24.1%	25.0%	28.3%	20.3%	28.9%	37.5%	24.4%	32.8%	31.6%	25.8%	7.4%	7.7%	26.8%	33.3%	21.6%	29.4%	---
1 time	4,248	135	48	120	46	51	26	22	102	46	53	28	75	51	30	102	23	72	126	9	46	89	0
	34.7%	32.3%	29.4%	30.0%	31.7%	31.7%	32.9%	42.3%	30.1%	32.2%	31.9%	31.8%	33.9%	28.8%	31.6%	32.5%	42.6%	34.8%	31.5%	50.0%	36.8%	30.4%	---
2	2,140	71	48	99	21	25	18	9	58	28	22	17	41	26	15	55	13	44	68	3	23	48	0
	17.5%	17.0%	29.4%	24.8%	14.5%	15.5%	22.8%	17.3%	17.1%	19.6%	13.3%	19.3%	18.6%	14.7%	15.8%	17.5%	24.1%	21.3%	17.0%	16.7%	18.4%	16.4%	---
3	1,003	37	29	54	12	15	4	2	29	17	13	3	16	17	6	28	5	29	37	0	10	27	0
	8.2%	8.9%	17.8%	13.5%	8.3%	9.3%	5.1%	3.8%	8.6%	11.9%	7.8%	3.4%	7.2%	9.6%	6.3%	8.9%	9.3%	14.0%	9.3%	0.0%	8.0%	9.2%	---
4	396	26	9	33	10	9	6	3	22	11	11	3	14	11	7	19	4	20	26	0	9	17	0
	3.2%	6.2%	5.5%	8.3%	6.9%	5.6%	7.6%	5.8%	6.5%	7.7%	6.6%	3.4%	6.3%	6.2%	7.4%	6.1%	7.4%	9.7%	6.5%	0.0%	7.2%	5.8%	---
5 to 9	398	31	8	27	10	14	6	3	27	11	16	3	19	11	6	25	4	23	31	0	8	23	0
	3.2%	7.4%	4.9%	6.8%	6.9%	8.7%	7.6%	5.8%	8.0%	7.7%	9.6%	3.4%	8.6%	6.2%	6.3%	8.0%	7.4%	11.1%	7.8%	0.0%	6.4%	7.8%	---
10 or more times	88	5	4	4	4	1	0	0	5	1	3	1	2	3	1	4	1	3	5	0	2	3	0
	0.7%	1.2%	2.5%	1.0%	2.8%	0.6%	0.0%	0.0%	1.5%	0.7%	1.8%	1.1%	0.9%	1.7%	1.1%	1.3%	1.9%	1.4%	1.3%	0.0%	1.6%	1.0%	---
2 or more times	4,025	170	98	217	57	64	34	17	141	68	65	27	92	68	35	131	27	119	167	3	52	118	0
	32.9%	40.7%	60.1%	54.3%	39.3%	39.8%	43.0%	32.7%	41.6%	47.6%	39.2%	30.7%	41.6%	38.4%	36.8%	41.7%	50.0%	57.5%	41.8%	16.7%	41.6%	40.3%	---
Significantly different from column:*		ACD								L		J							T	S			

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,273	305	146	337	20	260	118	129	28	124	108	46	55	196	46	211	66	16	200	52	38
Number missing or multiple answer	45	2	0	4	1	1	1	1	0	2	0	0	1	0	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,228	303	146	333	19	259	117	128	28	122	108	46	54	196	46	209	66	16	198	52	38
	99.5%	99.3%	100.0%	98.8%	95.0%	99.6%	99.2%	99.2%	100.0%	98.4%	100.0%	100.0%	98.2%	100.0%	100.0%	99.1%	100.0%	100.0%	99.0%	100.0%	100.0%
Never	108	2	2	3	0	2	0	0	2	2	0	0	1	1	0	0	1	1	1	1	0
	1.3%	0.7%	1.4%	0.9%	0.0%	0.8%	0.0%	0.0%	7.1%	1.6%	0.0%	0.0%	1.9%	0.5%	0.0%	0.0%	1.5%	6.3%	0.5%	1.9%	0.0%
Sometimes	374	8	2	19	0	6	3	3	0	2	4	0	1	6	1	3	4	1	5	2	0
	4.5%	2.6%	1.4%	5.7%	0.0%	2.3%	2.6%	2.3%	0.0%	1.6%	3.7%	0.0%	1.9%	3.1%	2.2%	1.4%	6.1%	6.3%	2.5%	3.8%	0.0%
Usually	964	17	13	27	4	13	6	7	2	6	9	2	5	8	4	9	7	1	6	5	5
	11.7%	5.6%	8.9%	8.1%	21.1%	5.0%	5.1%	5.5%	7.1%	4.9%	8.3%	4.3%	9.3%	4.1%	8.7%	4.3%	10.6%	6.3%	3.0%	9.6%	13.2%
Always	6,782	276	129	284	15	238	108	118	24	112	95	44	47	181	41	197	54	13	186	44	33
	82.4%	91.1%	88.4%	85.3%	78.9%	91.9%	92.3%	92.2%	85.7%	91.8%	88.0%	95.7%	87.0%	92.3%	89.1%	94.3%	81.8%	81.3%	93.9%	84.6%	86.8%
Significantly different from column:*		AD														Q	P				
Usually or Always	7,746	293	142	311	19	251	114	125	26	118	104	46	52	189	45	206	61	14	192	49	38
	94.1%	96.7%	97.3%	93.4%	100.0%	96.9%	97.4%	97.7%	92.9%	96.7%	96.3%	100.0%	96.3%	96.4%	97.8%	98.6%	92.4%	87.5%	97.0%	94.2%	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.

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,273	305	146	337	103	115	60	39	243	114	118	55	167	119	65	233	50	191	293	12	98	207	0
Number missing or multiple answer	45	2	0	4	1	0	1	1	0	1	1	0	2	0	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	NA	NA
Usable responses	8,228	303	146	333	102	115	59	38	243	113	117	55	165	119	65	231	50	191	292	11	98	205	0
	99.5%	99.3%	100.0%	98.8%	99.0%	100.0%	98.3%	97.4%	100.0%	99.1%	99.2%	100.0%	98.8%	100.0%	100.0%	99.1%	100.0%	100.0%	99.7%	91.7%	100.0%	99.0%	---
Never	108	2	2	3	0	2	0	0	2	0	2	0	0	2	2	0	1	0	2	0	0	2	0
	1.3%	0.7%	1.4%	0.9%	0.0%	1.7%	0.0%	0.0%	0.8%	0.0%	1.7%	0.0%	0.0%	1.7%	3.1%	0.0%	2.0%	0.0%	0.7%	0.0%	0.0%	1.0%	---
Sometimes	374	8	2	19	1	2	3	1	6	2	4	1	3	4	3	5	5	2	8	0	0	8	0
	4.5%	2.6%	1.4%	5.7%	1.0%	1.7%	5.1%	2.6%	2.5%	1.8%	3.4%	1.8%	1.8%	3.4%	4.6%	2.2%	10.0%	1.0%	2.7%	0.0%	0.0%	3.9%	---
Usually	964	17	13	27	3	12	2	1	14	4	9	4	8	9	9	8	7	5	17	0	11	6	0
	11.7%	5.6%	8.9%	8.1%	2.9%	10.4%	3.4%	2.6%	5.8%	3.5%	7.7%	7.3%	4.8%	7.6%	13.8%	3.5%	14.0%	2.6%	5.8%	0.0%	11.2%	2.9%	---
Always	6,782	276	129	284	98	99	54	36	221	107	102	50	154	104	51	218	37	184	265	11	87	189	0
	82.4%	91.1%	88.4%	85.3%	96.1%	86.1%	91.5%	94.7%	90.9%	94.7%	87.2%	90.9%	93.3%	87.4%	78.5%	94.4%	74.0%	96.3%	90.8%	100.0%	88.8%	92.2%	---
Significantly different from column:*		AD			F	E				K	J				P	O							
Usually or Always	7,746	293	142	311	101	111	56	37	235	111	111	54	162	113	60	226	44	189	282	11	98	195	0
	94.1%	96.7%	97.3%	93.4%	99.0%	96.5%	94.9%	97.4%	96.7%	98.2%	94.9%	98.2%	98.2%	95.0%	92.3%	97.8%	88.0%	99.0%	96.6%	100.0%	100.0%	95.1%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,273	305	146	337	20	260	118	129	28	124	108	46	55	196	46	211	66	16	200	52	38
Number missing or multiple answer	30	1	0	6	0	1	1	0	0	1	0	0	0	1	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,243	304	146	331	20	259	117	129	28	123	108	46	55	195	46	210	66	16	199	52	38
	99.6%	99.7%	100.0%	98.2%	100.0%	99.6%	99.2%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	99.5%	100.0%	99.5%	100.0%	100.0%	99.5%	100.0%	100.0%
Never	64	0	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	1.4%	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%
Sometimes	297	5	4	13	1	4	2	2	1	1	3	0	0	4	1	1	4	0	1	3	1
	3.6%	1.6%	2.7%	3.9%	5.0%	1.5%	1.7%	1.6%	3.6%	0.8%	2.8%	0.0%	0.0%	2.1%	2.2%	0.5%	6.1%	0.0%	0.5%	5.8%	2.6%
Usually	911	20	10	23	2	14	10	4	1	4	7	4	5	12	3	10	7	1	10	5	3
	11.1%	6.6%	6.8%	6.9%	10.0%	5.4%	8.5%	3.1%	3.6%	3.3%	6.5%	8.7%	9.1%	6.2%	6.5%	4.8%	10.6%	6.3%	5.0%	9.6%	7.9%
Always	6,971	279	130	290	17	241	105	123	26	118	98	42	50	179	42	199	55	15	188	44	34
	84.6%	91.8%	89.0%	87.6%	85.0%	93.1%	89.7%	95.3%	92.9%	95.9%	90.7%	91.3%	90.9%	91.8%	91.3%	94.8%	83.3%	93.8%	94.5%	84.6%	89.5%
Significantly different from column:*		A														Q	P				
Usually or Always	7,882	299	140	313	19	255	115	127	27	122	105	46	55	191	45	209	62	16	198	49	37
	95.6%	98.4%	95.9%	94.6%	95.0%	98.5%	98.3%	98.4%	96.4%	99.2%	97.2%	100.0%	100.0%	97.9%	97.8%	99.5%	93.9%	100.0%	99.5%	94.2%	97.4%
Significantly different from column:*		AD																			

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,273	305	146	337	103	115	60	39	243	114	118	55	167	119	65	233	50	191	293	12	98	207	0
Number missing or multiple answer	30	1	0	6	0	0	1	0	1	1	0	0	1	0	0	1	1	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,243	304	146	331	103	115	59	39	242	113	118	55	166	119	65	232	49	191	292	12	97	207	0
	99.6%	99.7%	100.0%	98.2%	100.0%	100.0%	98.3%	100.0%	99.6%	99.1%	100.0%	100.0%	99.4%	100.0%	100.0%	99.6%	98.0%	100.0%	99.7%	100.0%	99.0%	100.0%	---
Never	64	0	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	1.4%	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%	---
Sometimes	297	5	4	13	0	2	3	0	5	1	4	0	3	2	3	2	3	2	5	0	1	4	0
	3.6%	1.6%	2.7%	3.9%	0.0%	1.7%	5.1%	0.0%	2.1%	0.9%	3.4%	0.0%	1.8%	1.7%	4.6%	0.9%	6.1%	1.0%	1.7%	0.0%	1.0%	1.9%	---
Usually	911	20	10	23	5	8	2	2	14	7	7	3	11	6	9	9	6	9	18	2	8	12	0
	11.1%	6.6%	6.8%	6.9%	4.9%	7.0%	3.4%	5.1%	5.8%	6.2%	5.9%	5.5%	6.6%	5.0%	13.8%	3.9%	12.2%	4.7%	6.2%	16.7%	8.2%	5.8%	---
Always	6,971	279	130	290	98	105	54	37	223	105	107	52	152	111	53	221	40	180	269	10	88	191	0
	84.6%	91.8%	89.0%	87.6%	95.1%	91.3%	91.5%	94.9%	92.1%	92.9%	90.7%	94.5%	91.6%	93.3%	81.5%	95.3%	81.6%	94.2%	92.1%	83.3%	90.7%	92.3%	---
Significantly different from column:*		A													P	O							
Usually or Always	7,882	299	140	313	103	113	56	39	237	112	114	55	163	117	62	230	46	189	287	12	96	203	0
	95.6%	98.4%	95.9%	94.6%	100.0%	98.3%	94.9%	100.0%	97.9%	99.1%	96.6%	100.0%	98.2%	98.3%	95.4%	99.1%	93.9%	99.0%	98.3%	100.0%	99.0%	98.1%	---
Significantly different from column:*		AD																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,273	305	146	337	20	260	118	129	28	124	108	46	55	196	46	211	66	16	200	52	38
Number missing or multiple answer	37	1	2	7	0	1	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,236	304	144	330	20	259	117	129	28	123	108	46	54	196	46	210	66	16	199	52	38
	99.6%	99.7%	98.6%	97.9%	100.0%	99.6%	99.2%	100.0%	100.0%	99.2%	100.0%	100.0%	98.2%	100.0%	100.0%	99.5%	100.0%	100.0%	99.5%	100.0%	100.0%
Never	54	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	1.4%	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%
Sometimes	219	3	2	17	1	2	1	2	0	1	2	0	0	1	1	1	2	0	1	2	0
	2.7%	1.0%	1.4%	5.2%	5.0%	0.8%	0.9%	1.6%	0.0%	0.8%	1.9%	0.0%	0.0%	0.5%	2.2%	0.5%	3.0%	0.0%	0.5%	3.8%	0.0%
Usually	698	15	8	19	2	11	5	6	1	3	8	2	3	9	3	7	4	2	5	4	4
	8.5%	4.9%	5.6%	5.8%	10.0%	4.2%	4.3%	4.7%	3.6%	2.4%	7.4%	4.3%	5.6%	4.6%	6.5%	3.3%	6.1%	12.5%	2.5%	7.7%	10.5%
Always	7,265	286	132	290	17	246	111	121	27	119	98	44	51	186	42	202	60	14	193	46	34
	88.2%	94.1%	91.7%	87.9%	85.0%	95.0%	94.9%	93.8%	96.4%	96.7%	90.7%	95.7%	94.4%	94.9%	91.3%	96.2%	90.9%	87.5%	97.0%	88.5%	89.5%
Significantly different from column:*		AD																			
Usually or Always	7,963	301	140	309	19	257	116	127	28	122	106	46	54	195	45	209	64	16	198	50	38
	96.7%	99.0%	97.2%	93.6%	95.0%	99.2%	99.1%	98.4%	100.0%	99.2%	98.1%	100.0%	100.0%	99.5%	97.8%	99.5%	97.0%	100.0%	99.5%	96.2%	100.0%
Significantly different from column:*		AD																			

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,273	305	146	337	103	115	60	39	243	114	118	55	167	119	65	233	50	191	293	12	98	207	0
Number missing or multiple answer	37	1	2	7	1	0	0	1	0	1	0	0	1	0	0	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	NA	NA
Usable responses	8,236 99.6%	304 99.7%	144 98.6%	330 97.9%	102 99.0%	115 100.0%	60 100.0%	38 97.4%	243 100.0%	113 99.1%	118 100.0%	55 100.0%	166 99.4%	119 100.0%	65 100.0%	232 99.6%	50 100.0%	191 100.0%	293 100.0%	11 91.7%	98 100.0%	206 99.5%	0 ---
Never	54 0.7%	0 0.0%	2 1.4%	4 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
Sometimes	219 2.7%	3 1.0%	2 1.4%	17 5.2%	0 0.0%	0 0.0%	3 5.0%	0 0.0%	2 0.8%	0 0.0%	3 2.5%	0 0.0%	3 1.8%	0 0.0%	2 3.1%	1 0.4%	2 4.0%	0 0.0%	3 1.0%	0 0.0%	0 0.0%	3 1.5%	0 ---
Usually	698 8.5%	15 4.9%	8 5.6%	19 5.8%	3 2.9%	7 6.1%	2 3.3%	1 2.6%	11 4.5%	4 3.5%	6 5.1%	3 5.5%	3 1.8%	10 8.4%	9 13.8%	4 1.7%	8 16.0%	4 2.1%	13 4.4%	2 18.2%	9 9.2%	6 2.9%	0 ---
Always	7,265 88.2%	286 94.1%	132 91.7%	290 87.9%	99 97.1%	108 93.9%	55 91.7%	37 97.4%	230 94.7%	109 96.5%	109 92.4%	52 94.5%	160 96.4%	109 91.6%	54 83.1%	227 97.8%	40 80.0%	187 97.9%	277 94.5%	9 81.8%	89 90.8%	197 95.6%	0 ---
Significantly different from column:*		AD																					
Usually or Always	7,963 96.7%	301 99.0%	140 97.2%	309 93.6%	102 100.0%	115 100.0%	57 95.0%	38 100.0%	241 99.2%	113 100.0%	115 97.5%	55 100.0%	163 98.2%	119 100.0%	63 96.9%	231 99.6%	48 96.0%	191 100.0%	290 99.0%	11 100.0%	98 100.0%	203 98.5%	0 ---
Significantly different from column:*		AD																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,273	305	146	337	20	260	118	129	28	124	108	46	55	196	46	211	66	16	200	52	38
Number missing or multiple answer	95	4	1	10	0	4	0	4	0	1	3	0	1	3	0	2	1	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
Usable responses	8,178	301	145	327	20	256	118	125	28	123	105	46	54	193	46	209	65	15	198	52	36
	98.9%	98.7%	99.3%	97.0%	100.0%	98.5%	100.0%	96.9%	100.0%	99.2%	97.2%	100.0%	98.2%	98.5%	100.0%	99.1%	98.5%	93.8%	99.0%	100.0%	94.7%
Yes	5,429	194	100	223	13	165	59	92	24	72	72	34	35	125	28	125	50	13	123	35	29
	66.4%	64.5%	69.0%	68.2%	65.0%	64.5%	50.0%	73.6%	85.7%	58.5%	68.6%	73.9%	64.8%	64.8%	60.9%	59.8%	76.9%	86.7%	62.1%	67.3%	80.6%
No	2,749	107	45	104	7	91	59	33	4	51	33	12	19	68	18	84	15	2	75	17	7
	33.6%	35.5%	31.0%	31.8%	35.0%	35.5%	50.0%	26.4%	14.3%	41.5%	31.4%	26.1%	35.2%	35.2%	39.1%	40.2%	23.1%	13.3%	37.9%	32.7%	19.4%
Significantly different from column:*							HI	G	G							QR	P	P	U		S

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,273	305	146	337	103	115	60	39	243	114	118	55	167	119	65	233	50	191	293	12	98	207	0
Number missing or multiple answer	95	4	1	10	2	1	1	1	2	2	1	1	2	2	2	2	1	2	4	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,178 98.9%	301 98.7%	145 99.3%	327 97.0%	101 98.1%	114 99.1%	59 98.3%	38 97.4%	241 99.2%	112 98.2%	117 99.2%	54 98.2%	165 98.8%	117 98.3%	63 96.9%	231 99.1%	49 98.0%	189 99.0%	289 98.6%	12 100.0%	96 98.0%	205 99.0%	0 ---
Yes	5,429 66.4%	194 64.5%	100 69.0%	223 68.2%	56 55.4%	84 73.7%	37 62.7%	24 63.2%	156 64.7%	39 34.8%	92 78.6%	52 96.3%	104 63.0%	78 66.7%	38 60.3%	152 65.8%	28 57.1%	125 66.1%	186 64.4%	8 66.7%	58 60.4%	136 66.3%	0 ---
No	2,749 33.6%	107 35.5%	45 31.0%	104 31.8%	45 44.6%	30 26.3%	22 37.3%	14 36.8%	85 35.3%	73 65.2%	25 21.4%	2 3.7%	61 37.0%	39 33.3%	25 39.7%	79 34.2%	21 42.9%	64 33.9%	103 35.6%	4 33.3%	38 39.6%	69 33.7%	0 ---
Significantly different from column:*					F	E				KL	JL	JK											

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,429	194	100	223	13	165	59	92	24	72	72	34	35	125	28	125	50	13	123	35	29
Number missing or multiple answer	51	1	2	1	0	1	0	1	0	0	1	0	0	1	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,378	193	98	222	13	164	59	91	24	72	71	34	35	124	28	124	50	13	123	34	29
	99.1%	99.5%	98.0%	99.6%	100.0%	99.4%	100.0%	98.9%	100.0%	100.0%	98.6%	100.0%	100.0%	99.2%	100.0%	99.2%	100.0%	100.0%	100.0%	97.1%	100.0%
Never	42	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	1.0%	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%
Sometimes	298	14	2	16	2	11	6	4	3	7	5	1	2	8	3	5	7	2	5	5	3
	5.5%	7.3%	2.0%	7.2%	15.4%	6.7%	10.2%	4.4%	12.5%	9.7%	7.0%	2.9%	5.7%	6.5%	10.7%	4.0%	14.0%	15.4%	4.1%	14.7%	10.3%
Usually	807	14	12	33	1	11	4	6	0	4	3	5	3	8	3	10	3	1	9	2	3
	15.0%	7.3%	12.2%	14.9%	7.7%	6.7%	6.8%	6.6%	0.0%	5.6%	4.2%	14.7%	8.6%	6.5%	10.7%	8.1%	6.0%	7.7%	7.3%	5.9%	10.3%
Always	4,231	165	83	171	10	142	49	81	21	61	63	28	30	108	22	109	40	10	109	27	23
	78.7%	85.5%	84.7%	77.0%	76.9%	86.6%	83.1%	89.0%	87.5%	84.7%	88.7%	82.4%	85.7%	87.1%	78.6%	87.9%	80.0%	76.9%	88.6%	79.4%	79.3%
Significantly different from column:*		AD																			
Usually or Always	5,038	179	95	204	11	153	53	87	21	65	66	33	33	116	25	119	43	11	118	29	26
	93.7%	92.7%	96.9%	91.9%	84.6%	93.3%	89.8%	95.6%	87.5%	90.3%	93.0%	97.1%	94.3%	93.5%	89.3%	96.0%	86.0%	84.6%	95.9%	85.3%	89.7%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,429	194	100	223	56	84	37	24	156	39	92	52	104	78	38	152	28	125	186	8	58	136	0
Number missing or multiple answer	51	1	2	1	0	1	0	0	1	0	0	1	1	0	0	1	0	1	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,378	193	98	222	56	83	37	24	155	39	92	51	103	78	38	151	28	124	185	8	57	136	0
	99.1%	99.5%	98.0%	99.6%	100.0%	98.8%	100.0%	100.0%	99.4%	100.0%	100.0%	98.1%	99.0%	100.0%	100.0%	99.3%	100.0%	99.2%	99.5%	100.0%	98.3%	100.0%	---
Never	42	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	1.0%	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%	---
Sometimes	298	14	2	16	1	4	8	2	10	4	8	1	8	5	4	10	6	5	14	0	2	12	0
	5.5%	7.3%	2.0%	7.2%	1.8%	4.8%	21.6%	8.3%	6.5%	10.3%	8.7%	2.0%	7.8%	6.4%	10.5%	6.6%	21.4%	4.0%	7.6%	0.0%	3.5%	8.8%	---
Usually	807	14	12	33	4	5	3	3	9	2	8	2	8	4	6	8	7	4	14	0	6	8	0
	15.0%	7.3%	12.2%	14.9%	7.1%	6.0%	8.1%	12.5%	5.8%	5.1%	8.7%	3.9%	7.8%	5.1%	15.8%	5.3%	25.0%	3.2%	7.6%	0.0%	10.5%	5.9%	---
Always	4,231	165	83	171	51	74	26	19	136	33	76	48	87	69	28	133	15	115	157	8	49	116	0
	78.7%	85.5%	84.7%	77.0%	91.1%	89.2%	70.3%	79.2%	87.7%	84.6%	82.6%	94.1%	84.5%	88.5%	73.7%	88.1%	53.6%	92.7%	84.9%	100.0%	86.0%	85.3%	---
Significantly different from column:*		AD			G	G	EF								P	O							
Usually or Always	5,038	179	95	204	55	79	29	22	145	35	84	50	95	73	34	141	22	119	171	8	55	124	0
	93.7%	92.7%	96.9%	91.9%	98.2%	95.2%	78.4%	91.7%	93.5%	89.7%	91.3%	98.0%	92.2%	93.6%	89.5%	93.4%	78.6%	96.0%	92.4%	100.0%	96.5%	91.2%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,273	305	146	337	20	260	118	129	28	124	108	46	55	196	46	211	66	16	200	52	38
Number missing or multiple answer	79	3	0	7	0	3	0	2	0	1	1	0	0	3	0	1	2	0	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,194	302	146	330	20	257	118	127	28	123	107	46	55	193	46	210	64	16	199	51	37
	99.0%	99.0%	100.0%	97.9%	100.0%	98.8%	100.0%	98.4%	100.0%	99.2%	99.1%	100.0%	100.0%	98.5%	100.0%	99.5%	97.0%	100.0%	99.5%	98.1%	97.4%
Never	194	6	3	11	0	5	1	3	1	4	1	0	0	4	2	4	1	0	4	1	0
	2.4%	2.0%	2.1%	3.3%	0.0%	1.9%	0.8%	2.4%	3.6%	3.3%	0.9%	0.0%	0.0%	2.1%	4.3%	1.9%	1.6%	0.0%	2.0%	2.0%	0.0%
Sometimes	614	18	8	28	2	14	7	6	1	8	7	1	5	9	4	8	8	1	4	9	2
	7.5%	6.0%	5.5%	8.5%	10.0%	5.4%	5.9%	4.7%	3.6%	6.5%	6.5%	2.2%	9.1%	4.7%	8.7%	3.8%	12.5%	6.3%	2.0%	17.6%	5.4%
Usually	1,485	31	26	55	3	27	18	10	2	14	12	4	4	25	2	17	11	2	16	7	7
	18.1%	10.3%	17.8%	16.7%	15.0%	10.5%	15.3%	7.9%	7.1%	11.4%	11.2%	8.7%	7.3%	13.0%	4.3%	8.1%	17.2%	12.5%	8.0%	13.7%	18.9%
Always	5,901	247	109	236	15	211	92	108	24	97	87	41	46	155	38	181	44	13	175	34	28
	72.0%	81.8%	74.7%	71.5%	75.0%	82.1%	78.0%	85.0%	85.7%	78.9%	81.3%	89.1%	83.6%	80.3%	82.6%	86.2%	68.8%	81.3%	87.9%	66.7%	75.7%
Significantly different from column:*		AD														Q	P		TU	S	S
Usually or Always	7,386	278	135	291	18	238	110	118	26	111	99	45	50	180	40	198	55	15	191	41	35
	90.1%	92.1%	92.5%	88.2%	90.0%	92.6%	93.2%	92.9%	92.9%	90.2%	92.5%	97.8%	90.9%	93.3%	87.0%	94.3%	85.9%	93.8%	96.0%	80.4%	94.6%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,273	305	146	337	103	115	60	39	243	114	118	55	167	119	65	233	50	191	293	12	98	207	0
Number missing or multiple answer	79	3	0	7	1	0	2	0	3	0	1	2	2	1	1	2	0	3	3	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	8,194	302	146	330	102	115	58	39	240	114	117	53	165	118	64	231	50	188	290	12	97	205	0
	99.0%	99.0%	100.0%	97.9%	99.0%	100.0%	96.7%	100.0%	98.8%	100.0%	99.2%	96.4%	98.8%	99.2%	98.5%	99.1%	100.0%	98.4%	99.0%	100.0%	99.0%	99.0%	---
Never	194	6	3	11	2	3	0	1	4	1	2	2	5	0	2	3	3	3	5	1	2	4	0
	2.4%	2.0%	2.1%	3.3%	2.0%	2.6%	0.0%	2.6%	1.7%	0.9%	1.7%	3.8%	3.0%	0.0%	3.1%	1.3%	6.0%	1.6%	1.7%	8.3%	2.1%	2.0%	---
Sometimes	614	18	8	28	1	8	7	3	13	6	8	2	9	7	9	8	8	5	18	0	4	14	0
	7.5%	6.0%	5.5%	8.5%	1.0%	7.0%	12.1%	7.7%	5.4%	5.3%	6.8%	3.8%	5.5%	5.9%	14.1%	3.5%	16.0%	2.7%	6.2%	0.0%	4.1%	6.8%	---
Usually	1,485	31	26	55	9	12	8	7	22	15	12	3	17	13	13	17	12	15	28	3	14	17	0
	18.1%	10.3%	17.8%	16.7%	8.8%	10.4%	13.8%	17.9%	9.2%	13.2%	10.3%	5.7%	10.3%	11.0%	20.3%	7.4%	24.0%	8.0%	9.7%	25.0%	14.4%	8.3%	---
Always	5,901	247	109	236	90	92	43	28	201	92	95	46	134	98	40	203	27	165	239	8	77	170	0
	72.0%	81.8%	74.7%	71.5%	88.2%	80.0%	74.1%	71.8%	83.8%	80.7%	81.2%	86.8%	81.2%	83.1%	62.5%	87.9%	54.0%	87.8%	82.4%	66.7%	79.4%	82.9%	---
Significantly different from column:*		AD			G		E								P	O	R	Q					
Usually or Always	7,386	278	135	291	99	104	51	35	223	107	107	49	151	111	53	220	39	180	267	11	91	187	0
	90.1%	92.1%	92.5%	88.2%	97.1%	90.4%	87.9%	89.7%	92.9%	93.9%	91.5%	92.5%	91.5%	94.1%	82.8%	95.2%	78.0%	95.7%	92.1%	91.7%	93.8%	91.2%	---
Significantly different from column:*					F	E																	

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,273	305	146	337	20	260	118	129	28	124	108	46	55	196	46	211	66	16	200	52	38
Number missing or multiple answer	75	1	0	6	1	0	0	1	0	1	0	0	0	0	1	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	8,198	304	146	331	19	260	118	128	28	123	108	46	55	196	45	211	65	16	200	51	38
	99.1%	99.7%	100.0%	98.2%	95.0%	100.0%	100.0%	99.2%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	98.5%	100.0%	100.0%	98.1%	100.0%
Yes	7,398	280	124	285	19	238	113	116	25	111	103	43	49	183	40	198	57	14	186	45	35
	90.2%	92.1%	84.9%	86.1%	100.0%	91.5%	95.8%	90.6%	89.3%	90.2%	95.4%	93.5%	89.1%	93.4%	88.9%	93.8%	87.7%	87.5%	93.0%	88.2%	92.1%
No	800	24	22	46	0	22	5	12	3	12	5	3	6	13	5	13	8	2	14	6	3
	9.8%	7.9%	15.1%	13.9%	0.0%	8.5%	4.2%	9.4%	10.7%	9.8%	4.6%	6.5%	10.9%	6.6%	11.1%	6.2%	12.3%	12.5%	7.0%	11.8%	7.9%
Significantly different from column:*		CD																			

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,273	305	146	337	103	115	60	39	243	114	118	55	167	119	65	233	50	191	293	12	98	207	0
Number missing or multiple answer	75	1	0	6	1	0	0	0	1	0	1	0	1	0	1	0	0	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	8,198 99.1%	304 99.7%	146 100.0%	331 98.2%	102 99.0%	115 100.0%	60 100.0%	39 100.0%	242 99.6%	114 100.0%	117 99.2%	55 100.0%	166 99.4%	119 100.0%	64 98.5%	233 100.0%	50 100.0%	190 99.5%	292 99.7%	12 100.0%	98 100.0%	206 99.5%	0 ---
Yes	7,398 90.2%	280 92.1%	124 84.9%	285 86.1%	95 93.1%	107 93.0%	53 88.3%	35 89.7%	223 92.1%	109 95.6%	106 90.6%	48 87.3%	153 92.2%	109 91.6%	56 87.5%	218 93.6%	43 86.0%	179 94.2%	269 92.1%	11 91.7%	91 92.9%	189 91.7%	0 ---
No	800 9.8%	24 7.9%	22 15.1%	46 13.9%	7 6.9%	8 7.0%	7 11.7%	4 10.3%	19 7.9%	5 4.4%	11 9.4%	7 12.7%	13 7.8%	10 8.4%	8 12.5%	15 6.4%	7 14.0%	11 5.8%	23 7.9%	1 8.3%	7 7.1%	17 8.3%	0 ---
Significantly different from column:*		CD																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,273	305	146	337	20	260	118	129	28	124	108	46	55	196	46	211	66	16	200	52	38
Number missing or multiple answer	79	2	1	9	0	2	1	1	0	0	2	0	0	2	0	1	1	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,194	303	145	328	20	258	117	128	28	124	106	46	55	194	46	210	65	16	199	52	37
	99.0%	99.3%	99.3%	97.3%	100.0%	99.2%	99.2%	99.2%	100.0%	100.0%	98.1%	100.0%	100.0%	99.0%	100.0%	99.5%	98.5%	100.0%	99.5%	100.0%	97.4%
Yes	3,164	102	61	139	5	91	35	48	11	37	35	22	13	65	23	60	32	7	55	24	20
	38.6%	33.7%	42.1%	42.4%	25.0%	35.3%	29.9%	37.5%	39.3%	29.8%	33.0%	47.8%	23.6%	33.5%	50.0%	28.6%	49.2%	43.8%	27.6%	46.2%	54.1%
No	5,030	201	84	189	15	167	82	80	17	87	71	24	42	129	23	150	33	9	144	28	17
	61.4%	66.3%	57.9%	57.6%	75.0%	64.7%	70.1%	62.5%	60.7%	70.2%	67.0%	52.2%	76.4%	66.5%	50.0%	71.4%	50.8%	56.3%	72.4%	53.8%	45.9%
Significantly different from column:*		D								L		J	O	O	MN	Q	P		TU	S	S

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,273	305	146	337	103	115	60	39	243	114	118	55	167	119	65	233	50	191	293	12	98	207	0
Number missing or multiple answer	79	2	1	9	0	2	0	0	2	0	1	1	1	1	0	2	0	2	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	8,194 99.0%	303 99.3%	145 99.3%	328 97.3%	103 100.0%	113 98.3%	60 100.0%	39 100.0%	241 99.2%	114 100.0%	117 99.2%	54 98.2%	166 99.4%	118 99.2%	65 100.0%	231 99.1%	50 100.0%	189 99.0%	291 99.3%	12 100.0%	98 100.0%	205 99.0%	0 ---
Yes	3,164 38.6%	102 33.7%	61 42.1%	139 42.4%	34 33.0%	37 32.7%	22 36.7%	10 25.6%	87 36.1%	34 29.8%	43 36.8%	22 40.7%	58 34.9%	41 34.7%	24 36.9%	76 32.9%	23 46.0%	65 34.4%	100 34.4%	2 16.7%	39 39.8%	63 30.7%	0 ---
No	5,030 61.4%	201 66.3%	84 57.9%	189 57.6%	69 67.0%	76 67.3%	38 63.3%	29 74.4%	154 63.9%	80 70.2%	74 63.2%	32 59.3%	108 65.1%	77 65.3%	41 63.1%	155 67.1%	27 54.0%	124 65.6%	191 65.6%	10 83.3%	59 60.2%	142 69.3%	0 ---
Significantly different from column:*		D																					

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,164	102	61	139	5	91	35	48	11	37	35	22	13	65	23	60	32	7	55	24	20
Number missing or multiple answer	52	2	3	1	0	2	0	2	0	0	1	1	1	1	0	0	2	0	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,112 98.4%	100 98.0%	58 95.1%	138 99.3%	5 100.0%	89 97.8%	35 100.0%	46 95.8%	11 100.0%	37 100.0%	34 97.1%	21 95.5%	12 92.3%	64 98.5%	23 100.0%	60 100.0%	30 93.8%	7 100.0%	55 100.0%	23 95.8%	19 95.0%
Never	150 4.8%	6 6.0%	8 13.8%	12 8.7%	2 40.0%	4 4.5%	1 2.9%	4 8.7%	1 9.1%	1 2.7%	2 5.9%	3 14.3%	0 0.0%	5 7.8%	1 4.3%	5 8.3%	1 3.3%	0 0.0%	3 5.5%	2 8.7%	1 5.3%
Sometimes	309 9.9%	9 9.0%	2 3.4%	16 11.6%	0 0.0%	9 10.1%	2 5.7%	6 13.0%	1 9.1%	3 8.1%	2 5.9%	3 14.3%	1 8.3%	4 6.3%	4 17.4%	4 6.7%	5 16.7%	0 0.0%	2 3.6%	4 17.4%	2 10.5%
Usually	675 21.7%	17 17.0%	15 25.9%	16 11.6%	0 0.0%	16 18.0%	6 17.1%	8 17.4%	1 9.1%	9 24.3%	5 14.7%	1 4.8%	4 33.3%	9 14.1%	4 17.4%	7 11.7%	6 20.0%	2 28.6%	8 14.5%	2 8.7%	6 31.6%
Always	1,978 63.6%	68 68.0%	33 56.9%	94 68.1%	3 60.0%	60 67.4%	26 74.3%	28 60.9%	8 72.7%	24 64.9%	25 73.5%	14 66.7%	7 58.3%	46 71.9%	14 60.9%	44 73.3%	18 60.0%	5 71.4%	42 76.4%	15 65.2%	10 52.6%
Significantly different from column:*																					
Usually or Always	2,653 85.3%	85 85.0%	48 82.8%	110 79.7%	3 60.0%	76 85.4%	32 91.4%	36 78.3%	9 81.8%	33 89.2%	30 88.2%	15 71.4%	11 91.7%	55 85.9%	18 78.3%	51 85.0%	24 80.0%	7 100.0%	50 90.9%	17 73.9%	16 84.2%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,164	102	61	139	34	37	22	10	87	34	43	22	58	41	24	76	23	65	100	2	39	63	0
Number missing or multiple answer	52	2	3	1	1	1	0	1	1	0	1	1	1	1	1	1	1	0	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,112 98.4%	100 98.0%	58 95.1%	138 99.3%	33 97.1%	36 97.3%	22 100.0%	9 90.0%	86 98.9%	34 100.0%	42 97.7%	21 95.5%	57 98.3%	40 97.6%	23 95.8%	75 98.7%	22 95.7%	65 100.0%	98 98.0%	2 100.0%	38 97.4%	62 98.4%	0 ---
Never	150 4.8%	6 6.0%	8 13.8%	12 8.7%	5 15.2%	1 2.8%	0 0.0%	0 0.0%	6 7.0%	3 8.8%	1 2.4%	2 9.5%	2 3.5%	4 10.0%	3 13.0%	3 4.0%	3 13.6%	3 4.6%	6 6.1%	0 0.0%	4 10.5%	2 3.2%	0 ---
Sometimes	309 9.9%	9 9.0%	2 3.4%	16 11.6%	3 9.1%	3 8.3%	3 13.6%	3 11.1%	8 9.3%	2 5.9%	5 11.9%	2 9.5%	4 7.0%	5 12.5%	4 17.4%	5 6.7%	3 13.6%	5 7.7%	9 9.2%	0 0.0%	1 2.6%	8 12.9%	0 ---
Usually	675 21.7%	17 17.0%	15 25.9%	16 11.6%	7 21.2%	6 16.7%	3 13.6%	3 33.3%	12 14.0%	3 8.8%	7 16.7%	6 28.6%	10 17.5%	6 15.0%	7 30.4%	9 12.0%	6 27.3%	7 10.8%	16 16.3%	1 50.0%	7 18.4%	10 16.1%	0 ---
Always	1,978 63.6%	68 68.0%	33 56.9%	94 68.1%	18 54.5%	26 72.2%	16 72.7%	5 55.6%	60 69.8%	26 76.5%	29 69.0%	11 52.4%	41 71.9%	25 62.5%	9 39.1%	58 77.3%	10 45.5%	50 76.9%	67 68.4%	1 50.0%	26 68.4%	42 67.7%	0 ---
Significantly different from column:*															P	O	R	Q					
Usually or Always	2,653 85.3%	85 85.0%	48 82.8%	110 79.7%	25 75.8%	32 88.9%	19 86.4%	8 88.9%	72 83.7%	29 85.3%	36 85.7%	17 81.0%	51 89.5%	31 77.5%	16 69.6%	67 89.3%	16 72.7%	57 87.7%	83 84.7%	2 100.0%	33 86.8%	52 83.9%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	12,597	425	166	412	34	363	159	182	46	188	144	62	146	216	48	310	83	20	290	78	42
Number missing or multiple answer	291	6	2	7	2	4	2	3	1	4	2	0	3	2	0	4	1	1	5	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	12,306	419	164	405	32	359	157	179	45	184	142	62	143	214	48	306	82	19	285	77	42
	97.7%	98.6%	98.8%	98.3%	94.1%	98.9%	98.7%	98.4%	97.8%	97.9%	98.6%	100.0%	97.9%	99.1%	100.0%	98.7%	98.8%	95.0%	98.3%	98.7%	100.0%
0 Worst personal doctor possible	21	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	21	0	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	1.2%	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%
2	31	1	1	1	0	1	0	1	0	1	0	0	0	0	0	0	1	0	0	1	0
	0.3%	0.2%	0.6%	0.2%	0.0%	0.3%	0.0%	0.6%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	1.3%	0.0%
3	48	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.6%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	63	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%	0.0%
5	234	4	0	9	0	4	3	1	0	2	1	1	1	3	0	2	2	0	2	2	0
	1.9%	1.0%	0.0%	2.2%	0.0%	1.1%	1.9%	0.6%	0.0%	1.1%	0.7%	1.6%	0.7%	1.4%	0.0%	0.7%	2.4%	0.0%	0.7%	2.6%	0.0%
6	228	4	3	5	0	4	1	2	0	2	2	0	2	1	1	3	1	0	2	2	0
	1.9%	1.0%	1.8%	1.2%	0.0%	1.1%	0.6%	1.1%	0.0%	1.1%	1.4%	0.0%	1.4%	0.5%	2.1%	1.0%	1.2%	0.0%	0.7%	2.6%	0.0%
7	542	14	4	14	3	11	5	6	2	6	8	0	6	6	1	11	3	0	10	4	0
	4.4%	3.3%	2.4%	3.5%	9.4%	3.1%	3.2%	3.4%	4.4%	3.3%	5.6%	0.0%	4.2%	2.8%	2.1%	3.6%	3.7%	0.0%	3.5%	5.2%	0.0%
8	1,586	46	11	48	3	39	24	14	3	19	14	8	18	22	5	31	14	0	27	14	4
	12.9%	11.0%	6.7%	11.9%	9.4%	10.9%	15.3%	7.8%	6.7%	10.3%	9.9%	12.9%	12.6%	10.3%	10.4%	10.1%	17.1%	0.0%	9.5%	18.2%	9.5%
9	1,830	41	22	46	6	30	8	20	7	16	8	12	11	21	8	27	9	2	24	9	5
	14.9%	9.8%	13.4%	11.4%	18.8%	8.4%	5.1%	11.2%	15.6%	8.7%	5.6%	19.4%	7.7%	9.8%	16.7%	8.8%	11.0%	10.5%	8.4%	11.7%	11.9%
10 Best personal doctor possible	7,702	309	120	270	20	270	116	135	33	138	109	41	105	161	33	232	52	17	220	45	33
	62.6%	73.7%	73.2%	66.7%	62.5%	75.2%	73.9%	75.4%	73.3%	75.0%	76.8%	66.1%	73.4%	75.2%	68.8%	75.8%	63.4%	89.5%	77.2%	58.4%	78.6%

NA - Not applicable

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	12,597	425	166	412	147	166	79	53	345	147	166	91	227	178	97	319	54	209	407	18	128	297	0
Number missing or multiple answer	291	6	2	7	1	4	1	1	5	2	1	3	3	3	3	2	2	0	6	0	2	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	12,306	419	164	405	146	162	78	52	340	145	165	88	224	175	94	317	52	209	401	18	126	293	0
	97.7%	98.6%	98.8%	98.3%	99.3%	97.6%	98.7%	98.1%	98.6%	98.6%	99.4%	96.7%	98.7%	98.3%	96.9%	99.4%	96.3%	100.0%	98.5%	100.0%	98.4%	98.7%	---
0 Worst personal doctor possible	21	0	0	4	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%	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%	---
1	21	0	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	1.2%	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%	---
2	31	1	1	1	0	0	1	1	0	0	0	1	0	1	1	0	0	0	1	0	1	0	0
	0.3%	0.2%	0.6%	0.2%	0.0%	0.0%	1.3%	1.9%	0.0%	0.0%	0.0%	1.1%	0.0%	0.6%	1.1%	0.0%	0.0%	0.0%	0.2%	0.0%	0.8%	0.0%	---
3	48	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.6%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---
4	63	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	234	4	0	9	1	2	1	0	4	1	3	0	2	2	2	2	2	1	4	0	1	3	0
	1.9%	1.0%	0.0%	2.2%	0.7%	1.2%	1.3%	0.0%	1.2%	0.7%	1.8%	0.0%	0.9%	1.1%	2.1%	0.6%	3.8%	0.5%	1.0%	0.0%	0.8%	1.0%	---
6	228	4	3	5	1	2	1	0	4	1	1	2	4	0	3	1	2	0	4	0	2	2	0
	1.9%	1.0%	1.8%	1.2%	0.7%	1.2%	1.3%	0.0%	1.2%	0.7%	0.6%	2.3%	1.8%	0.0%	3.2%	0.3%	3.8%	0.0%	1.0%	0.0%	1.6%	0.7%	---
7	542	14	4	14	3	5	6	3	8	4	4	6	9	5	11	3	5	2	14	0	5	9	0
	4.4%	3.3%	2.4%	3.5%	2.1%	3.1%	7.7%	5.8%	2.4%	2.8%	2.4%	6.8%	4.0%	2.9%	11.7%	0.9%	9.6%	1.0%	3.5%	0.0%	4.0%	3.1%	---
8	1,586	46	11	48	19	15	7	7	36	20	18	4	22	21	26	18	17	10	44	2	16	30	0
	12.9%	11.0%	6.7%	11.9%	13.0%	9.3%	9.0%	13.5%	10.6%	13.8%	10.9%	4.5%	9.8%	12.0%	27.7%	5.7%	32.7%	4.8%	11.0%	11.1%	12.7%	10.2%	---
9	1,830	41	22	46	16	8	11	10	26	8	20	9	24	13	12	27	13	16	38	3	13	28	0
	14.9%	9.8%	13.4%	11.4%	11.0%	4.9%	14.1%	19.2%	7.6%	5.5%	12.1%	10.2%	10.7%	7.4%	12.8%	8.5%	25.0%	7.7%	9.5%	16.7%	10.3%	9.6%	---
10 Best personal doctor possible	7,702	309	120	270	106	130	51	31	262	111	119	66	163	133	39	266	13	180	296	13	88	221	0
	62.6%	73.7%	73.2%	66.7%	72.6%	80.2%	65.4%	59.6%	77.1%	76.6%	72.1%	75.0%	72.8%	76.0%	41.5%	83.9%	25.0%	86.1%	73.8%	72.2%	69.8%	75.4%	---

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	12,597	425	166	412	34	363	159	182	46	188	144	62	146	216	48	310	83	20	290	78	42
Number missing or multiple answer	291	6	2	7	2	4	2	3	1	4	2	0	3	2	0	4	1	1	5	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	12,306	419	164	405	32	359	157	179	45	184	142	62	143	214	48	306	82	19	285	77	42
	97.7%	98.6%	98.8%	98.3%	94.1%	98.9%	98.7%	98.4%	97.8%	97.9%	98.6%	100.0%	97.9%	99.1%	100.0%	98.7%	98.8%	95.0%	98.3%	98.7%	100.0%
0 to 1	42	0	2	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	1.2%	2.2%	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 to 2	73	1	3	10	0	1	0	1	0	1	0	0	0	0	0	0	1	0	0	1	0
	0.6%	0.2%	1.8%	2.5%	0.0%	0.3%	0.0%	0.6%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	1.3%	0.0%
0 to 7	1,188	23	11	41	3	20	9	10	2	11	11	1	9	10	2	16	7	0	14	9	0
	9.7%	5.5%	6.7%	10.1%	9.4%	5.6%	5.7%	5.6%	4.4%	6.0%	7.7%	1.6%	6.3%	4.7%	4.2%	5.2%	8.5%	0.0%	4.9%	11.7%	0.0%
0 to 8	2,774	69	22	89	6	59	33	24	5	30	25	9	27	32	7	47	21	0	41	23	4
	22.5%	16.5%	13.4%	22.0%	18.8%	16.4%	21.0%	13.4%	11.1%	16.3%	17.6%	14.5%	18.9%	15.0%	14.6%	15.4%	25.6%	0.0%	14.4%	29.9%	9.5%
8 to 10	11,118	396	153	364	29	339	148	169	43	173	131	61	134	204	46	290	75	19	271	68	42
	90.3%	94.5%	93.3%	89.9%	90.6%	94.4%	94.3%	94.4%	95.6%	94.0%	92.3%	98.4%	93.7%	95.3%	95.8%	94.8%	91.5%	100.0%	95.1%	88.3%	100.0%
9 to 10	9,532	350	142	316	26	300	124	155	40	154	117	53	116	182	41	259	61	19	244	54	38
	77.5%	83.5%	86.6%	78.0%	81.3%	83.6%	79.0%	86.6%	88.9%	83.7%	82.4%	85.5%	81.1%	85.0%	85.4%	84.6%	74.4%	100.0%	85.6%	70.1%	90.5%
Significantly different from column:*		AD														Q	P		T	SU	T

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	12,597	425	166	412	147	166	79	53	345	147	166	91	227	178	97	319	54	209	407	18	128	297	0
Number missing or multiple answer	291	6	2	7	1	4	1	1	5	2	1	3	3	3	3	2	2	0	6	0	2	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	12,306	419	164	405	146	162	78	52	340	145	165	88	224	175	94	317	52	209	401	18	126	293	0
	97.7%	98.6%	98.8%	98.3%	99.3%	97.6%	98.7%	98.1%	98.6%	98.6%	99.4%	96.7%	98.7%	98.3%	96.9%	99.4%	96.3%	100.0%	98.5%	100.0%	98.4%	98.7%	---
0 to 1	42	0	2	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	1.2%	2.2%	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 to 2	73	1	3	10	0	0	1	1	0	0	0	1	0	1	1	0	0	0	1	0	1	0	0
	0.6%	0.2%	1.8%	2.5%	0.0%	0.0%	1.3%	1.9%	0.0%	0.0%	0.0%	1.1%	0.0%	0.6%	1.1%	0.0%	0.0%	0.0%	0.2%	0.0%	0.8%	0.0%	---
0 to 7	1,188	23	11	41	5	9	9	4	16	6	8	9	15	8	17	6	9	3	23	0	9	14	0
	9.7%	5.5%	6.7%	10.1%	3.4%	5.6%	11.5%	7.7%	4.7%	4.1%	4.8%	10.2%	6.7%	4.6%	18.1%	1.9%	17.3%	1.4%	5.7%	0.0%	7.1%	4.8%	---
0 to 8	2,774	69	22	89	24	24	16	11	52	26	26	13	37	29	43	24	26	13	67	2	25	44	0
	22.5%	16.5%	13.4%	22.0%	16.4%	14.8%	20.5%	21.2%	15.3%	17.9%	15.8%	14.8%	16.5%	16.6%	45.7%	7.6%	50.0%	6.2%	16.7%	11.1%	19.8%	15.0%	---
8 to 10	11,118	396	153	364	141	153	69	48	324	139	157	79	209	167	77	311	43	206	378	18	117	279	0
	90.3%	94.5%	93.3%	89.9%	96.6%	94.4%	88.5%	92.3%	95.3%	95.9%	95.2%	89.8%	93.3%	95.4%	81.9%	98.1%	82.7%	98.6%	94.3%	100.0%	92.9%	95.2%	---
9 to 10	9,532	350	142	316	122	138	62	41	288	119	139	75	187	146	51	293	26	196	334	16	101	249	0
	77.5%	83.5%	86.6%	78.0%	83.6%	85.2%	79.5%	78.8%	84.7%	82.1%	84.2%	85.2%	83.5%	83.4%	54.3%	92.4%	50.0%	93.8%	83.3%	88.9%	80.2%	85.0%	---
Significantly different from column:*		AD													P	O	R	Q					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,884	425	166	412	34	363	159	182	46	188	144	62	146	216	48	310	83	20	290	78	42
Number missing or multiple answer	117	3	2	9	0	3	1	2	0	1	2	0	2	1	0	2	1	0	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,767 98.3%	422 99.3%	164 98.8%	403 97.8%	34 100.0%	360 99.2%	158 99.4%	180 98.9%	46 100.0%	187 99.5%	142 98.6%	62 100.0%	144 98.6%	215 99.5%	48 100.0%	308 99.4%	82 98.8%	20 100.0%	288 99.3%	78 100.0%	41 97.6%
Yes	1,706 25.2%	101 23.9%	49 29.9%	101 25.1%	9 26.5%	87 24.2%	29 18.4%	53 29.4%	13 28.3%	41 21.9%	36 25.4%	18 29.0%	21 14.6%	56 26.0%	21 43.8%	56 18.2%	32 39.0%	10 50.0%	41 14.2%	30 38.5%	26 63.4%
No	5,061 74.8%	321 76.1%	115 70.1%	302 74.9%	25 73.5%	273 75.8%	129 81.6%	127 70.6%	33 71.7%	146 78.1%	106 74.6%	44 71.0%	123 85.4%	159 74.0%	27 56.3%	252 81.8%	50 61.0%	10 50.0%	247 85.8%	48 61.5%	15 36.6%
Significantly different from column:*							H	G					NO	MO	MN	Q	P		TU	SU	ST

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,884	425	166	412	147	166	79	53	345	147	166	91	227	178	97	319	54	209	407	18	128	297	0
Number missing or multiple answer	117	3	2	9	0	2	1	1	2	0	0	3	2	1	1	2	0	1	3	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,767 98.3%	422 99.3%	164 98.8%	403 97.8%	147 100.0%	164 98.8%	78 98.7%	52 98.1%	343 99.4%	147 100.0%	166 100.0%	88 96.7%	225 99.1%	177 99.4%	96 99.0%	317 99.4%	54 100.0%	208 99.5%	404 99.3%	18 100.0%	126 98.4%	296 99.7%	0 ---
Yes	1,706 25.2%	101 23.9%	49 29.9%	101 25.1%	41 27.9%	34 20.7%	22 28.2%	12 23.1%	84 24.5%	20 13.6%	49 29.5%	29 33.0%	57 25.3%	41 23.2%	27 28.1%	71 22.4%	22 40.7%	55 26.4%	99 24.5%	2 11.1%	35 27.8%	66 22.3%	0 ---
No	5,061 74.8%	321 76.1%	115 70.1%	302 74.9%	106 72.1%	130 79.3%	56 71.8%	40 76.9%	259 75.5%	127 86.4%	117 70.5%	59 67.0%	168 74.7%	136 76.8%	69 71.9%	246 77.6%	32 59.3%	153 73.6%	305 75.5%	16 88.9%	91 72.2%	230 77.7%	0 ---
Significantly different from column:*										KL	J	J					R	Q					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,706	101	49	101	9	87	29	53	13	41	36	18	21	56	21	56	32	10	41	30	26
Number missing or multiple answer	41	2	0	3	0	2	1	1	0	1	1	0	1	1	0	2	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,665	99	49	98	9	85	28	52	13	40	35	18	20	55	21	54	32	10	40	29	26
	97.6%	98.0%	100.0%	97.0%	100.0%	97.7%	96.6%	98.1%	100.0%	97.6%	97.2%	100.0%	95.2%	98.2%	100.0%	96.4%	100.0%	100.0%	97.6%	96.7%	100.0%
Yes	1,544	95	42	94	8	82	27	49	13	39	33	17	19	53	20	50	32	10	38	27	26
	92.7%	96.0%	85.7%	95.9%	88.9%	96.5%	96.4%	94.2%	100.0%	97.5%	94.3%	94.4%	95.0%	96.4%	95.2%	92.6%	100.0%	100.0%	95.0%	93.1%	100.0%
No	121	4	7	4	1	3	1	3	0	1	2	1	1	2	1	4	0	0	2	2	0
	7.3%	4.0%	14.3%	4.1%	11.1%	3.5%	3.6%	5.8%	0.0%	2.5%	5.7%	5.6%	5.0%	3.6%	4.8%	7.4%	0.0%	0.0%	5.0%	6.9%	0.0%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,706	101	49	101	41	34	22	12	84	20	49	29	57	41	27	71	22	55	99	2	35	66	0
Number missing or multiple answer	41	2	0	3	0	0	2	0	2	0	1	1	0	2	0	2	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	NA	NA
Usable responses	1,665	99	49	98	41	34	20	12	82	20	48	28	57	39	27	69	22	54	97	2	35	64	0
	97.6%	98.0%	100.0%	97.0%	100.0%	100.0%	90.9%	100.0%	97.6%	100.0%	98.0%	96.6%	100.0%	95.1%	100.0%	97.2%	100.0%	98.2%	98.0%	100.0%	100.0%	97.0%	---
Yes	1,544	95	42	94	38	33	20	11	79	18	46	28	56	36	25	67	20	53	93	2	34	61	0
	92.7%	96.0%	85.7%	95.9%	92.7%	97.1%	100.0%	91.7%	96.3%	90.0%	95.8%	100.0%	98.2%	92.3%	92.6%	97.1%	90.9%	98.1%	95.9%	100.0%	97.1%	95.3%	---
No	121	4	7	4	3	1	0	1	3	2	2	0	1	3	2	2	2	1	4	0	1	3	0
	7.3%	4.0%	14.3%	4.1%	7.3%	2.9%	0.0%	8.3%	3.7%	10.0%	4.2%	0.0%	1.8%	7.7%	7.4%	2.9%	9.1%	1.9%	4.1%	0.0%	2.9%	4.7%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,706	101	49	101	9	87	29	53	13	41	36	18	21	56	21	56	32	10	41	30	26
Number missing or multiple answer	43	1	1	3	0	1	0	1	0	0	1	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,663	100	48	98	9	86	29	52	13	41	35	18	20	56	21	55	32	10	40	30	26
	97.5%	99.0%	98.0%	97.0%	100.0%	98.9%	100.0%	98.1%	100.0%	100.0%	97.2%	100.0%	95.2%	100.0%	100.0%	98.2%	100.0%	100.0%	97.6%	100.0%	100.0%
Yes	1,488	94	40	90	8	81	27	48	13	39	33	16	19	53	19	50	31	10	37	28	25
	89.5%	94.0%	83.3%	91.8%	88.9%	94.2%	93.1%	92.3%	100.0%	95.1%	94.3%	88.9%	95.0%	94.6%	90.5%	90.9%	96.9%	100.0%	92.5%	93.3%	96.2%
No	175	6	8	8	1	5	2	4	0	2	2	2	1	3	2	5	1	0	3	2	1
	10.5%	6.0%	16.7%	8.2%	11.1%	5.8%	6.9%	7.7%	0.0%	4.9%	5.7%	11.1%	5.0%	5.4%	9.5%	9.1%	3.1%	0.0%	7.5%	6.7%	3.8%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,706	101	49	101	41	34	22	12	84	20	49	29	57	41	27	71	22	55	99	2	35	66	0
Number missing or multiple answer	43	1	1	3	0	0	1	0	1	0	0	1	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	1,663 97.5%	100 99.0%	48 98.0%	98 97.0%	41 100.0%	34 100.0%	21 95.5%	12 100.0%	83 98.8%	20 100.0%	49 100.0%	28 96.6%	57 100.0%	40 97.6%	27 100.0%	70 98.6%	22 100.0%	55 100.0%	98 99.0%	2 100.0%	35 100.0%	65 98.5%	0 ---
Yes	1,488 89.5%	94 94.0%	40 83.3%	90 91.8%	37 90.2%	32 94.1%	21 100.0%	10 83.3%	79 95.2%	17 85.0%	46 93.9%	28 100.0%	55 96.5%	36 90.0%	24 88.9%	67 95.7%	19 86.4%	53 96.4%	93 94.9%	1 50.0%	33 94.3%	61 93.8%	0 ---
No	175 10.5%	6 6.0%	8 16.7%	8 8.2%	4 9.8%	2 5.9%	0 0.0%	2 16.7%	4 4.8%	3 15.0%	3 6.1%	0 0.0%	2 3.5%	4 10.0%	3 11.1%	3 4.3%	3 13.6%	2 3.6%	5 5.1%	1 50.0%	2 5.7%	4 6.2%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	111	0	4	7	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	14,519	483	186	466	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
	99.2%	100.0%	97.9%	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	3,124	105	51	95	5	93	36	53	7	38	39	20	22	56	21	59	32	10	55	26	19
	21.5%	21.7%	27.4%	20.4%	13.2%	22.5%	20.0%	25.2%	14.3%	17.5%	24.1%	29.4%	12.6%	23.8%	42.0%	16.5%	35.6%	43.5%	16.3%	30.2%	42.2%
No	11,395	378	135	371	33	320	144	157	42	179	123	48	153	179	29	299	58	13	282	60	26
	78.5%	78.3%	72.6%	79.6%	86.8%	77.5%	80.0%	74.8%	85.7%	82.5%	75.9%	70.6%	87.4%	76.2%	58.0%	83.5%	64.4%	56.5%	83.7%	69.8%	57.8%
Significantly different from column:*										L		J	NO	MO	MN	Q	P		TU	S	S

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	111	0	4	7	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	14,519	483	186	466	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
	99.2%	100.0%	97.9%	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%	---
Yes	3,124	105	51	95	34	40	22	14	85	30	43	28	63	38	25	75	18	58	101	4	37	68	0
	21.5%	21.7%	27.4%	20.4%	20.6%	21.7%	22.7%	21.9%	22.0%	18.9%	22.1%	27.2%	24.1%	19.1%	21.6%	20.9%	31.0%	25.7%	21.9%	19.0%	24.2%	20.6%	---
No	11,395	378	135	371	131	144	75	50	301	129	152	75	198	161	91	283	40	168	361	17	116	262	0
	78.5%	78.3%	72.6%	79.6%	79.4%	78.3%	77.3%	78.1%	78.0%	81.1%	77.9%	72.8%	75.9%	80.9%	78.4%	79.1%	69.0%	74.3%	78.1%	81.0%	75.8%	79.4%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,124	105	51	95	5	93	36	53	7	38	39	20	22	56	21	59	32	10	55	26	19
Number missing or multiple answer	62	2	0	1	1	0	0	1	0	0	1	0	0	2	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,062	103	51	94	4	93	36	52	7	38	38	20	22	54	21	58	32	10	54	26	19
	98.0%	98.1%	100.0%	98.9%	80.0%	100.0%	100.0%	98.1%	100.0%	100.0%	97.4%	100.0%	100.0%	96.4%	100.0%	98.3%	100.0%	100.0%	98.2%	100.0%	100.0%
Never	123	2	1	1	0	2	1	0	1	0	1	1	1	1	0	1	1	0	0	2	0
	4.0%	1.9%	2.0%	1.1%	0.0%	2.2%	2.8%	0.0%	14.3%	0.0%	2.6%	5.0%	4.5%	1.9%	0.0%	1.7%	3.1%	0.0%	0.0%	7.7%	0.0%
Sometimes	418	13	10	14	1	11	1	9	2	8	2	2	7	4	1	6	3	3	5	6	1
	13.7%	12.6%	19.6%	14.9%	25.0%	11.8%	2.8%	17.3%	28.6%	21.1%	5.3%	10.0%	31.8%	7.4%	4.8%	10.3%	9.4%	30.0%	9.3%	23.1%	5.3%
Usually	623	14	11	15	0	14	4	10	0	7	2	5	2	8	4	6	8	0	6	5	3
	20.3%	13.6%	21.6%	16.0%	0.0%	15.1%	11.1%	19.2%	0.0%	18.4%	5.3%	25.0%	9.1%	14.8%	19.0%	10.3%	25.0%	0.0%	11.1%	19.2%	15.8%
Always	1,898	74	29	64	3	66	30	33	4	23	33	12	12	41	16	45	20	7	43	13	15
	62.0%	71.8%	56.9%	68.1%	75.0%	71.0%	83.3%	63.5%	57.1%	60.5%	86.8%	60.0%	54.5%	75.9%	76.2%	77.6%	62.5%	70.0%	79.6%	50.0%	78.9%
Significantly different from column:*		A					H	G		K	J								T	SU	T
Usually or Always	2,521	88	40	79	3	80	34	43	4	30	35	17	14	49	20	51	28	7	49	18	18
	82.3%	85.4%	78.4%	84.0%	75.0%	86.0%	94.4%	82.7%	57.1%	78.9%	92.1%	85.0%	63.6%	90.7%	95.2%	87.9%	87.5%	70.0%	90.7%	69.2%	94.7%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,124	105	51	95	34	40	22	14	85	30	43	28	63	38	25	75	18	58	101	4	37	68	0
Number missing or multiple answer	62	2	0	1	1	0	0	0	1	1	0	0	0	1	0	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	3,062	103	51	94	33	40	22	14	84	29	43	28	63	37	25	74	18	57	100	3	36	67	0
	98.0%	98.1%	100.0%	98.9%	97.1%	100.0%	100.0%	100.0%	98.8%	96.7%	100.0%	100.0%	100.0%	97.4%	100.0%	98.7%	100.0%	98.3%	99.0%	75.0%	97.3%	98.5%	---
Never	123	2	1	1	1	1	0	0	2	0	2	0	1	1	1	1	0	1	2	0	1	1	0
	4.0%	1.9%	2.0%	1.1%	3.0%	2.5%	0.0%	0.0%	2.4%	0.0%	4.7%	0.0%	1.6%	2.7%	4.0%	1.4%	0.0%	1.8%	2.0%	0.0%	2.8%	1.5%	---
Sometimes	418	13	10	14	2	3	5	4	6	2	4	6	8	4	4	8	3	2	12	1	6	7	0
	13.7%	12.6%	19.6%	14.9%	6.1%	7.5%	22.7%	28.6%	7.1%	6.9%	9.3%	21.4%	12.7%	10.8%	16.0%	10.8%	16.7%	3.5%	12.0%	33.3%	16.7%	10.4%	---
Usually	623	14	11	15	5	7	2	1	13	2	8	4	8	6	4	10	3	9	14	0	4	10	0
	20.3%	13.6%	21.6%	16.0%	15.2%	17.5%	9.1%	7.1%	15.5%	6.9%	18.6%	14.3%	12.7%	16.2%	16.0%	13.5%	16.7%	15.8%	14.0%	0.0%	11.1%	14.9%	---
Always	1,898	74	29	64	25	29	15	9	63	25	29	18	46	26	16	55	12	45	72	2	25	49	0
	62.0%	71.8%	56.9%	68.1%	75.8%	72.5%	68.2%	64.3%	75.0%	86.2%	67.4%	64.3%	73.0%	70.3%	64.0%	74.3%	66.7%	78.9%	72.0%	66.7%	69.4%	73.1%	---
Significantly different from column:*		A																					
Usually or Always	2,521	88	40	79	30	36	17	10	76	27	37	22	54	32	20	65	15	54	86	2	29	59	0
	82.3%	85.4%	78.4%	84.0%	90.9%	90.0%	77.3%	71.4%	90.5%	93.1%	86.0%	78.6%	85.7%	86.5%	80.0%	87.8%	83.3%	94.7%	86.0%	66.7%	80.6%	88.1%	---
Significantly different from column:*																							

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,124	105	51	95	5	93	36	53	7	38	39	20	22	56	21	59	32	10	55	26	19
Number missing or multiple answer	72	2	0	2	1	0	0	1	0	0	1	0	0	2	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,052	103	51	93	4	93	36	52	7	38	38	20	22	54	21	58	32	10	54	26	19
	97.7%	98.1%	100.0%	97.9%	80.0%	100.0%	100.0%	98.1%	100.0%	100.0%	97.4%	100.0%	100.0%	96.4%	100.0%	98.3%	100.0%	100.0%	98.2%	100.0%	100.0%
None	194	5	2	6	1	4	3	0	2	2	2	1	2	2	1	2	2	1	0	4	0
	6.4%	4.9%	3.9%	6.5%	25.0%	4.3%	8.3%	0.0%	28.6%	5.3%	5.3%	5.0%	9.1%	3.7%	4.8%	3.4%	6.3%	10.0%	0.0%	15.4%	0.0%
1 specialist	1,808	68	35	63	1	64	22	37	5	28	25	11	17	37	10	44	19	3	43	14	9
	59.2%	66.0%	68.6%	67.7%	25.0%	68.8%	61.1%	71.2%	71.4%	73.7%	65.8%	55.0%	77.3%	68.5%	47.6%	75.9%	59.4%	30.0%	79.6%	53.8%	47.4%
2	622	17	11	15	1	15	6	9	0	3	8	5	2	10	4	6	8	3	7	5	5
	20.4%	16.5%	21.6%	16.1%	25.0%	16.1%	16.7%	17.3%	0.0%	7.9%	21.1%	25.0%	9.1%	18.5%	19.0%	10.3%	25.0%	30.0%	13.0%	19.2%	26.3%
3	242	9	1	6	1	8	4	5	0	3	3	3	0	3	5	5	2	2	3	3	3
	7.9%	8.7%	2.0%	6.5%	25.0%	8.6%	11.1%	9.6%	0.0%	7.9%	7.9%	15.0%	0.0%	5.6%	23.8%	8.6%	6.3%	20.0%	5.6%	11.5%	15.8%
4	94	4	1	1	0	2	1	1	0	2	0	0	1	2	1	1	1	1	1	0	2
	3.1%	3.9%	2.0%	1.1%	0.0%	2.2%	2.8%	1.9%	0.0%	5.3%	0.0%	0.0%	4.5%	3.7%	4.8%	1.7%	3.1%	10.0%	1.9%	0.0%	10.5%
5 or more specialists	92	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.0%	0.0%	2.0%	2.2%	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%
3 or more specialists	428	13	3	9	1	10	5	6	0	5	3	3	1	5	6	6	3	3	4	3	5
	14.0%	12.6%	5.9%	9.7%	25.0%	10.8%	13.9%	11.5%	0.0%	13.2%	7.9%	15.0%	4.5%	9.3%	28.6%	10.3%	9.4%	30.0%	7.4%	11.5%	26.3%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,124	105	51	95	34	40	22	14	85	30	43	28	63	38	25	75	18	58	101	4	37	68	0
Number missing or multiple answer	72	2	0	2	1	0	0	0	1	1	0	0	0	1	0	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	3,052	103	51	93	33	40	22	14	84	29	43	28	63	37	25	74	18	57	100	3	36	67	0
	97.7%	98.1%	100.0%	97.9%	97.1%	100.0%	100.0%	100.0%	98.8%	96.7%	100.0%	100.0%	100.0%	97.4%	100.0%	98.7%	100.0%	98.3%	99.0%	75.0%	97.3%	98.5%	---
None	194	5	2	6	1	2	1	0	5	1	3	1	3	2	2	3	2	1	5	0	2	3	0
	6.4%	4.9%	3.9%	6.5%	3.0%	5.0%	4.5%	0.0%	6.0%	3.4%	7.0%	3.6%	4.8%	5.4%	8.0%	4.1%	11.1%	1.8%	5.0%	0.0%	5.6%	4.5%	---
1 specialist	1,808	68	35	63	21	26	16	10	55	21	25	20	47	19	14	51	9	38	65	3	23	45	0
	59.2%	66.0%	68.6%	67.7%	63.6%	65.0%	72.7%	71.4%	65.5%	72.4%	58.1%	71.4%	74.6%	51.4%	56.0%	68.9%	50.0%	66.7%	65.0%	100.0%	63.9%	67.2%	---
2	622	17	11	15	5	10	2	3	13	3	9	5	9	8	5	12	2	12	17	0	7	10	0
	20.4%	16.5%	21.6%	16.1%	15.2%	25.0%	9.1%	21.4%	15.5%	10.3%	20.9%	17.9%	14.3%	21.6%	20.0%	16.2%	11.1%	21.1%	17.0%	0.0%	19.4%	14.9%	---
3	242	9	1	6	5	1	3	1	8	4	5	0	4	5	3	6	2	6	9	0	4	5	0
	7.9%	8.7%	2.0%	6.5%	15.2%	2.5%	13.6%	7.1%	9.5%	13.8%	11.6%	0.0%	6.3%	13.5%	12.0%	8.1%	11.1%	10.5%	9.0%	0.0%	11.1%	7.5%	---
4	94	4	1	1	1	1	0	0	3	0	1	2	0	3	1	2	3	0	4	0	0	4	0
	3.1%	3.9%	2.0%	1.1%	3.0%	2.5%	0.0%	0.0%	3.6%	0.0%	2.3%	7.1%	0.0%	8.1%	4.0%	2.7%	16.7%	0.0%	4.0%	0.0%	0.0%	6.0%	---
5 or more specialists	92	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.0%	0.0%	2.0%	2.2%	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%	---
3 or more specialists	428	13	3	9	6	2	3	1	11	4	6	2	4	8	4	8	5	6	13	0	4	9	0
	14.0%	12.6%	5.9%	9.7%	18.2%	5.0%	13.6%	7.1%	13.1%	13.8%	14.0%	7.1%	6.3%	21.6%	16.0%	10.8%	27.8%	10.5%	13.0%	0.0%	11.1%	13.4%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,858	98	49	87	3	89	33	52	5	36	36	19	20	52	20	56	30	9	54	22	19
Number missing or multiple answer	32	3	0	2	0	1	0	1	0	1	0	0	1	2	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	2,826 98.9%	95 96.9%	49 100.0%	85 97.7%	3 100.0%	88 98.9%	33 100.0%	51 98.1%	5 100.0%	35 97.2%	36 100.0%	19 100.0%	19 95.0%	50 96.2%	20 100.0%	56 100.0%	29 96.7%	9 100.0%	54 100.0%	21 95.5%	19 100.0%
0 Worst specialist possible	10 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	7 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	10 0.4%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	1 3.0%	0 0.0%	0 0.0%	0 0.0%	1 2.8%	0 0.0%	1 5.3%	0 0.0%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	0 0.0%	1 4.8%	0 0.0%
3	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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
4	18 0.6%	0 0.0%	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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5	71 2.5%	1 1.1%	0 0.0%	3 3.5%	0 0.0%	1 1.1%	0 0.0%	1 2.0%	0 0.0%	0 0.0%	1 2.8%	0 0.0%	1 5.3%	0 0.0%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	0 0.0%
6	66 2.3%	1 1.1%	1 2.0%	1 1.2%	0 0.0%	1 1.1%	0 0.0%	1 2.0%	0 0.0%	0 0.0%	0 0.0%	1 5.3%	0 0.0%	0 0.0%	1 5.0%	0 0.0%	1 3.4%	0 0.0%	0 0.0%	0 0.0%	1 5.3%
7	174 6.2%	5 5.3%	3 6.1%	6 7.1%	0 0.0%	4 4.5%	1 3.0%	3 5.9%	0 0.0%	1 2.9%	3 8.3%	0 0.0%	2 10.5%	2 4.0%	0 0.0%	2 3.6%	1 3.4%	2 22.2%	3 5.6%	1 4.8%	1 5.3%
8	363 12.8%	12 12.6%	2 4.1%	11 12.9%	1 33.3%	11 12.5%	3 9.1%	8 15.7%	1 20.0%	4 11.4%	5 13.9%	3 15.8%	1 5.3%	8 16.0%	3 15.0%	6 10.7%	5 17.2%	1 11.1%	6 11.1%	5 23.8%	1 5.3%
9	409 14.5%	8 8.4%	6 12.2%	9 10.6%	0 0.0%	8 9.1%	0 0.0%	7 13.7%	0 0.0%	3 8.6%	0 0.0%	4 21.1%	0 0.0%	6 12.0%	2 10.0%	3 5.4%	4 13.8%	1 11.1%	4 7.4%	3 14.3%	1 5.3%
10 Best specialist possible	1,690 59.8%	67 70.5%	36 73.5%	55 64.7%	2 66.7%	62 70.5%	28 84.8%	31 60.8%	4 80.0%	27 77.1%	26 72.2%	11 57.9%	14 73.7%	34 68.0%	14 70.0%	43 76.8%	18 62.1%	5 55.6%	40 74.1%	11 52.4%	15 78.9%

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,858	98	49	87	32	38	21	14	79	28	40	27	60	35	23	71	16	56	95	3	34	64	0
Number missing or multiple answer	32	3	0	2	0	0	1	0	1	0	0	1	1	0	0	1	1	1	3	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,826 98.9%	95 96.9%	49 100.0%	85 97.7%	32 100.0%	38 100.0%	20 95.2%	14 100.0%	78 98.7%	28 100.0%	40 100.0%	26 96.3%	59 98.3%	35 100.0%	23 100.0%	70 98.6%	15 93.8%	55 98.2%	92 96.8%	3 100.0%	33 97.1%	62 96.9%	0 ---
0 Worst specialist possible	10 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
1	7 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
2	10 0.4%	1 1.1%	0 0.0%	0 0.0%	1 3.1%	0 0.0%	0 0.0%	0 0.0%	1 1.3%	1 3.6%	0 0.0%	0 0.0%	0 0.0%	1 2.9%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 3.0%	0 0.0%	0 ---
3	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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
4	18 0.6%	0 0.0%	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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
5	71 2.5%	1 1.1%	0 0.0%	3 3.5%	0 0.0%	0 0.0%	1 5.0%	0 0.0%	1 1.3%	0 0.0%	1 2.5%	0 0.0%	0 0.0%	1 2.9%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	1 1.6%	0 ---
6	66 2.3%	1 1.1%	1 2.0%	1 1.2%	0 0.0%	1 2.6%	0 0.0%	0 0.0%	1 1.3%	0 0.0%	1 2.5%	0 0.0%	0 0.0%	1 2.9%	1 4.3%	0 0.0%	1 6.7%	0 0.0%	1 1.1%	0 0.0%	1 3.0%	0 0.0%	0 ---
7	174 6.2%	5 5.3%	3 6.1%	6 7.1%	1 3.1%	2 5.3%	1 5.0%	2 14.3%	2 2.6%	2 7.1%	0 0.0%	3 11.5%	2 3.4%	3 8.6%	3 13.0%	2 2.9%	1 6.7%	1 1.8%	5 5.4%	0 0.0%	2 6.1%	3 4.8%	0 ---
8	363 12.8%	12 12.6%	2 4.1%	11 12.9%	3 9.4%	6 15.8%	3 15.0%	1 7.1%	11 14.1%	2 7.1%	7 17.5%	3 11.5%	7 11.9%	5 14.3%	6 26.1%	6 8.6%	4 26.7%	7 12.7%	12 13.0%	0 0.0%	6 18.2%	6 9.7%	0 ---
9	409 14.5%	8 8.4%	6 12.2%	9 10.6%	5 15.6%	0 0.0%	3 15.0%	2 14.3%	6 7.7%	1 3.6%	5 12.5%	2 7.7%	6 10.2%	2 5.7%	4 17.4%	3 4.3%	3 20.0%	5 9.1%	8 8.7%	0 0.0%	4 12.1%	4 6.5%	0 ---
10 Best specialist possible	1,690 59.8%	67 70.5%	36 73.5%	55 64.7%	22 68.8%	29 76.3%	12 60.0%	9 64.3%	56 71.8%	22 78.6%	26 65.0%	18 69.2%	44 74.6%	22 62.9%	9 39.1%	57 81.4%	6 40.0%	42 76.4%	64 69.6%	3 100.0%	19 57.6%	48 77.4%	0 ---

NA - Not applicable

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,858	98	49	87	3	89	33	52	5	36	36	19	20	52	20	56	30	9	54	22	19
Number missing or multiple answer	32	3	0	2	0	1	0	1	0	1	0	0	1	2	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	2,826	95	49	85	3	88	33	51	5	35	36	19	19	50	20	56	29	9	54	21	19
	98.9%	96.9%	100.0%	97.7%	100.0%	98.9%	100.0%	98.1%	100.0%	97.2%	100.0%	100.0%	95.0%	96.2%	100.0%	100.0%	96.7%	100.0%	100.0%	95.5%	100.0%
0 to 1	17	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 to 2	27	1	0	0	0	1	1	0	0	0	1	0	1	0	0	1	0	0	0	1	0
	1.0%	1.1%	0.0%	0.0%	0.0%	1.1%	3.0%	0.0%	0.0%	0.0%	2.8%	0.0%	5.3%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	4.8%	0.0%
0 to 7	364	8	5	10	0	7	2	5	0	1	5	1	4	2	1	4	2	2	4	2	2
	12.9%	8.4%	10.2%	11.8%	0.0%	8.0%	6.1%	9.8%	0.0%	2.9%	13.9%	5.3%	21.1%	4.0%	5.0%	7.1%	6.9%	22.2%	7.4%	9.5%	10.5%
0 to 8	727	20	7	21	1	18	5	13	1	5	10	4	5	10	4	10	7	3	10	7	3
	25.7%	21.1%	14.3%	24.7%	33.3%	20.5%	15.2%	25.5%	20.0%	14.3%	27.8%	21.1%	26.3%	20.0%	20.0%	17.9%	24.1%	33.3%	18.5%	33.3%	15.8%
8 to 10	2,462	87	44	75	3	81	31	46	5	34	31	18	15	48	19	52	27	7	50	19	17
	87.1%	91.6%	89.8%	88.2%	100.0%	92.0%	93.9%	90.2%	100.0%	97.1%	86.1%	94.7%	78.9%	96.0%	95.0%	92.9%	93.1%	77.8%	92.6%	90.5%	89.5%
9 to 10	2,099	75	42	64	2	70	28	38	4	30	26	15	14	40	16	46	22	6	44	14	16
	74.3%	78.9%	85.7%	75.3%	66.7%	79.5%	84.8%	74.5%	80.0%	85.7%	72.2%	78.9%	73.7%	80.0%	80.0%	82.1%	75.9%	66.7%	81.5%	66.7%	84.2%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,858	98	49	87	32	38	21	14	79	28	40	27	60	35	23	71	16	56	95	3	34	64	0
Number missing or multiple answer	32	3	0	2	0	0	1	0	1	0	0	1	1	0	0	1	1	1	3	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,826 98.9%	95 96.9%	49 100.0%	85 97.7%	32 100.0%	38 100.0%	20 95.2%	14 100.0%	78 98.7%	28 100.0%	40 100.0%	26 96.3%	59 98.3%	35 100.0%	23 100.0%	70 98.6%	15 93.8%	55 98.2%	92 96.8%	3 100.0%	33 97.1%	62 96.9%	0 ---
0 to 1	17 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
0 to 2	27 1.0%	1 1.1%	0 0.0%	0 0.0%	1 3.1%	0 0.0%	0 0.0%	0 0.0%	1 1.3%	1 3.6%	0 0.0%	0 0.0%	0 0.0%	1 2.9%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 3.0%	0 0.0%	0 ---
0 to 7	364 12.9%	8 8.4%	5 10.2%	10 11.8%	2 6.3%	3 7.9%	2 10.0%	2 14.3%	5 6.4%	3 10.7%	2 5.0%	3 11.5%	2 3.4%	6 17.1%	4 17.4%	4 5.7%	2 13.3%	1 1.8%	8 8.7%	0 0.0%	4 12.1%	4 6.5%	0 ---
0 to 8	727 25.7%	20 21.1%	7 14.3%	21 24.7%	5 15.6%	9 23.7%	5 25.0%	3 21.4%	16 20.5%	5 17.9%	9 22.5%	6 23.1%	9 15.3%	11 31.4%	10 43.5%	10 14.3%	6 40.0%	8 14.5%	20 21.7%	0 0.0%	10 30.3%	10 16.1%	0 ---
8 to 10	2,462 87.1%	87 91.6%	44 89.8%	75 88.2%	30 93.8%	35 92.1%	18 90.0%	12 85.7%	73 93.6%	25 89.3%	38 95.0%	23 88.5%	57 96.6%	29 82.9%	19 82.6%	66 94.3%	13 86.7%	54 98.2%	84 91.3%	3 100.0%	29 87.9%	58 93.5%	0 ---
9 to 10	2,099 74.3%	75 78.9%	42 85.7%	64 75.3%	27 84.4%	29 76.3%	15 75.0%	11 78.6%	62 79.5%	23 82.1%	31 77.5%	20 76.9%	50 84.7%	24 68.6%	13 56.5%	60 85.7%	9 60.0%	47 85.5%	72 78.3%	3 100.0%	23 69.7%	52 83.9%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	332	14	2	10	2	7	4	3	2	3	4	1	7	7	0	7	3	0	7	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
Usable responses	14,298	469	188	463	36	406	176	207	47	214	158	67	168	228	50	351	87	23	330	84	44
	97.7%	97.1%	98.9%	97.9%	94.7%	98.3%	97.8%	98.6%	95.9%	98.6%	97.5%	98.5%	96.0%	97.0%	100.0%	98.0%	96.7%	100.0%	97.9%	97.7%	97.8%
Yes	3,664	109	38	132	8	95	41	48	12	41	41	20	31	56	15	79	22	5	69	22	15
	25.6%	23.2%	20.2%	28.5%	22.2%	23.4%	23.3%	23.2%	25.5%	19.2%	25.9%	29.9%	18.5%	24.6%	30.0%	22.5%	25.3%	21.7%	20.9%	26.2%	34.1%
No	10,634	360	150	331	28	311	135	159	35	173	117	47	137	172	35	272	65	18	261	62	29
	74.4%	76.8%	79.8%	71.5%	77.8%	76.6%	76.7%	76.8%	74.5%	80.8%	74.1%	70.1%	81.5%	75.4%	70.0%	77.5%	74.7%	78.3%	79.1%	73.8%	65.9%
Significantly different from column:*																			U		S

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	332	14	2	10	2	4	3	3	4	1	7	1	5	4	2	8	2	5	11	3	2	12	0
Number no 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	14,298 97.7%	469 97.1%	188 98.9%	463 97.9%	163 98.8%	180 97.8%	94 96.9%	61 95.3%	382 99.0%	158 99.4%	188 96.4%	102 99.0%	256 98.1%	195 98.0%	114 98.3%	350 97.8%	56 96.6%	221 97.8%	451 97.6%	18 85.7%	151 98.7%	318 96.4%	0 ---
Yes	3,664 25.6%	109 23.2%	38 20.2%	132 28.5%	25 15.3%	48 26.7%	26 27.7%	15 24.6%	88 23.0%	37 23.4%	39 20.7%	27 26.5%	66 25.8%	38 19.5%	13 11.4%	95 27.1%	13 23.2%	57 25.8%	106 23.5%	3 16.7%	30 19.9%	79 24.8%	0 ---
No	10,634 74.4%	360 76.8%	150 79.8%	331 71.5%	138 84.7%	132 73.3%	68 72.3%	46 75.4%	294 77.0%	121 76.6%	149 79.3%	75 73.5%	190 74.2%	157 80.5%	101 88.6%	255 72.9%	43 76.8%	164 74.2%	345 76.5%	15 83.3%	121 80.1%	239 75.2%	0 ---
Significantly different from column:*					FG	E	E								P	O							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,664	109	38	132	8	95	41	48	12	41	41	20	31	56	15	79	22	5	69	22	15
Number missing or multiple answer	73	4	2	0	1	3	0	4	0	1	2	1	0	4	0	3	1	0	3	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	3,591	105	36	132	7	92	41	44	12	40	39	19	31	52	15	76	21	5	66	22	14
	98.0%	96.3%	94.7%	100.0%	87.5%	96.8%	100.0%	91.7%	100.0%	97.6%	95.1%	95.0%	100.0%	92.9%	100.0%	96.2%	95.5%	100.0%	95.7%	100.0%	93.3%
Never	88	3	0	2	0	3	1	1	1	1	2	0	2	0	1	3	0	0	3	0	0
	2.5%	2.9%	0.0%	1.5%	0.0%	3.3%	2.4%	2.3%	8.3%	2.5%	5.1%	0.0%	6.5%	0.0%	6.7%	3.9%	0.0%	0.0%	4.5%	0.0%	0.0%
Sometimes	502	12	6	20	1	11	5	4	2	3	5	4	7	5	0	8	3	1	4	8	0
	14.0%	11.4%	16.7%	15.2%	14.3%	12.0%	12.2%	9.1%	16.7%	7.5%	12.8%	21.1%	22.6%	9.6%	0.0%	10.5%	14.3%	20.0%	6.1%	36.4%	0.0%
Usually	842	24	10	25	3	19	7	13	2	9	8	5	4	12	6	14	9	1	9	6	8
	23.4%	22.9%	27.8%	18.9%	42.9%	20.7%	17.1%	29.5%	16.7%	22.5%	20.5%	26.3%	12.9%	23.1%	40.0%	18.4%	42.9%	20.0%	13.6%	27.3%	57.1%
Always	2,159	66	20	85	3	59	28	26	7	27	24	10	18	35	8	51	9	3	50	8	6
	60.1%	62.9%	55.6%	64.4%	42.9%	64.1%	68.3%	59.1%	58.3%	67.5%	61.5%	52.6%	58.1%	67.3%	53.3%	67.1%	42.9%	60.0%	75.8%	36.4%	42.9%
Significantly different from column:*																Q	P		T	S	
Usually or Always	3,001	90	30	110	6	78	35	39	9	36	32	15	22	47	14	65	18	4	59	14	14
	83.6%	85.7%	83.3%	83.3%	85.7%	84.8%	85.4%	88.6%	75.0%	90.0%	82.1%	78.9%	71.0%	90.4%	93.3%	85.5%	85.7%	80.0%	89.4%	63.6%	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.

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,664	109	38	132	25	48	26	15	88	37	39	27	66	38	13	95	13	57	106	3	30	79	0
Number missing or multiple answer	73	4	2	0	1	0	3	1	3	3	0	1	3	1	0	4	1	2	4	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,591	105	36	132	24	48	23	14	85	34	39	26	63	37	13	91	12	55	102	3	28	77	0
	98.0%	96.3%	94.7%	100.0%	96.0%	100.0%	88.5%	93.3%	96.6%	91.9%	100.0%	96.3%	95.5%	97.4%	100.0%	95.8%	92.3%	96.5%	96.2%	100.0%	93.3%	97.5%	---
Never	88	3	0	2	2	0	1	0	3	0	2	0	3	0	1	2	1	0	3	0	1	2	0
	2.5%	2.9%	0.0%	1.5%	8.3%	0.0%	4.3%	0.0%	3.5%	0.0%	5.1%	0.0%	4.8%	0.0%	7.7%	2.2%	8.3%	0.0%	2.9%	0.0%	3.6%	2.6%	---
Sometimes	502	12	6	20	2	5	3	2	10	2	3	7	11	1	6	6	2	3	12	0	5	7	0
	14.0%	11.4%	16.7%	15.2%	8.3%	10.4%	13.0%	14.3%	11.8%	5.9%	7.7%	26.9%	17.5%	2.7%	46.2%	6.6%	16.7%	5.5%	11.8%	0.0%	17.9%	9.1%	---
Usually	842	24	10	25	7	10	5	1	20	4	11	7	13	9	4	20	5	13	24	0	8	16	0
	23.4%	22.9%	27.8%	18.9%	29.2%	20.8%	21.7%	7.1%	23.5%	11.8%	28.2%	26.9%	20.6%	24.3%	30.8%	22.0%	41.7%	23.6%	23.5%	0.0%	28.6%	20.8%	---
Always	2,159	66	20	85	13	33	14	11	52	28	23	12	36	27	2	63	4	39	63	3	14	52	0
	60.1%	62.9%	55.6%	64.4%	54.2%	68.8%	60.9%	78.6%	61.2%	82.4%	59.0%	46.2%	57.1%	73.0%	15.4%	69.2%	33.3%	70.9%	61.8%	100.0%	50.0%	67.5%	---
Significantly different from column:*										KL	J	J											
Usually or Always	3,001	90	30	110	20	43	19	12	72	32	34	19	49	36	6	83	9	52	87	3	22	68	0
	83.6%	85.7%	83.3%	83.3%	83.3%	89.6%	82.6%	85.7%	84.7%	94.1%	87.2%	73.1%	77.8%	97.3%	46.2%	91.2%	75.0%	94.5%	85.3%	100.0%	78.6%	88.3%	---
Significantly different from column:*													N	M									

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,664	109	38	132	8	95	41	48	12	41	41	20	31	56	15	79	22	5	69	22	15
Number missing or multiple answer	79	3	1	1	1	1	0	2	0	1	1	0	1	2	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,585	106	37	131	7	94	41	46	12	40	40	20	30	54	15	77	22	5	67	22	15
	97.8%	97.2%	97.4%	99.2%	87.5%	98.9%	100.0%	95.8%	100.0%	97.6%	97.6%	100.0%	96.8%	96.4%	100.0%	97.5%	100.0%	100.0%	97.1%	100.0%	100.0%
Never	46	2	1	2	0	2	1	0	0	1	1	0	2	0	0	2	0	0	1	1	0
	1.3%	1.9%	2.7%	1.5%	0.0%	2.1%	2.4%	0.0%	0.0%	2.5%	2.5%	0.0%	6.7%	0.0%	0.0%	2.6%	0.0%	0.0%	1.5%	4.5%	0.0%
Sometimes	154	1	2	7	0	1	1	0	0	0	1	0	0	1	0	0	1	0	0	1	0
	4.3%	0.9%	5.4%	5.3%	0.0%	1.1%	2.4%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	1.9%	0.0%	0.0%	4.5%	0.0%	0.0%	4.5%	0.0%
Usually	484	13	9	14	2	9	7	3	1	3	5	3	2	9	1	12	1	0	9	3	1
	13.5%	12.3%	24.3%	10.7%	28.6%	9.6%	17.1%	6.5%	8.3%	7.5%	12.5%	15.0%	6.7%	16.7%	6.7%	15.6%	4.5%	0.0%	13.4%	13.6%	6.7%
Always	2,901	90	25	108	5	82	32	43	11	36	33	17	26	44	14	63	20	5	57	17	14
	80.9%	84.9%	67.6%	82.4%	71.4%	87.2%	78.0%	93.5%	91.7%	90.0%	82.5%	85.0%	86.7%	81.5%	93.3%	81.8%	90.9%	100.0%	85.1%	77.3%	93.3%
Significantly different from column:*		C					H	G													
Usually or Always	3,385	103	34	122	7	91	39	46	12	39	38	20	28	53	15	75	21	5	66	20	15
	94.4%	97.2%	91.9%	93.1%	100.0%	96.8%	95.1%	100.0%	100.0%	97.5%	95.0%	100.0%	93.3%	98.1%	100.0%	97.4%	95.5%	100.0%	98.5%	90.9%	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.

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,664	109	38	132	25	48	26	15	88	37	39	27	66	38	13	95	13	57	106	3	30	79	0
Number missing or multiple answer	79	3	1	1	1	0	1	1	1	1	0	1	1	1	0	2	1	0	3	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,585	106	37	131	24	48	25	14	87	36	39	26	65	37	13	93	12	57	103	3	28	78	0
	97.8%	97.2%	97.4%	99.2%	96.0%	100.0%	96.2%	93.3%	98.9%	97.3%	100.0%	96.3%	98.5%	97.4%	100.0%	97.9%	92.3%	100.0%	97.2%	100.0%	93.3%	98.7%	---
Never	46	2	1	2	0	1	1	0	2	0	0	1	2	0	1	1	0	0	2	0	2	0	0
	1.3%	1.9%	2.7%	1.5%	0.0%	2.1%	4.0%	0.0%	2.3%	0.0%	0.0%	3.8%	3.1%	0.0%	7.7%	1.1%	0.0%	0.0%	1.9%	0.0%	7.1%	0.0%	---
Sometimes	154	1	2	7	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	0	1	0
	4.3%	0.9%	5.4%	5.3%	0.0%	0.0%	4.0%	0.0%	1.1%	0.0%	2.6%	0.0%	1.5%	0.0%	7.7%	0.0%	8.3%	0.0%	1.0%	0.0%	0.0%	1.3%	---
Usually	484	13	9	14	4	3	4	2	9	5	4	3	10	2	2	11	3	7	13	0	5	8	0
	13.5%	12.3%	24.3%	10.7%	16.7%	6.3%	16.0%	14.3%	10.3%	13.9%	10.3%	11.5%	15.4%	5.4%	15.4%	11.8%	25.0%	12.3%	12.6%	0.0%	17.9%	10.3%	---
Always	2,901	90	25	108	20	44	19	12	75	31	34	22	52	35	9	81	8	50	87	3	21	69	0
	80.9%	84.9%	67.6%	82.4%	83.3%	91.7%	76.0%	85.7%	86.2%	86.1%	87.2%	84.6%	80.0%	94.6%	69.2%	87.1%	66.7%	87.7%	84.5%	100.0%	75.0%	88.5%	---
Significantly different from column:*		C											N	M									
Usually or Always	3,385	103	34	122	24	47	23	14	84	36	38	25	62	37	11	92	11	57	100	3	26	77	0
	94.4%	97.2%	91.9%	93.1%	100.0%	97.9%	92.0%	100.0%	96.6%	100.0%	97.4%	96.2%	95.4%	100.0%	84.6%	98.9%	91.7%	100.0%	97.1%	100.0%	92.9%	98.7%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

Question 47

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

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	563	20	5	28	3	11	3	10	1	6	6	2	11	5	2	14	0	1	14	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	14,067 96.2%	463 95.9%	185 97.4%	445 94.1%	35 92.1%	402 97.3%	177 98.3%	200 95.2%	48 98.0%	211 97.2%	156 96.3%	66 97.1%	164 93.7%	230 97.9%	48 96.0%	344 96.1%	90 100.0%	22 95.7%	323 95.8%	85 98.8%	45 100.0%
Yes	3,282 23.3%	93 20.1%	31 16.8%	112 25.2%	4 11.4%	87 21.6%	36 20.3%	48 24.0%	6 12.5%	47 22.3%	27 17.3%	17 25.8%	24 14.6%	53 23.0%	10 20.8%	65 18.9%	21 23.3%	4 18.2%	63 19.5%	19 22.4%	9 20.0%
No	10,785 76.7%	370 79.9%	154 83.2%	333 74.8%	31 88.6%	315 78.4%	141 79.7%	152 76.0%	42 87.5%	164 77.7%	129 82.7%	49 74.2%	140 85.4%	177 77.0%	38 79.2%	279 81.1%	69 76.7%	18 81.8%	260 80.5%	66 77.6%	36 80.0%
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.

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	563	20	5	28	6	2	7	4	8	2	7	6	6	8	5	10	3	4	19	1	1	19	0
Number no 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	14,067 96.2%	463 95.9%	185 97.4%	445 94.1%	159 96.4%	182 98.9%	90 92.8%	60 93.8%	378 97.9%	157 98.7%	188 96.4%	97 94.2%	255 97.7%	191 96.0%	111 95.7%	348 97.2%	55 94.8%	222 98.2%	443 95.9%	20 95.2%	152 99.3%	311 94.2%	0 ---
Yes	3,282 23.3%	93 20.1%	31 16.8%	112 25.2%	27 17.0%	43 23.6%	21 23.3%	12 20.0%	80 21.2%	34 21.7%	38 20.2%	19 19.6%	49 19.2%	43 22.5%	13 11.7%	80 23.0%	8 14.5%	55 24.8%	86 19.4%	7 35.0%	27 17.8%	66 21.2%	0 ---
No	10,785 76.7%	370 79.9%	154 83.2%	333 74.8%	132 83.0%	139 76.4%	69 76.7%	48 80.0%	298 78.8%	123 78.3%	150 79.8%	78 80.4%	206 80.8%	148 77.5%	98 88.3%	268 77.0%	47 85.5%	167 75.2%	357 80.6%	13 65.0%	125 82.2%	245 78.8%	0 ---
Significantly different from column:*															P	O							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,067	463	185	445	35	402	177	200	48	211	156	66	164	230	48	344	90	22	323	85	45
Number missing or multiple answer	107	1	1	6	0	1	0	0	1	1	0	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	13,960	462	184	439	35	401	177	200	47	210	156	66	163	230	48	343	90	22	323	84	45
	99.2%	99.8%	99.5%	98.7%	100.0%	99.8%	100.0%	100.0%	97.9%	99.5%	100.0%	100.0%	99.4%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	98.8%	100.0%
Never	123	1	2	1	0	1	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0
	0.9%	0.2%	1.1%	0.2%	0.0%	0.2%	0.6%	0.0%	0.0%	0.5%	0.0%	0.0%	0.6%	0.0%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%
Sometimes	481	9	2	12	1	6	3	4	0	5	0	2	4	3	0	6	1	1	5	2	1
	3.4%	1.9%	1.1%	2.7%	2.9%	1.5%	1.7%	2.0%	0.0%	2.4%	0.0%	3.0%	2.5%	1.3%	0.0%	1.7%	1.1%	4.5%	1.5%	2.4%	2.2%
Usually	849	17	4	27	2	15	7	9	1	11	4	2	1	12	4	11	5	1	13	2	2
	6.1%	3.7%	2.2%	6.2%	5.7%	3.7%	4.0%	4.5%	2.1%	5.2%	2.6%	3.0%	0.6%	5.2%	8.3%	3.2%	5.6%	4.5%	4.0%	2.4%	4.4%
Always	12,507	435	176	399	32	379	166	187	46	193	152	62	157	215	44	325	84	20	304	80	42
	89.6%	94.2%	95.7%	90.9%	91.4%	94.5%	93.8%	93.5%	97.9%	91.9%	97.4%	93.9%	96.3%	93.5%	91.7%	94.8%	93.3%	90.9%	94.1%	95.2%	93.3%
Significantly different from column:*		A								K	J										
Usually or Always	13,356	452	180	426	34	394	173	196	47	204	156	64	158	227	48	336	89	21	317	82	44
	95.7%	97.8%	97.8%	97.0%	97.1%	98.3%	97.7%	98.0%	100.0%	97.1%	100.0%	97.0%	96.9%	98.7%	100.0%	98.0%	98.9%	95.5%	98.1%	97.6%	97.8%
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.

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,067	463	185	445	159	182	90	60	378	157	188	97	255	191	111	348	55	222	443	20	152	311	0
Number missing or multiple answer	107	1	1	6	1	0	0	0	1	0	1	0	1	0	0	1	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	13,960	462	184	439	158	182	90	60	377	157	187	97	254	191	111	347	55	222	442	20	152	310	0
	99.2%	99.8%	99.5%	98.7%	99.4%	100.0%	100.0%	100.0%	99.7%	100.0%	99.5%	100.0%	99.6%	100.0%	100.0%	99.7%	100.0%	100.0%	99.8%	100.0%	100.0%	99.7%	---
Never	123	1	2	1	0	0	1	0	1	0	0	0	1	0	0	1	0	0	1	0	1	0	0
	0.9%	0.2%	1.1%	0.2%	0.0%	0.0%	1.1%	0.0%	0.3%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.3%	0.0%	0.0%	0.2%	0.0%	0.7%	0.0%	---
Sometimes	481	9	2	12	1	3	3	1	7	5	2	1	6	2	2	7	1	2	8	1	0	9	0
	3.4%	1.9%	1.1%	2.7%	0.6%	1.6%	3.3%	1.7%	1.9%	3.2%	1.1%	1.0%	2.4%	1.0%	1.8%	2.0%	1.8%	0.9%	1.8%	5.0%	0.0%	2.9%	---
Usually	849	17	4	27	6	6	5	5	12	5	8	4	9	8	4	13	3	13	14	3	7	10	0
	6.1%	3.7%	2.2%	6.2%	3.8%	3.3%	5.6%	8.3%	3.2%	3.2%	4.3%	4.1%	3.5%	4.2%	3.6%	3.7%	5.5%	5.9%	3.2%	15.0%	4.6%	3.2%	---
Always	12,507	435	176	399	151	173	81	54	357	147	177	92	238	181	105	326	51	207	419	16	144	291	0
	89.6%	94.2%	95.7%	90.9%	95.6%	95.1%	90.0%	90.0%	94.7%	93.6%	94.7%	94.8%	93.7%	94.8%	94.6%	93.9%	92.7%	93.2%	94.8%	80.0%	94.7%	93.9%	---
Significantly different from column:*		A																					
Usually or Always	13,356	452	180	426	157	179	86	59	369	152	185	96	247	189	109	339	54	220	433	19	151	301	0
	95.7%	97.8%	97.8%	97.0%	99.4%	98.4%	95.6%	98.3%	97.9%	96.8%	98.9%	99.0%	97.2%	99.0%	98.2%	97.7%	98.2%	99.1%	98.0%	95.0%	99.3%	97.1%	---
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.

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	457	9	6	18	2	1	1	1	0	2	0	1	2	7	0	3	0	0	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	14,173 96.9%	474 98.1%	184 96.8%	455 96.2%	36 94.7%	412 99.8%	179 99.4%	209 99.5%	49 100.0%	215 99.1%	162 100.0%	67 98.5%	173 98.9%	228 97.0%	50 100.0%	355 99.2%	90 100.0%	23 100.0%	334 99.1%	86 100.0%	45 100.0%
0 Worst health plan possible	43 0.3%	2 0.4%	0 0.0%	2 0.4%	0 0.0%	2 0.5%	1 0.6%	1 0.5%	0 0.0%	2 0.9%	0 0.0%	0 0.0%	2 1.2%	0 0.0%	0 0.0%	2 0.6%	0 0.0%	0 0.0%	2 0.6%	0 0.0%	0 0.0%
1	21 0.1%	0 0.0%	0 0.0%	2 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	25 0.2%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	1 0.5%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	1 1.2%	0 0.0%
3	49 0.3%	1 0.2%	2 1.1%	2 0.4%	0 0.0%	1 0.2%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.5%	1 0.6%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%
4	74 0.5%	0 0.0%	2 1.1%	2 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5	469 3.3%	8 1.7%	6 3.3%	10 2.2%	0 0.0%	8 1.9%	0 0.0%	6 2.9%	2 4.1%	5 2.3%	2 1.2%	1 1.5%	3 1.7%	2 0.9%	1 2.0%	2 0.6%	4 4.4%	2 8.7%	4 1.2%	4 4.7%	0 0.0%
6	404 2.9%	6 1.3%	3 1.6%	9 2.0%	3 8.3%	3 0.7%	1 0.6%	5 2.4%	0 0.0%	4 1.9%	2 1.2%	0 0.0%	2 1.2%	3 1.3%	0 0.0%	4 1.1%	0 0.0%	2 8.7%	5 1.5%	0 0.0%	1 2.2%
7	977 6.9%	28 5.9%	8 4.3%	17 3.7%	5 13.9%	23 5.6%	15 8.4%	10 4.8%	2 4.1%	10 4.7%	13 8.0%	5 7.5%	14 8.1%	10 4.4%	4 8.0%	19 5.4%	7 7.8%	1 4.3%	15 4.5%	8 9.3%	5 11.1%
8	2,181 15.4%	70 14.8%	12 6.5%	60 13.2%	5 13.9%	59 14.3%	25 14.0%	33 15.8%	4 8.2%	25 11.6%	29 17.9%	10 14.9%	28 16.2%	30 13.2%	11 22.0%	47 13.2%	21 23.3%	2 8.7%	45 13.5%	21 24.4%	4 8.9%
9	2,192 15.5%	51 10.8%	26 14.1%	55 12.1%	9 25.0%	42 10.2%	16 8.9%	25 12.0%	9 18.4%	20 9.3%	18 11.1%	12 17.9%	20 11.6%	24 10.5%	5 10.0%	37 10.4%	11 12.2%	3 13.0%	34 10.2%	11 12.8%	6 13.3%
10 Best health plan possible	7,738 54.6%	307 64.8%	125 67.9%	296 65.1%	14 38.9%	273 66.3%	120 67.0%	128 61.2%	32 65.3%	148 68.8%	98 60.5%	38 56.7%	103 59.5%	159 69.7%	29 58.0%	243 68.5%	46 51.1%	13 56.5%	228 68.3%	41 47.7%	29 64.4%

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	457	9	6	18	2	1	0	0	3	2	0	0	2	1	0	0	3	4	8	1	2	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	NA	NA
Usable responses	14,173	474	184	455	163	183	97	64	383	157	195	103	259	198	116	358	55	222	454	20	151	323	0
	96.9%	98.1%	96.8%	96.2%	98.8%	99.5%	100.0%	100.0%	99.2%	98.7%	100.0%	100.0%	99.2%	99.5%	100.0%	100.0%	94.8%	98.2%	98.3%	95.2%	98.7%	97.9%	---
0 Worst health plan possible	43	2	0	2	1	0	0	1	0	1	0	1	1	1	2	0	0	0	1	1	0	2	0
	0.3%	0.4%	0.0%	0.4%	0.6%	0.0%	0.0%	1.6%	0.0%	0.6%	0.0%	1.0%	0.4%	0.5%	1.7%	0.0%	0.0%	0.0%	0.2%	5.0%	0.0%	0.6%	---
1	21	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.4%	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%	---
2	25	1	0	0	0	0	1	1	0	0	0	1	0	1	1	0	0	0	1	0	1	0	0
	0.2%	0.2%	0.0%	0.0%	0.0%	0.0%	1.0%	1.6%	0.0%	0.0%	0.0%	1.0%	0.0%	0.5%	0.9%	0.0%	0.0%	0.0%	0.2%	0.0%	0.7%	0.0%	---
3	49	1	2	2	0	1	0	0	1	0	1	0	0	1	1	0	0	0	1	0	1	0	0
	0.3%	0.2%	1.1%	0.4%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%	0.5%	0.0%	0.0%	0.5%	0.9%	0.0%	0.0%	0.0%	0.2%	0.0%	0.7%	0.0%	---
4	74	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	1.1%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---
5	469	8	6	10	1	3	4	2	6	1	6	1	3	5	8	0	3	0	8	0	3	5	0
	3.3%	1.7%	3.3%	2.2%	0.6%	1.6%	4.1%	3.1%	1.6%	0.6%	3.1%	1.0%	1.2%	2.5%	6.9%	0.0%	5.5%	0.0%	1.8%	0.0%	2.0%	1.5%	---
6	404	6	3	9	1	5	0	0	5	0	2	4	2	4	6	0	2	1	6	0	2	4	0
	2.9%	1.3%	1.6%	2.0%	0.6%	2.7%	0.0%	0.0%	1.3%	0.0%	1.0%	3.9%	0.8%	2.0%	5.2%	0.0%	3.6%	0.5%	1.3%	0.0%	1.3%	1.2%	---
7	977	28	8	17	12	13	3	2	23	5	17	6	20	8	28	0	8	6	28	0	11	17	0
	6.9%	5.9%	4.3%	3.7%	7.4%	7.1%	3.1%	3.1%	6.0%	3.2%	8.7%	5.8%	7.7%	4.0%	24.1%	0.0%	14.5%	2.7%	6.2%	0.0%	7.3%	5.3%	---
8	2,181	70	12	60	26	25	15	9	59	27	28	13	37	30	70	0	21	20	69	1	21	49	0
	15.4%	14.8%	6.5%	13.2%	16.0%	13.7%	15.5%	14.1%	15.4%	17.2%	14.4%	12.6%	14.3%	15.2%	60.3%	0.0%	38.2%	9.0%	15.2%	5.0%	13.9%	15.2%	---
9	2,192	51	26	55	18	18	13	10	38	15	23	13	31	20	0	51	7	22	48	3	20	31	0
	15.5%	10.8%	14.1%	12.1%	11.0%	9.8%	13.4%	15.6%	9.9%	9.6%	11.8%	12.6%	12.0%	10.1%	0.0%	14.2%	12.7%	9.9%	10.6%	15.0%	13.2%	9.6%	---
10 Best health plan possible	7,738	307	125	296	104	118	61	39	251	108	118	64	165	128	0	307	14	173	292	15	92	215	0
	54.6%	64.8%	67.9%	65.1%	63.8%	64.5%	62.9%	60.9%	65.5%	68.8%	60.5%	62.1%	63.7%	64.6%	0.0%	85.8%	25.5%	77.9%	64.3%	75.0%	60.9%	66.6%	---

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	457	9	6	18	2	1	1	1	0	2	0	1	2	7	0	3	0	0	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	14,173	474	184	455	36	412	179	209	49	215	162	67	173	228	50	355	90	23	334	86	45
	96.9%	98.1%	96.8%	96.2%	94.7%	99.8%	99.4%	99.5%	100.0%	99.1%	100.0%	98.5%	98.9%	97.0%	100.0%	99.2%	100.0%	100.0%	99.1%	100.0%	100.0%
0 to 1	64	2	0	4	0	2	1	1	0	2	0	0	2	0	0	2	0	0	2	0	0
	0.5%	0.4%	0.0%	0.9%	0.0%	0.5%	0.6%	0.5%	0.0%	0.9%	0.0%	0.0%	1.2%	0.0%	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%	0.0%
0 to 2	89	3	0	4	0	3	1	2	0	3	0	0	2	0	0	2	1	0	2	1	0
	0.6%	0.6%	0.0%	0.9%	0.0%	0.7%	0.6%	1.0%	0.0%	1.4%	0.0%	0.0%	1.2%	0.0%	0.0%	0.6%	1.1%	0.0%	0.6%	1.2%	0.0%
0 to 7	2,062	46	21	44	8	38	18	23	4	22	17	7	22	15	5	28	12	5	27	13	6
	14.5%	9.7%	11.4%	9.7%	22.2%	9.2%	10.1%	11.0%	8.2%	10.2%	10.5%	10.4%	12.7%	6.6%	10.0%	7.9%	13.3%	21.7%	8.1%	15.1%	13.3%
0 to 8	4,243	116	33	104	13	97	43	56	8	47	46	17	50	45	16	75	33	7	72	34	10
	29.9%	24.5%	17.9%	22.9%	36.1%	23.5%	24.0%	26.8%	16.3%	21.9%	28.4%	25.4%	28.9%	19.7%	32.0%	21.1%	36.7%	30.4%	21.6%	39.5%	22.2%
8 to 10	12,111	428	163	411	28	374	161	186	45	193	145	60	151	213	45	327	78	18	307	73	39
	85.5%	90.3%	88.6%	90.3%	77.8%	90.8%	89.9%	89.0%	91.8%	89.8%	89.5%	89.6%	87.3%	93.4%	90.0%	92.1%	86.7%	78.3%	91.9%	84.9%	86.7%
9 to 10	9,930	358	151	351	23	315	136	153	41	168	116	50	123	183	34	280	57	16	262	52	35
	70.1%	75.5%	82.1%	77.1%	63.9%	76.5%	76.0%	73.2%	83.7%	78.1%	71.6%	74.6%	71.1%	80.3%	68.0%	78.9%	63.3%	69.6%	78.4%	60.5%	77.8%
Significantly different from column:*		A											N	M		Q	P		T	SU	T

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	457	9	6	18	2	1	0	0	3	2	0	0	2	1	0	0	3	4	8	1	2	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	NA	NA
Usable responses	14,173	474	184	455	163	183	97	64	383	157	195	103	259	198	116	358	55	222	454	20	151	323	0
	96.9%	98.1%	96.8%	96.2%	98.8%	99.5%	100.0%	100.0%	99.2%	98.7%	100.0%	100.0%	99.2%	99.5%	100.0%	100.0%	94.8%	98.2%	98.3%	95.2%	98.7%	97.9%	---
0 to 1	64	2	0	4	1	0	0	1	0	1	0	1	1	1	2	0	0	0	1	1	0	2	0
	0.5%	0.4%	0.0%	0.9%	0.6%	0.0%	0.0%	1.6%	0.0%	0.6%	0.0%	1.0%	0.4%	0.5%	1.7%	0.0%	0.0%	0.0%	0.2%	5.0%	0.0%	0.6%	---
0 to 2	89	3	0	4	1	0	1	2	0	1	0	2	1	2	3	0	0	0	2	1	1	2	0
	0.6%	0.6%	0.0%	0.9%	0.6%	0.0%	1.0%	3.1%	0.0%	0.6%	0.0%	1.9%	0.4%	1.0%	2.6%	0.0%	0.0%	0.0%	0.4%	5.0%	0.7%	0.6%	---
0 to 7	2,062	46	21	44	15	22	8	6	35	7	26	13	26	20	46	0	13	7	45	1	18	28	0
	14.5%	9.7%	11.4%	9.7%	9.2%	12.0%	8.2%	9.4%	9.1%	4.5%	13.3%	12.6%	10.0%	10.1%	39.7%	0.0%	23.6%	3.2%	9.9%	5.0%	11.9%	8.7%	---
0 to 8	4,243	116	33	104	41	47	23	15	94	34	54	26	63	50	116	0	34	27	114	2	39	77	0
	29.9%	24.5%	17.9%	22.9%	25.2%	25.7%	23.7%	23.4%	24.5%	21.7%	27.7%	25.2%	24.3%	25.3%	100.0%	0.0%	61.8%	12.2%	25.1%	10.0%	25.8%	23.8%	---
8 to 10	12,111	428	163	411	148	161	89	58	348	150	169	90	233	178	70	358	42	215	409	19	133	295	0
	85.5%	90.3%	88.6%	90.3%	90.8%	88.0%	91.8%	90.6%	90.9%	95.5%	86.7%	87.4%	90.0%	89.9%	60.3%	100.0%	76.4%	96.8%	90.1%	95.0%	88.1%	91.3%	---
9 to 10	9,930	358	151	351	122	136	74	49	289	123	141	77	196	148	0	358	21	195	340	18	112	246	0
	70.1%	75.5%	82.1%	77.1%	74.8%	74.3%	76.3%	76.6%	75.5%	78.3%	72.3%	74.8%	75.7%	74.7%	0.0%	100.0%	38.2%	87.8%	74.9%	90.0%	74.2%	76.2%	---
Significantly different from column:*		A													P	O	R	Q					

NA - Not applicable

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

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

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

7127000

Question 50

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

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,182	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	185	8	1	18	0	2	1	1	0	0	2	0	2	5	1	1	1	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,997 97.7%	475 98.3%	189 99.5%	455 96.2%	38 100.0%	411 99.5%	179 99.4%	209 99.5%	49 100.0%	217 100.0%	160 98.8%	68 100.0%	173 98.9%	230 97.9%	49 98.0%	357 99.7%	89 98.9%	23 100.0%	335 99.4%	86 100.0%	45 100.0%
Yes	3,027 37.9%	240 50.5%	121 64.0%	237 52.1%	20 52.6%	207 50.4%	83 46.4%	116 55.5%	23 46.9%	101 46.5%	88 55.0%	37 54.4%	50 28.9%	133 57.8%	42 85.7%	163 45.7%	54 60.7%	19 82.6%	155 46.3%	46 53.5%	33 73.3%
No	4,970 62.1%	235 49.5%	68 36.0%	218 47.9%	18 47.4%	204 49.6%	96 53.6%	93 44.5%	26 53.1%	116 53.5%	72 45.0%	31 45.6%	123 71.1%	97 42.2%	7 14.3%	194 54.3%	35 39.3%	4 17.4%	180 53.7%	40 46.5%	12 26.7%
Significantly different from column:*		AC											NO	MO	MN	QR	PR	PQ	U	U	ST

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,182	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	185	8	1	18	1	0	1	0	2	1	1	0	1	1	0	2	2	4	7	1	0	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,997 97.7%	475 98.3%	189 99.5%	455 96.2%	164 99.4%	184 100.0%	96 99.0%	64 100.0%	384 99.5%	158 99.4%	194 99.5%	103 100.0%	260 99.6%	198 99.5%	116 100.0%	356 99.4%	56 96.6%	222 98.2%	455 98.5%	20 95.2%	153 100.0%	322 97.6%	0 ---
Yes	3,027 37.9%	240 50.5%	121 64.0%	237 52.1%	82 50.0%	94 51.1%	48 50.0%	23 35.9%	203 52.9%	70 44.3%	106 54.6%	53 51.5%	132 50.8%	98 49.5%	57 49.1%	183 51.4%	34 60.7%	140 63.1%	236 51.9%	4 20.0%	86 56.2%	154 47.8%	0 ---
No	4,970 62.1%	235 49.5%	68 36.0%	218 47.9%	82 50.0%	90 48.9%	48 50.0%	41 64.1%	181 47.1%	88 55.7%	88 45.4%	50 48.5%	128 49.2%	100 50.5%	59 50.9%	173 48.6%	22 39.3%	82 36.9%	219 48.1%	16 80.0%	67 43.8%	168 52.2%	0 ---
Significantly different from column:*		AC						I	H										T	S			

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,027	240	121	237	20	207	83	116	23	101	88	37	50	133	42	163	54	19	155	46	33
Number missing or multiple answer	28	3	2	2	0	2	0	1	1	1	1	0	0	3	0	2	0	1	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,999	237	119	235	20	205	83	115	22	100	87	37	50	130	42	161	54	18	153	45	33
	99.1%	98.8%	98.3%	99.2%	100.0%	99.0%	100.0%	99.1%	95.7%	99.0%	98.9%	100.0%	100.0%	97.7%	100.0%	98.8%	100.0%	94.7%	98.7%	97.8%	100.0%
Never	38	3	1	0	0	3	2	1	0	3	0	0	1	1	0	2	1	0	2	1	0
	1.3%	1.3%	0.8%	0.0%	0.0%	1.5%	2.4%	0.9%	0.0%	3.0%	0.0%	0.0%	2.0%	0.8%	0.0%	1.2%	1.9%	0.0%	1.3%	2.2%	0.0%
Sometimes	257	15	2	23	0	14	8	6	0	5	5	4	5	7	3	7	6	2	10	2	3
	8.6%	6.3%	1.7%	9.8%	0.0%	6.8%	9.6%	5.2%	0.0%	5.0%	5.7%	10.8%	10.0%	5.4%	7.1%	4.3%	11.1%	11.1%	6.5%	4.4%	9.1%
Usually	545	35	23	29	9	26	14	16	3	12	12	10	7	19	8	23	11	1	22	8	5
	18.2%	14.8%	19.3%	12.3%	45.0%	12.7%	16.9%	13.9%	13.6%	12.0%	13.8%	27.0%	14.0%	14.6%	19.0%	14.3%	20.4%	5.6%	14.4%	17.8%	15.2%
Always	2,159	184	93	183	11	162	59	92	19	80	70	23	37	103	31	129	36	15	119	34	25
	72.0%	77.6%	78.2%	77.9%	55.0%	79.0%	71.1%	80.0%	86.4%	80.0%	80.5%	62.2%	74.0%	79.2%	73.8%	80.1%	66.7%	83.3%	77.8%	75.6%	75.8%
Significantly different from column:*										L	L	JK				Q	P				
Usually or Always	2,704	219	116	212	20	188	73	108	22	92	82	33	44	122	39	152	47	16	141	42	30
	90.2%	92.4%	97.5%	90.2%	100.0%	91.7%	88.0%	93.9%	100.0%	92.0%	94.3%	89.2%	88.0%	93.8%	92.9%	94.4%	87.0%	88.9%	92.2%	93.3%	90.9%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,027	240	121	237	82	94	48	23	203	70	106	53	132	98	57	183	34	140	236	4	86	154	0
Number missing or multiple answer	28	3	2	2	0	2	0	0	2	0	1	1	1	1	1	2	1	2	3	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,999	237	119	235	82	92	48	23	201	70	105	52	131	97	56	181	33	138	233	4	84	153	0
	99.1%	98.8%	98.3%	99.2%	100.0%	97.9%	100.0%	100.0%	99.0%	100.0%	99.1%	98.1%	99.2%	99.0%	98.2%	98.9%	97.1%	98.6%	98.7%	100.0%	97.7%	99.4%	---
Never	38	3	1	0	1	1	1	1	2	1	1	1	2	1	1	2	0	1	3	0	1	2	0
	1.3%	1.3%	0.8%	0.0%	1.2%	1.1%	2.1%	4.3%	1.0%	1.4%	1.0%	1.9%	1.5%	1.0%	1.8%	1.1%	0.0%	0.7%	1.3%	0.0%	1.2%	1.3%	---
Sometimes	257	15	2	23	5	6	3	3	10	6	5	3	8	6	7	8	4	6	14	1	5	10	0
	8.6%	6.3%	1.7%	9.8%	6.1%	6.5%	6.3%	13.0%	5.0%	8.6%	4.8%	5.8%	6.1%	6.2%	12.5%	4.4%	12.1%	4.3%	6.0%	25.0%	6.0%	6.5%	---
Usually	545	35	23	29	17	8	8	3	29	14	13	8	27	8	13	22	12	15	34	1	9	26	0
	18.2%	14.8%	19.3%	12.3%	20.7%	8.7%	16.7%	13.0%	14.4%	20.0%	12.4%	15.4%	20.6%	8.2%	23.2%	12.2%	36.4%	10.9%	14.6%	25.0%	10.7%	17.0%	---
Always	2,159	184	93	183	59	77	36	16	160	49	86	40	94	82	35	149	17	116	182	2	69	115	0
	72.0%	77.6%	78.2%	77.9%	72.0%	83.7%	75.0%	69.6%	79.6%	70.0%	81.9%	76.9%	71.8%	84.5%	62.5%	82.3%	51.5%	84.1%	78.1%	50.0%	82.1%	75.2%	---
Significantly different from column:*													N	M	P	O	R	Q					
Usually or Always	2,704	219	116	212	76	85	44	19	189	63	99	48	121	90	48	171	29	131	216	3	78	141	0
	90.2%	92.4%	97.5%	90.2%	92.7%	92.4%	91.7%	82.6%	94.0%	90.0%	94.3%	92.3%	92.4%	92.8%	85.7%	94.5%	87.9%	94.9%	92.7%	75.0%	92.9%	92.2%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,027	240	121	237	20	207	83	116	23	101	88	37	50	133	42	163	54	19	155	46	33
Number missing or multiple answer	74	8	2	6	0	6	2	4	0	0	4	1	1	5	1	4	2	0	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
Usable responses	2,953	232	119	231	20	201	81	112	23	101	84	36	49	128	41	159	52	19	152	44	32
	97.6%	96.7%	98.3%	97.5%	100.0%	97.1%	97.6%	96.6%	100.0%	100.0%	95.5%	97.3%	98.0%	96.2%	97.6%	97.5%	96.3%	100.0%	98.1%	95.7%	97.0%
Yes	1,913	145	59	126	16	125	49	73	15	60	58	22	27	78	29	92	39	13	86	31	25
	64.8%	62.5%	49.6%	54.5%	80.0%	62.2%	60.5%	65.2%	65.2%	59.4%	69.0%	61.1%	55.1%	60.9%	70.7%	57.9%	75.0%	68.4%	56.6%	70.5%	78.1%
No	1,040	87	60	105	4	76	32	39	8	41	26	14	22	50	12	67	13	6	66	13	7
	35.2%	37.5%	50.4%	45.5%	20.0%	37.8%	39.5%	34.8%	34.8%	40.6%	31.0%	38.9%	44.9%	39.1%	29.3%	42.1%	25.0%	31.6%	43.4%	29.5%	21.9%
Significantly different from column:*		C														Q	P		U		S

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,027	240	121	237	82	94	48	23	203	70	106	53	132	98	57	183	34	140	236	4	86	154	0
Number missing or multiple answer	74	8	2	6	1	3	2	0	6	0	4	2	3	3	1	7	0	6	8	0	1	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	NA	NA
Usable responses	2,953	232	119	231	81	91	46	23	197	70	102	51	129	95	56	176	34	134	228	4	85	147	0
	97.6%	96.7%	98.3%	97.5%	98.8%	96.8%	95.8%	100.0%	97.0%	100.0%	96.2%	96.2%	97.7%	96.9%	98.2%	96.2%	100.0%	95.7%	96.6%	100.0%	98.8%	95.5%	---
Yes	1,913	145	59	126	53	59	27	16	122	42	69	31	81	61	33	112	25	81	144	1	51	94	0
	64.8%	62.5%	49.6%	54.5%	65.4%	64.8%	58.7%	69.6%	61.9%	60.0%	67.6%	60.8%	62.8%	64.2%	58.9%	63.6%	73.5%	60.4%	63.2%	25.0%	60.0%	63.9%	---
No	1,040	87	60	105	28	32	19	7	75	28	33	20	48	34	23	64	9	53	84	3	34	53	0
	35.2%	37.5%	50.4%	45.5%	34.6%	35.2%	41.3%	30.4%	38.1%	40.0%	32.4%	39.2%	37.2%	35.8%	41.1%	36.4%	26.5%	39.6%	36.8%	75.0%	40.0%	36.1%	---
Significantly different from column:*		C																					

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	325	12	4	19	0	2	1	1	0	2	0	0	3	8	0	0	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
Usable responses	14,305	471	186	454	38	411	179	209	49	215	162	68	172	227	50	358	90	23	337	86	44
	97.8%	97.5%	97.9%	96.0%	100.0%	99.5%	99.4%	99.5%	100.0%	99.1%	100.0%	100.0%	98.3%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%
Poor	49	1	0	1	0	1	1	0	0	1	0	0	0	0	1	0	0	1	0	0	1
	0.3%	0.2%	0.0%	0.2%	0.0%	0.2%	0.6%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	4.3%	0.0%	0.0%	2.3%
Fair	631	22	15	24	2	19	7	10	2	12	8	1	5	13	2	0	0	22	7	6	9
	4.4%	4.7%	8.1%	5.3%	5.3%	4.6%	3.9%	4.8%	4.1%	5.6%	4.9%	1.5%	2.9%	5.7%	4.0%	0.0%	0.0%	95.7%	2.1%	7.0%	20.5%
Good	2,610	90	34	87	7	75	22	48	11	43	31	8	26	43	16	0	90	0	28	43	17
	18.2%	19.1%	18.3%	19.2%	18.4%	18.2%	12.3%	23.0%	22.4%	20.0%	19.1%	11.8%	15.1%	18.9%	32.0%	0.0%	100.0%	0.0%	8.3%	50.0%	38.6%
Very Good	4,538	151	63	157	17	130	56	63	22	66	53	27	54	73	17	151	0	0	111	27	12
	31.7%	32.1%	33.9%	34.6%	44.7%	31.6%	31.3%	30.1%	44.9%	30.7%	32.7%	39.7%	31.4%	32.2%	34.0%	42.2%	0.0%	0.0%	32.9%	31.4%	27.3%
Excellent	6,477	207	74	185	12	186	93	88	14	93	70	32	87	98	14	207	0	0	191	10	5
	45.3%	43.9%	39.8%	40.7%	31.6%	45.3%	52.0%	42.1%	28.6%	43.3%	43.2%	47.1%	50.6%	43.2%	28.0%	57.8%	0.0%	0.0%	56.7%	11.6%	11.4%
Significantly different from column:*							I		G				O	O	MN	QR	P	P	TU	S	S
Excellent or Very Good	11,015	358	137	342	29	316	149	151	36	159	123	59	141	171	31	358	0	0	302	37	17
	77.0%	76.0%	73.7%	75.3%	76.3%	76.9%	83.2%	72.2%	73.5%	74.0%	75.9%	86.8%	82.0%	75.3%	62.0%	100.0%	0.0%	0.0%	89.6%	43.0%	38.6%
Significantly different from column:*							H	G		L		J	O		M	Q	P		TU	S	S

NA - Not applicable

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

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

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

7127000

Question 53

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

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	325	12	4	19	0	1	1	0	2	1	0	1	1	1	1	5	2	6	11	1	1	11	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	14,305	471	186	454	165	183	96	64	384	158	195	102	260	198	115	353	56	220	451	20	152	319	0
	97.8%	97.5%	97.9%	96.0%	100.0%	99.5%	99.0%	100.0%	99.5%	99.4%	100.0%	99.0%	99.6%	99.5%	99.1%	98.6%	96.6%	97.3%	97.6%	95.2%	99.3%	96.7%	---
Poor	49	1	0	1	0	1	0	0	1	0	1	0	0	1	0	1	0	1	1	0	0	1	0
	0.3%	0.2%	0.0%	0.2%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.3%	0.0%	0.5%	0.2%	0.0%	0.0%	0.3%	---
Fair	631	22	15	24	1	13	6	4	17	3	10	9	8	14	7	15	5	10	21	1	7	15	0
	4.4%	4.7%	8.1%	5.3%	0.6%	7.1%	6.3%	6.3%	4.4%	1.9%	5.1%	8.8%	3.1%	7.1%	6.1%	4.2%	8.9%	4.5%	4.7%	5.0%	4.6%	4.7%	---
Good	2,610	90	34	87	18	44	23	14	71	20	47	20	51	35	33	57	13	46	84	6	25	65	0
	18.2%	19.1%	18.3%	19.2%	10.9%	24.0%	24.0%	21.9%	18.5%	12.7%	24.1%	19.6%	19.6%	17.7%	28.7%	16.1%	23.2%	20.9%	18.6%	30.0%	16.4%	20.4%	---
Very Good	4,538	151	63	157	62	56	26	18	125	43	70	31	89	59	41	107	21	69	148	3	54	97	0
	31.7%	32.1%	33.9%	34.6%	37.6%	30.6%	27.1%	28.1%	32.6%	27.2%	35.9%	30.4%	34.2%	29.8%	35.7%	30.3%	37.5%	31.4%	32.8%	15.0%	35.5%	30.4%	---
Excellent	6,477	207	74	185	84	69	41	28	170	92	67	42	112	89	34	173	17	94	197	10	66	141	0
	45.3%	43.9%	39.8%	40.7%	50.9%	37.7%	42.7%	43.8%	44.3%	58.2%	34.4%	41.2%	43.1%	44.9%	29.6%	49.0%	30.4%	42.7%	43.7%	50.0%	43.4%	44.2%	---
Significantly different from column:*					F	E				KL	J	J			P	O							
Excellent or Very Good	11,015	358	137	342	146	125	67	46	295	135	137	73	201	148	75	280	38	163	345	13	120	238	0
	77.0%	76.0%	73.7%	75.3%	88.5%	68.3%	69.8%	71.9%	76.8%	85.4%	70.3%	71.6%	77.3%	74.7%	65.2%	79.3%	67.9%	74.1%	76.5%	65.0%	78.9%	74.6%	---
Significantly different from column:*					FG	E	E				J	J			P	O							

NA - Not applicable

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

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

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

7127000

Question 54

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

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	352	15	1	18	0	4	2	1	1	4	0	0	3	10	1	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	14,278	468	189	455	38	409	178	209	48	213	162	68	172	225	49	356	88	23	337	86	45
	97.6%	96.9%	99.5%	96.2%	100.0%	99.0%	98.9%	99.5%	98.0%	98.2%	100.0%	100.0%	98.3%	95.7%	98.0%	99.4%	97.8%	100.0%	100.0%	100.0%	100.0%
Poor	267	9	7	6	1	8	3	4	2	6	2	1	0	5	4	5	2	2	0	0	9
	1.9%	1.9%	3.7%	1.3%	2.6%	2.0%	1.7%	1.9%	4.2%	2.8%	1.2%	1.5%	0.0%	2.2%	8.2%	1.4%	2.3%	8.7%	0.0%	0.0%	20.0%
Fair	1,216	36	19	32	3	30	11	17	5	17	12	4	6	25	4	12	15	8	0	0	36
	8.5%	7.7%	10.1%	7.0%	7.9%	7.3%	6.2%	8.1%	10.4%	8.0%	7.4%	5.9%	3.5%	11.1%	8.2%	3.4%	17.0%	34.8%	0.0%	0.0%	80.0%
Good	2,805	86	41	98	7	74	28	36	12	34	35	10	31	36	14	37	43	6	0	86	0
	19.6%	18.4%	21.7%	21.5%	18.4%	18.1%	15.7%	17.2%	25.0%	16.0%	21.6%	14.7%	18.0%	16.0%	28.6%	10.4%	48.9%	26.1%	0.0%	100.0%	0.0%
Very Good	3,700	124	39	98	12	108	37	61	16	54	42	22	50	58	13	106	16	2	124	0	0
	25.9%	26.5%	20.6%	21.5%	31.6%	26.4%	20.8%	29.2%	33.3%	25.4%	25.9%	32.4%	29.1%	25.8%	26.5%	29.8%	18.2%	8.7%	36.8%	0.0%	0.0%
Excellent	6,290	213	83	221	15	189	99	91	13	102	71	31	85	101	14	196	12	5	213	0	0
	44.1%	45.5%	43.9%	48.6%	39.5%	46.2%	55.6%	43.5%	27.1%	47.9%	43.8%	45.6%	49.4%	44.9%	28.6%	55.1%	13.6%	21.7%	63.2%	0.0%	0.0%
Significantly different from column:*							HI	GI	GH				O	O	MN	QR	P	P	TU	S	S
Excellent or Very Good	9,990	337	122	319	27	297	136	152	29	156	113	53	135	159	27	302	28	7	337	0	0
	70.0%	72.0%	64.6%	70.1%	71.1%	72.6%	76.4%	72.7%	60.4%	73.2%	69.8%	77.9%	78.5%	70.7%	55.1%	84.8%	31.8%	30.4%	100.0%	0.0%	0.0%
Significantly different from column:*							I	G					O	O	MN	Q	P		TU	S	S

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	352	15	1	18	0	3	1	0	4	2	2	0	2	2	0	9	3	8	14	1	2	13	0
Number no 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	14,278	468	189	455	165	181	96	64	382	157	193	103	259	197	116	349	55	218	448	20	151	317	0
	97.6%	96.9%	99.5%	96.2%	100.0%	98.4%	99.0%	100.0%	99.0%	98.7%	99.0%	100.0%	99.2%	99.0%	100.0%	97.5%	94.8%	96.5%	97.0%	95.2%	98.7%	96.1%	---
Poor	267	9	7	6	6	3	0	0	9	1	4	4	4	5	3	6	4	5	9	0	2	7	0
	1.9%	1.9%	3.7%	1.3%	3.6%	1.7%	0.0%	0.0%	2.4%	0.6%	2.1%	3.9%	1.5%	2.5%	2.6%	1.7%	7.3%	2.3%	2.0%	0.0%	1.3%	2.2%	---
Fair	1,216	36	19	32	6	18	9	3	29	6	15	13	18	16	7	29	7	22	36	0	10	26	0
	8.5%	7.7%	10.1%	7.0%	3.6%	9.9%	9.4%	4.7%	7.6%	3.8%	7.8%	12.6%	6.9%	8.1%	6.0%	8.3%	12.7%	10.1%	8.0%	0.0%	6.6%	8.2%	---
Good	2,805	86	41	98	27	36	17	11	72	17	44	23	55	28	34	52	9	41	80	6	32	54	0
	19.6%	18.4%	21.7%	21.5%	16.4%	19.9%	17.7%	17.2%	18.8%	10.8%	22.8%	22.3%	21.2%	14.2%	29.3%	14.9%	16.4%	18.8%	17.9%	30.0%	21.2%	17.0%	---
Very Good	3,700	124	39	98	50	41	28	16	100	34	56	27	66	55	36	86	19	52	122	2	46	78	0
	25.9%	26.5%	20.6%	21.5%	30.3%	22.7%	29.2%	25.0%	26.2%	21.7%	29.0%	26.2%	25.5%	27.9%	31.0%	24.6%	34.5%	23.9%	27.2%	10.0%	30.5%	24.6%	---
Excellent	6,290	213	83	221	76	83	42	34	172	99	74	36	116	93	36	176	16	98	201	12	61	152	0
	44.1%	45.5%	43.9%	48.6%	46.1%	45.9%	43.8%	53.1%	45.0%	63.1%	38.3%	35.0%	44.8%	47.2%	31.0%	50.4%	29.1%	45.0%	44.9%	60.0%	40.4%	47.9%	---
Significantly different from column:*										KL	J	J			P	O	R	Q					
Excellent or Very Good	9,990	337	122	319	126	124	70	50	272	133	130	63	182	148	72	262	35	150	323	14	107	230	0
	70.0%	72.0%	64.6%	70.1%	76.4%	68.5%	72.9%	78.1%	71.2%	84.7%	67.4%	61.2%	70.3%	75.1%	62.1%	75.1%	63.6%	68.8%	72.1%	70.0%	70.9%	72.6%	---
Significantly different from column:*															P	O							

NA - Not applicable

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

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

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

7127000

Question 55

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

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,182	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	200	13	1	23	0	2	2	0	0	1	1	0	3	9	0	2	1	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,982	470	189	450	38	411	178	210	49	216	161	68	172	226	50	356	89	23	335	86	45
	97.6%	97.3%	99.5%	95.1%	100.0%	99.5%	98.9%	100.0%	100.0%	99.5%	99.4%	100.0%	98.3%	96.2%	100.0%	99.4%	98.9%	100.0%	99.4%	100.0%	100.0%
Yes	2,228	141	82	149	9	129	43	73	18	63	51	22	35	72	24	76	45	18	76	31	31
	27.9%	30.0%	43.4%	33.1%	23.7%	31.4%	24.2%	34.8%	36.7%	29.2%	31.7%	32.4%	20.3%	31.9%	48.0%	21.3%	50.6%	78.3%	22.7%	36.0%	68.9%
No	5,754	329	107	301	29	282	135	137	31	153	110	46	137	154	26	280	44	5	259	55	14
	72.1%	70.0%	56.6%	66.9%	76.3%	68.6%	75.8%	65.2%	63.3%	70.8%	68.3%	67.6%	79.7%	68.1%	52.0%	78.7%	49.4%	21.7%	77.3%	64.0%	31.1%
Significantly different from column:*		C					H	G					NO	MO	MN	QR	PR	PQ	TU	SU	ST

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,182	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	200	13	1	23	1	1	0	0	2	1	1	0	2	0	0	7	2	7	12	1	1	12	0
Number no 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	7,982 97.6%	470 97.3%	189 99.5%	450 95.1%	164 99.4%	183 99.5%	97 100.0%	64 100.0%	384 99.5%	158 99.4%	194 99.5%	103 100.0%	259 99.2%	199 100.0%	116 100.0%	351 98.0%	56 96.6%	219 96.9%	450 97.4%	20 95.2%	152 99.3%	318 96.4%	0 ---
Yes	2,228 27.9%	141 30.0%	82 43.4%	149 33.1%	43 26.2%	66 36.1%	28 28.9%	12 18.8%	125 32.6%	24 15.2%	75 38.7%	40 38.8%	78 30.1%	61 30.7%	38 32.8%	103 29.3%	19 33.9%	77 35.2%	139 30.9%	2 10.0%	46 30.3%	95 29.9%	0 ---
No	5,754 72.1%	329 70.0%	107 56.6%	301 66.9%	121 73.8%	117 63.9%	69 71.1%	52 81.3%	259 67.4%	134 84.8%	119 61.3%	63 61.2%	181 69.9%	138 69.3%	78 67.2%	248 70.7%	37 66.1%	142 64.8%	311 69.1%	18 90.0%	106 69.7%	223 70.1%	0 ---
Significantly different from column:*		C			F	E		I	H	KL	J	J							T	S			

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,228	141	82	149	9	129	43	73	18	63	51	22	35	72	24	76	45	18	76	31	31
Number missing or multiple answer	38	2	3	2	0	2	0	0	2	2	0	0	0	2	0	0	1	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,190 98.3%	139 98.6%	79 96.3%	147 98.7%	9 100.0%	127 98.4%	43 100.0%	73 100.0%	16 88.9%	61 96.8%	51 100.0%	22 100.0%	35 100.0%	70 97.2%	24 100.0%	76 100.0%	44 97.8%	17 94.4%	75 98.7%	31 100.0%	31 100.0%
Yes	1,753 80.0%	109 78.4%	59 74.7%	120 81.6%	6 66.7%	101 79.5%	31 72.1%	61 83.6%	12 75.0%	41 67.2%	45 88.2%	19 86.4%	22 62.9%	58 82.9%	22 91.7%	62 81.6%	35 79.5%	11 64.7%	59 78.7%	20 64.5%	29 93.5%
No	437 20.0%	30 21.6%	20 25.3%	27 18.4%	3 33.3%	26 20.5%	12 27.9%	12 16.4%	4 25.0%	20 32.8%	6 11.8%	3 13.6%	13 37.1%	12 17.1%	2 8.3%	14 18.4%	9 20.5%	6 35.3%	16 21.3%	11 35.5%	2 6.5%
Significantly different from column:*										K	J		NO	M	M				U	T	

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,228	141	82	149	43	66	28	12	125	24	75	40	78	61	38	103	19	77	139	2	46	95	0
Number missing or multiple answer	38	2	3	2	0	2	0	0	2	0	2	0	0	2	1	1	1	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	NA	NA
Usable responses	2,190	139	79	147	43	64	28	12	123	24	73	40	78	59	37	102	18	76	137	2	46	93	0
	98.3%	98.6%	96.3%	98.7%	100.0%	97.0%	100.0%	100.0%	98.4%	100.0%	97.3%	100.0%	100.0%	96.7%	97.4%	99.0%	94.7%	98.7%	98.6%	100.0%	100.0%	97.9%	---
Yes	1,753	109	59	120	38	47	22	9	98	16	61	31	63	45	28	81	18	62	108	1	34	75	0
	80.0%	78.4%	74.7%	81.6%	88.4%	73.4%	78.6%	75.0%	79.7%	66.7%	83.6%	77.5%	80.8%	76.3%	75.7%	79.4%	100.0%	81.6%	78.8%	50.0%	73.9%	80.6%	---
No	437	30	20	27	5	17	6	3	25	8	12	9	15	14	9	21	0	14	29	1	12	18	0
	20.0%	21.6%	25.3%	18.4%	11.6%	26.6%	21.4%	25.0%	20.3%	33.3%	16.4%	22.5%	19.2%	23.7%	24.3%	20.6%	0.0%	18.4%	21.2%	50.0%	26.1%	19.4%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,753	109	59	120	6	101	31	61	12	41	45	19	22	58	22	62	35	11	59	20	29
Number missing or multiple answer	38	1	1	4	0	1	1	0	0	0	0	1	1	0	0	0	0	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,715	108	58	116	6	100	30	61	12	41	45	18	21	58	22	62	35	10	59	19	29
	97.8%	99.1%	98.3%	96.7%	100.0%	99.0%	96.8%	100.0%	100.0%	100.0%	100.0%	94.7%	95.5%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	95.0%	100.0%
Yes	1,583	102	55	102	6	94	30	57	10	38	45	15	20	53	22	57	34	10	54	19	28
	92.3%	94.4%	94.8%	87.9%	100.0%	94.0%	100.0%	93.4%	83.3%	92.7%	100.0%	83.3%	95.2%	91.4%	100.0%	91.9%	97.1%	100.0%	91.5%	100.0%	96.6%
No	132	6	3	14	0	6	0	4	2	3	0	3	1	5	0	5	1	0	5	0	1
	7.7%	5.6%	5.2%	12.1%	0.0%	6.0%	0.0%	6.6%	16.7%	7.3%	0.0%	16.7%	4.8%	8.6%	0.0%	8.1%	2.9%	0.0%	8.5%	0.0%	3.4%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,753	109	59	120	38	47	22	9	98	16	61	31	63	45	28	81	18	62	108	1	34	75	0
Number missing or multiple answer	38	1	1	4	0	1	0	0	1	0	1	0	1	0	0	1	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,715	108	58	116	38	46	22	9	97	16	60	31	62	45	28	80	18	62	107	1	34	74	0
	97.8%	99.1%	98.3%	96.7%	100.0%	97.9%	100.0%	100.0%	99.0%	100.0%	98.4%	100.0%	98.4%	100.0%	100.0%	98.8%	100.0%	100.0%	99.1%	100.0%	100.0%	98.7%	---
Yes	1,583	102	55	102	37	43	20	9	91	15	57	29	57	44	27	75	18	57	101	1	33	69	0
	92.3%	94.4%	94.8%	87.9%	97.4%	93.5%	90.9%	100.0%	93.8%	93.8%	95.0%	93.5%	91.9%	97.8%	96.4%	93.8%	100.0%	91.9%	94.4%	100.0%	97.1%	93.2%	---
No	132	6	3	14	1	3	2	0	6	1	3	2	5	1	1	5	0	5	6	0	1	5	0
	7.7%	5.6%	5.2%	12.1%	2.6%	6.5%	9.1%	0.0%	6.2%	6.3%	5.0%	6.5%	8.1%	2.2%	3.6%	6.3%	0.0%	8.1%	5.6%	0.0%	2.9%	6.8%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,182	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	276	21	8	28	0	8	1	6	1	2	4	2	4	15	1	9	1	1	7	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
Usable responses	7,906	462	182	445	38	405	179	204	48	215	158	66	171	220	49	349	89	22	330	84	44
	96.6%	95.7%	95.8%	94.1%	100.0%	98.1%	99.4%	97.1%	98.0%	99.1%	97.5%	97.1%	97.7%	93.6%	98.0%	97.5%	98.9%	95.7%	97.9%	97.7%	97.8%
Yes	1,498	88	31	73	8	75	30	37	12	39	29	13	12	49	22	47	30	11	29	28	29
	18.9%	19.0%	17.0%	16.4%	21.1%	18.5%	16.8%	18.1%	25.0%	18.1%	18.4%	19.7%	7.0%	22.3%	44.9%	13.5%	33.7%	50.0%	8.8%	33.3%	65.9%
No	6,408	374	151	372	30	330	149	167	36	176	129	53	159	171	27	302	59	11	301	56	15
	81.1%	81.0%	83.0%	83.6%	78.9%	81.5%	83.2%	81.9%	75.0%	81.9%	81.6%	80.3%	93.0%	77.7%	55.1%	86.5%	66.3%	50.0%	91.2%	66.7%	34.1%
Significantly different from column:*													NO	MO	MN	Q	P		TU	SU	ST

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,182	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	276	21	8	28	3	4	0	1	6	3	2	3	5	3	2	13	5	11	20	1	3	18	0
Number no 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	7,906 96.6%	462 95.7%	182 95.8%	445 94.1%	162 98.2%	180 97.8%	97 100.0%	63 98.4%	380 98.4%	156 98.1%	193 99.0%	100 97.1%	256 98.1%	196 98.5%	114 98.3%	345 96.4%	53 91.4%	215 95.1%	442 95.7%	20 95.2%	150 98.0%	312 94.5%	0 ---
Yes	1,498 18.9%	88 19.0%	31 17.0%	73 16.4%	30 18.5%	31 17.2%	22 22.7%	8 12.7%	77 20.3%	16 10.3%	50 25.9%	21 21.0%	53 20.7%	34 17.3%	28 24.6%	60 17.4%	19 35.8%	52 24.2%	88 19.9%	0 0.0%	30 20.0%	58 18.6%	0 ---
No	6,408 81.1%	374 81.0%	151 83.0%	372 83.6%	132 81.5%	149 82.8%	75 77.3%	55 87.3%	303 79.7%	140 89.7%	143 74.1%	79 79.0%	203 79.3%	162 82.7%	86 75.4%	285 82.6%	34 64.2%	163 75.8%	354 80.1%	20 100.0%	120 80.0%	254 81.4%	0 ---
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.

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,498	88	31	73	8	75	30	37	12	39	29	13	12	49	22	47	30	11	29	28	29
Number missing or multiple answer	27	2	0	2	0	2	1	0	1	0	1	0	1	1	0	1	0	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
Usable responses	1,471	86	31	71	8	73	29	37	11	39	28	13	11	48	22	46	30	10	28	27	29
	98.2%	97.7%	100.0%	97.3%	100.0%	97.3%	96.7%	100.0%	91.7%	100.0%	96.6%	100.0%	91.7%	98.0%	100.0%	97.9%	100.0%	90.9%	96.6%	96.4%	100.0%
Yes	1,300	71	30	60	6	63	25	35	7	30	25	13	7	38	22	36	28	7	21	24	24
	88.4%	82.6%	96.8%	84.5%	75.0%	86.3%	86.2%	94.6%	63.6%	76.9%	89.3%	100.0%	63.6%	79.2%	100.0%	78.3%	93.3%	70.0%	75.0%	88.9%	82.8%
No	171	15	1	11	2	10	4	2	4	9	3	0	4	10	0	10	2	3	7	3	5
	11.6%	17.4%	3.2%	15.5%	25.0%	13.7%	13.8%	5.4%	36.4%	23.1%	10.7%	0.0%	36.4%	20.8%	0.0%	21.7%	6.7%	30.0%	25.0%	11.1%	17.2%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,498	88	31	73	30	31	22	8	77	16	50	21	53	34	28	60	19	52	88	0	30	58	0
Number missing or multiple answer	27	2	0	2	1	0	1	0	2	0	2	0	1	1	1	1	0	1	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,471	86	31	71	29	31	21	8	75	16	48	21	52	33	27	59	19	51	86	0	29	57	0
	98.2%	97.7%	100.0%	97.3%	96.7%	100.0%	95.5%	100.0%	97.4%	100.0%	96.0%	100.0%	98.1%	97.1%	96.4%	98.3%	100.0%	98.1%	97.7%	---	96.7%	98.3%	---
Yes	1,300	71	30	60	26	25	18	6	62	10	44	16	45	25	22	49	17	43	71	0	26	45	0
	88.4%	82.6%	96.8%	84.5%	89.7%	80.6%	85.7%	75.0%	82.7%	62.5%	91.7%	76.2%	86.5%	75.8%	81.5%	83.1%	89.5%	84.3%	82.6%	---	89.7%	78.9%	---
No	171	15	1	11	3	6	3	2	13	6	4	5	7	8	5	10	2	8	15	0	3	12	0
	11.6%	17.4%	3.2%	15.5%	10.3%	19.4%	14.3%	25.0%	17.3%	37.5%	8.3%	23.8%	13.5%	24.2%	18.5%	16.9%	10.5%	15.7%	17.4%	---	10.3%	21.1%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,300	71	30	60	6	63	25	35	7	30	25	13	7	38	22	36	28	7	21	24	24
Number missing or multiple answer	27	2	0	5	0	1	0	1	0	0	0	0	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
Usable responses	1,273	69	30	55	6	62	25	34	7	30	25	13	7	37	21	35	27	7	20	23	24
	97.9%	97.2%	100.0%	91.7%	100.0%	98.4%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	97.4%	95.5%	97.2%	96.4%	100.0%	95.2%	95.8%	100.0%
Yes	1,228	69	28	52	6	62	25	34	7	30	25	13	7	37	21	35	27	7	20	23	24
	96.5%	100.0%	93.3%	94.5%	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%
No	45	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.5%	0.0%	6.7%	5.5%	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%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,300	71	30	60	26	25	18	6	62	10	44	16	45	25	22	49	17	43	71	0	26	45	0
Number missing or multiple answer	27	2	0	5	0	0	1	0	1	0	1	0	1	0	1	1	0	2	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	1,273	69	30	55	26	25	17	6	61	10	43	16	44	25	21	48	17	41	69	0	26	43	0
	97.9%	97.2%	100.0%	91.7%	100.0%	100.0%	94.4%	100.0%	98.4%	100.0%	97.7%	100.0%	97.8%	100.0%	95.5%	98.0%	100.0%	95.3%	97.2%	---	100.0%	95.6%	---
Yes	1,228	69	28	52	26	25	17	6	61	10	43	16	44	25	21	48	17	41	69	0	26	43	0
	96.5%	100.0%	93.3%	94.5%	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%	---
No	45	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.5%	0.0%	6.7%	5.5%	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%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,182	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	296	19	4	27	1	2	0	2	1	2	0	0	4	13	1	5	2	1	5	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
Usable responses	7,886	464	186	446	37	411	180	208	48	215	162	68	171	222	49	353	88	22	332	85	43
	96.4%	96.1%	97.9%	94.3%	97.4%	99.5%	100.0%	99.0%	98.0%	99.1%	100.0%	100.0%	97.7%	94.5%	98.0%	98.6%	97.8%	95.7%	98.5%	98.8%	95.6%
Yes	1,324	81	33	77	9	69	28	37	11	40	23	13	18	47	13	46	25	10	41	20	18
	16.8%	17.5%	17.7%	17.3%	24.3%	16.8%	15.6%	17.8%	22.9%	18.6%	14.2%	19.1%	10.5%	21.2%	26.5%	13.0%	28.4%	45.5%	12.3%	23.5%	41.9%
No	6,562	383	153	369	28	342	152	171	37	175	139	55	153	175	36	307	63	12	291	65	25
	83.2%	82.5%	82.3%	82.7%	75.7%	83.2%	84.4%	82.2%	77.1%	81.4%	85.8%	80.9%	89.5%	78.8%	73.5%	87.0%	71.6%	54.5%	87.7%	76.5%	58.1%
Significantly different from column:*													NO	M	M	Q	P		TU	SU	ST

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,182	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	296	19	4	27	0	2	1	0	2	0	2	1	1	2	2	11	3	11	18	1	2	17	0
Number no 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	7,886 96.4%	464 96.1%	186 97.9%	446 94.3%	165 100.0%	182 98.9%	96 99.0%	64 100.0%	384 99.5%	159 100.0%	193 99.0%	102 99.0%	260 99.6%	197 99.0%	114 98.3%	347 96.9%	55 94.8%	215 95.1%	444 96.1%	20 95.2%	151 98.7%	313 94.8%	0 ---
Yes	1,324 16.8%	81 17.5%	33 17.7%	77 17.3%	25 15.2%	36 19.8%	16 16.7%	6 9.4%	73 19.0%	16 10.1%	47 24.4%	17 16.7%	50 19.2%	30 15.2%	20 17.5%	60 17.3%	11 20.0%	49 22.8%	80 18.0%	1 5.0%	23 15.2%	58 18.5%	0 ---
No	6,562 83.2%	383 82.5%	153 82.3%	369 82.7%	140 84.8%	146 80.2%	80 83.3%	58 90.6%	311 81.0%	143 89.9%	146 75.6%	85 83.3%	210 80.8%	167 84.8%	94 82.5%	287 82.7%	44 80.0%	166 77.2%	364 82.0%	19 95.0%	128 84.8%	255 81.5%	0 ---
Significantly different from column:*										K	J												

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,324	81	33	77	9	69	28	37	11	40	23	13	18	47	13	46	25	10	41	20	18
Number missing or multiple answer	28	2	0	3	1	1	0	2	0	1	1	0	1	0	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
Usable responses	1,296	79	33	74	8	68	28	35	11	39	22	13	17	47	12	45	24	10	40	19	18
	97.9%	97.5%	100.0%	96.1%	88.9%	98.6%	100.0%	94.6%	100.0%	97.5%	95.7%	100.0%	94.4%	100.0%	92.3%	97.8%	96.0%	100.0%	97.6%	95.0%	100.0%
Yes	1,002	54	27	40	5	47	17	27	6	20	19	11	7	37	9	26	20	8	20	18	14
	77.3%	68.4%	81.8%	54.1%	62.5%	69.1%	60.7%	77.1%	54.5%	51.3%	86.4%	84.6%	41.2%	78.7%	75.0%	57.8%	83.3%	80.0%	50.0%	94.7%	77.8%
No	294	25	6	34	3	21	11	8	5	19	3	2	10	10	3	19	4	2	20	1	4
	22.7%	31.6%	18.2%	45.9%	37.5%	30.9%	39.3%	22.9%	45.5%	48.7%	13.6%	15.4%	58.8%	21.3%	25.0%	42.2%	16.7%	20.0%	50.0%	5.3%	22.2%
Significantly different from column:*										KL	J	J	N	M		Q	P		TU	S	S

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,324	81	33	77	25	36	16	6	73	16	47	17	50	30	20	60	11	49	80	1	23	58	0
Number missing or multiple answer	28	2	0	3	1	0	1	0	2	0	2	0	1	1	1	1	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	NA	NA
Usable responses	1,296 97.9%	79 97.5%	33 100.0%	74 96.1%	24 96.0%	36 100.0%	15 93.8%	6 100.0%	71 97.3%	16 100.0%	45 95.7%	17 100.0%	49 98.0%	29 96.7%	19 95.0%	59 98.3%	11 100.0%	48 98.0%	78 97.5%	1 100.0%	23 100.0%	56 96.6%	0 ---
Yes	1,002 77.3%	54 68.4%	27 81.8%	40 54.1%	18 75.0%	20 55.6%	13 86.7%	3 50.0%	49 69.0%	7 43.8%	34 75.6%	12 70.6%	34 69.4%	19 65.5%	16 84.2%	37 62.7%	10 90.9%	36 75.0%	54 69.2%	0 0.0%	19 82.6%	35 62.5%	0 ---
No	294 22.7%	25 31.6%	6 18.2%	34 45.9%	6 25.0%	16 44.4%	2 13.3%	3 50.0%	22 31.0%	9 56.3%	11 24.4%	5 29.4%	15 30.6%	10 34.5%	3 15.8%	22 37.3%	1 9.1%	12 25.0%	24 30.8%	1 100.0%	4 17.4%	21 37.5%	0 ---
Significantly different from column:*						G	F			K	J												

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,002	54	27	40	5	47	17	27	6	20	19	11	7	37	9	26	20	8	20	18	14
Number missing or multiple answer	25	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	977	54	27	40	5	47	17	27	6	20	19	11	7	37	9	26	20	8	20	18	14
	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%	100.0%
Yes	947	53	25	38	4	47	17	27	5	19	19	11	6	37	9	26	20	7	20	17	14
	96.9%	98.1%	92.6%	95.0%	80.0%	100.0%	100.0%	100.0%	83.3%	95.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	94.4%	100.0%
No	30	1	2	2	1	0	0	0	1	1	0	0	1	0	0	0	0	1	0	1	0
	3.1%	1.9%	7.4%	5.0%	20.0%	0.0%	0.0%	0.0%	16.7%	5.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	5.6%	0.0%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,002	54	27	40	18	20	13	3	49	7	34	12	34	19	16	37	10	36	54	0	19	35	0
Number missing or multiple answer	25	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	977	54	27	40	18	20	13	3	49	7	34	12	34	19	16	37	10	36	54	0	19	35	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%	100.0%	---
Yes	947	53	25	38	18	20	13	3	48	7	34	11	33	19	16	36	10	36	53	0	18	35	0
	96.9%	98.1%	92.6%	95.0%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	91.7%	97.1%	100.0%	100.0%	97.3%	100.0%	100.0%	98.1%	---	94.7%	100.0%	---
No	30	1	2	2	0	0	0	0	1	0	0	1	1	0	0	1	0	0	1	0	1	0	0
	3.1%	1.9%	7.4%	5.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	8.3%	2.9%	0.0%	0.0%	2.7%	0.0%	0.0%	1.9%	---	5.3%	0.0%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

Question 64

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

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,182	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	277	19	4	19	0	2	0	2	0	2	0	0	5	12	1	7	2	0	6	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,905	464	186	454	38	411	180	208	49	215	162	68	170	223	49	351	88	23	331	85	44
	96.6%	96.1%	97.9%	96.0%	100.0%	99.5%	100.0%	99.0%	100.0%	99.1%	100.0%	100.0%	97.1%	94.9%	98.0%	98.0%	97.8%	100.0%	98.2%	98.8%	97.8%
Yes	1,132	69	29	49	6	59	29	28	8	28	20	14	14	42	9	41	23	5	29	23	15
	14.3%	14.9%	15.6%	10.8%	15.8%	14.4%	16.1%	13.5%	16.3%	13.0%	12.3%	20.6%	8.2%	18.8%	18.4%	11.7%	26.1%	21.7%	8.8%	27.1%	34.1%
No	6,773	395	157	405	32	352	151	180	41	187	142	54	156	181	40	310	65	18	302	62	29
	85.7%	85.1%	84.4%	89.2%	84.2%	85.6%	83.9%	86.5%	83.7%	87.0%	87.7%	79.4%	91.8%	81.2%	81.6%	88.3%	73.9%	78.3%	91.2%	72.9%	65.9%
Significantly different from column:*													NO	M	M	Q	P		TU	S	S

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,182	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	277	19	4	19	0	2	0	1	1	1	1	0	1	1	0	13	3	10	18	1	2	17	0
Number no 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	7,905	464	186	454	165	182	97	63	385	158	194	103	260	198	116	345	55	216	444	20	151	313	0
	96.6%	96.1%	97.9%	96.0%	100.0%	98.9%	100.0%	98.4%	99.7%	99.4%	99.5%	100.0%	99.6%	99.5%	100.0%	96.4%	94.8%	95.6%	96.1%	95.2%	98.7%	94.8%	---
Yes	1,132	69	29	49	26	25	14	8	57	23	33	11	48	19	16	52	9	42	68	1	23	46	0
	14.3%	14.9%	15.6%	10.8%	15.8%	13.7%	14.4%	12.7%	14.8%	14.6%	17.0%	10.7%	18.5%	9.6%	13.8%	15.1%	16.4%	19.4%	15.3%	5.0%	15.2%	14.7%	---
No	6,773	395	157	405	139	157	83	55	328	135	161	92	212	179	100	293	46	174	376	19	128	267	0
	85.7%	85.1%	84.4%	89.2%	84.2%	86.3%	85.6%	87.3%	85.2%	85.4%	83.0%	89.3%	81.5%	90.4%	86.2%	84.9%	83.6%	80.6%	84.7%	95.0%	84.8%	85.3%	---
Significantly different from column:*													N	M									

NA - Not applicable

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

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

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

7127000

Question 65

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

Base: All respondents whose child needs/gets special therapy (Q64)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,132	69	29	49	6	59	29	28	8	28	20	14	14	42	9	41	23	5	29	23	15
Number missing or multiple answer	15	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,117	69	29	46	6	59	29	28	8	28	20	14	14	42	9	41	23	5	29	23	15
	98.7%	100.0%	100.0%	93.9%	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%
Yes	872	48	19	29	5	41	18	23	5	17	14	12	8	29	9	24	19	5	18	17	11
	78.1%	69.6%	65.5%	63.0%	83.3%	69.5%	62.1%	82.1%	62.5%	60.7%	70.0%	85.7%	57.1%	69.0%	100.0%	58.5%	82.6%	100.0%	62.1%	73.9%	73.3%
No	245	21	10	17	1	18	11	5	3	11	6	2	6	13	0	17	4	0	11	6	4
	21.9%	30.4%	34.5%	37.0%	16.7%	30.5%	37.9%	17.9%	37.5%	39.3%	30.0%	14.3%	42.9%	31.0%	0.0%	41.5%	17.4%	0.0%	37.9%	26.1%	26.7%
Significantly different from column:*																Q	P				

NA - Not applicable

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

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

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

7127000

Question 65

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

Base: All respondents whose child needs/gets special therapy (Q64)

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,132	69	29	49	26	25	14	8	57	23	33	11	48	19	16	52	9	42	68	1	23	46	0
Number missing or multiple answer	15	0	0	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	1,117	69	29	46	26	25	14	8	57	23	33	11	48	19	16	52	9	42	68	1	23	46	0
	98.7%	100.0%	100.0%	93.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---
Yes	872	48	19	29	17	17	12	6	39	9	28	10	35	12	12	35	7	31	47	1	18	30	0
	78.1%	69.6%	65.5%	63.0%	65.4%	68.0%	85.7%	75.0%	68.4%	39.1%	84.8%	90.9%	72.9%	63.2%	75.0%	67.3%	77.8%	73.8%	69.1%	100.0%	78.3%	65.2%	---
No	245	21	10	17	9	8	2	2	18	14	5	1	13	7	4	17	2	11	21	0	5	16	0
	21.9%	30.4%	34.5%	37.0%	34.6%	32.0%	14.3%	25.0%	31.6%	60.9%	15.2%	9.1%	27.1%	36.8%	25.0%	32.7%	22.2%	26.2%	30.9%	0.0%	21.7%	34.8%	---
Significantly different from column:*										K	J												

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	872	48	19	29	5	41	18	23	5	17	14	12	8	29	9	24	19	5	18	17	11
Number missing or multiple answer	17	2	0	1	0	1	1	0	0	1	0	0	0	2	0	1	1	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	855	46	19	28	5	40	17	23	5	16	14	12	8	27	9	23	18	5	17	17	10
	98.1%	95.8%	100.0%	96.6%	100.0%	97.6%	94.4%	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%	93.1%	100.0%	95.8%	94.7%	100.0%	94.4%	100.0%	90.9%
Yes	810	44	15	26	5	38	17	22	4	15	14	11	8	25	9	22	17	5	16	17	9
	94.7%	95.7%	78.9%	92.9%	100.0%	95.0%	100.0%	95.7%	80.0%	93.8%	100.0%	91.7%	100.0%	92.6%	100.0%	95.7%	94.4%	100.0%	94.1%	100.0%	90.0%
No	45	2	4	2	0	2	0	1	1	1	0	1	0	2	0	1	1	0	1	0	1
	5.3%	4.3%	21.1%	7.1%	0.0%	5.0%	0.0%	4.3%	20.0%	6.3%	0.0%	8.3%	0.0%	7.4%	0.0%	4.3%	5.6%	0.0%	5.9%	0.0%	10.0%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	872	48	19	29	17	17	12	6	39	9	28	10	35	12	12	35	7	31	47	1	18	30	0
Number missing or multiple answer	17	2	0	1	0	0	1	0	1	1	0	0	1	0	0	2	1	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	NA	NA
Usable responses	855	46	19	28	17	17	11	6	38	8	28	10	34	12	12	33	6	30	45	1	18	28	0
	98.1%	95.8%	100.0%	96.6%	100.0%	100.0%	91.7%	100.0%	97.4%	88.9%	100.0%	100.0%	97.1%	100.0%	100.0%	94.3%	85.7%	96.8%	95.7%	100.0%	100.0%	93.3%	---
Yes	810	44	15	26	16	16	11	6	36	8	27	9	32	12	12	31	6	28	43	1	16	28	0
	94.7%	95.7%	78.9%	92.9%	94.1%	94.1%	100.0%	100.0%	94.7%	100.0%	96.4%	90.0%	94.1%	100.0%	100.0%	93.9%	100.0%	93.3%	95.6%	100.0%	88.9%	100.0%	---
No	45	2	4	2	1	1	0	0	2	0	1	1	2	0	0	2	0	2	2	0	2	0	0
	5.3%	4.3%	21.1%	7.1%	5.9%	5.9%	0.0%	0.0%	5.3%	0.0%	3.6%	10.0%	5.9%	0.0%	0.0%	6.1%	0.0%	6.7%	4.4%	0.0%	11.1%	0.0%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	8,182	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	300	20	5	29	0	1	1	0	0	1	0	0	3	14	2	8	2	0	5	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
Usable responses	7,882	463	185	444	38	412	179	210	49	216	162	68	172	221	48	350	88	23	332	83	44
	96.3%	95.9%	97.4%	93.9%	100.0%	99.8%	99.4%	100.0%	100.0%	99.5%	100.0%	100.0%	98.3%	94.0%	96.0%	97.8%	97.8%	100.0%	98.5%	96.5%	97.8%
Yes	1,376	89	38	65	9	79	27	44	13	34	34	19	15	55	18	49	27	12	25	28	34
	17.5%	19.2%	20.5%	14.6%	23.7%	19.2%	15.1%	21.0%	26.5%	15.7%	21.0%	27.9%	8.7%	24.9%	37.5%	14.0%	30.7%	52.2%	7.5%	33.7%	77.3%
No	6,506	374	147	379	29	333	152	166	36	182	128	49	157	166	30	301	61	11	307	55	10
	82.5%	80.8%	79.5%	85.4%	76.3%	80.8%	84.9%	79.0%	73.5%	84.3%	79.0%	72.1%	91.3%	75.1%	62.5%	86.0%	69.3%	47.8%	92.5%	66.3%	22.7%
Significantly different from column:*										L		J	NO	M	M	Q	P		TU	SU	ST

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	8,182	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	300	20	5	29	1	0	0	0	1	0	1	0	1	0	1	13	3	13	19	1	2	18	0
Number no 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	7,882 96.3%	463 95.9%	185 97.4%	444 93.9%	164 99.4%	184 100.0%	97 100.0%	64 100.0%	385 99.7%	159 100.0%	194 99.5%	103 100.0%	260 99.6%	199 100.0%	115 99.1%	345 96.4%	55 94.8%	213 94.2%	443 95.9%	20 95.2%	151 98.7%	312 94.5%	0 ---
Yes	1,376 17.5%	89 19.2%	38 20.5%	65 14.6%	32 19.5%	40 21.7%	15 15.5%	10 15.6%	77 20.0%	11 6.9%	54 27.8%	24 23.3%	53 20.4%	36 18.1%	26 22.6%	63 18.3%	16 29.1%	57 26.8%	87 19.6%	2 10.0%	35 23.2%	54 17.3%	0 ---
No	6,506 82.5%	374 80.8%	147 79.5%	379 85.4%	132 80.5%	144 78.3%	82 84.5%	54 84.4%	308 80.0%	148 93.1%	140 72.2%	79 76.7%	207 79.6%	163 81.9%	89 77.4%	282 81.7%	39 70.9%	156 73.2%	356 80.4%	18 90.0%	116 76.8%	258 82.7%	0 ---
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.

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,376	89	38	65	9	79	27	44	13	34	34	19	15	55	18	49	27	12	25	28	34
Number missing or multiple answer	52	3	2	2	0	3	0	3	0	1	1	1	0	3	0	3	0	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
Usable responses	1,324 96.2%	86 96.6%	36 94.7%	63 96.9%	9 100.0%	76 96.2%	27 100.0%	41 93.2%	13 100.0%	33 97.1%	33 97.1%	18 94.7%	15 100.0%	52 94.5%	18 100.0%	46 93.9%	27 100.0%	12 100.0%	24 96.0%	26 92.9%	34 100.0%
Yes	1,221 92.2%	78 90.7%	32 88.9%	58 92.1%	9 100.0%	68 89.5%	25 92.6%	36 87.8%	13 100.0%	30 90.9%	30 90.9%	16 88.9%	14 93.3%	46 88.5%	17 94.4%	42 91.3%	25 92.6%	10 83.3%	22 91.7%	23 88.5%	31 91.2%
No	103 7.8%	8 9.3%	4 11.1%	5 7.9%	0 0.0%	8 10.5%	2 7.4%	5 12.2%	0 0.0%	3 9.1%	3 9.1%	2 11.1%	1 6.7%	6 11.5%	1 5.6%	4 8.7%	2 7.4%	2 16.7%	2 8.3%	3 11.5%	3 8.8%
Significantly different from column:*																					

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,376	89	38	65	32	40	15	10	77	11	54	24	53	36	26	63	16	57	87	2	35	54	0
Number missing or multiple answer	52	3	2	2	0	2	0	1	2	0	2	1	2	1	0	3	0	3	2	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	1,324 96.2%	86 96.6%	36 94.7%	63 96.9%	32 100.0%	38 95.0%	15 100.0%	9 90.0%	75 97.4%	11 100.0%	52 96.3%	23 95.8%	51 96.2%	35 97.2%	26 100.0%	60 95.2%	16 100.0%	54 94.7%	85 97.7%	1 50.0%	34 97.1%	52 96.3%	0 ---
Yes	1,221 92.2%	78 90.7%	32 88.9%	58 92.1%	32 100.0%	31 81.6%	14 93.3%	8 88.9%	68 90.7%	11 100.0%	48 92.3%	19 82.6%	46 90.2%	32 91.4%	23 88.5%	55 91.7%	13 81.3%	50 92.6%	78 91.8%	0 0.0%	29 85.3%	49 94.2%	0 ---
No	103 7.8%	8 9.3%	4 11.1%	5 7.9%	0 0.0%	7 18.4%	1 6.7%	1 11.1%	7 9.3%	0 0.0%	4 7.7%	4 17.4%	5 9.8%	3 8.6%	3 11.5%	5 8.3%	3 18.8%	4 7.4%	7 8.2%	1 100.0%	5 14.7%	3 5.8%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	491	26	5	24	1	4	1	0	1	4	0	0	8	16	1	13	3	0	11	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
Usable responses	14,139 96.6%	457 94.6%	185 97.4%	449 94.9%	37 97.4%	409 99.0%	179 99.4%	210 100.0%	48 98.0%	213 98.2%	162 100.0%	68 100.0%	167 95.4%	219 93.2%	49 98.0%	345 96.4%	87 96.7%	23 100.0%	326 96.7%	84 97.7%	43 95.6%
Less than 1 year old	314 2.2%	10 2.2%	7 3.8%	11 2.4%	0 0.0%	10 2.4%	7 3.9%	1 0.5%	0 0.0%	5 2.3%	4 2.5%	1 1.5%	5 3.0%	3 1.4%	2 4.1%	9 2.6%	1 1.1%	0 0.0%	8 2.5%	2 2.4%	0 0.0%
1 year old	730 5.2%	33 7.2%	11 5.9%	24 5.3%	1 2.7%	31 7.6%	25 14.0%	7 3.3%	0 0.0%	17 8.0%	10 6.2%	4 5.9%	6 3.6%	20 9.1%	6 12.2%	32 9.3%	1 1.1%	0 0.0%	31 9.5%	1 1.2%	0 0.0%
2 years old	846 6.0%	28 6.1%	8 4.3%	22 4.9%	1 2.7%	27 6.6%	22 12.3%	6 2.9%	0 0.0%	16 7.5%	10 6.2%	2 2.9%	12 7.2%	13 5.9%	0 0.0%	24 7.0%	1 1.1%	2 8.7%	27 8.3%	0 0.0%	0 0.0%
3 years old	788 5.6%	33 7.2%	11 5.9%	28 6.2%	3 8.1%	29 7.1%	22 12.3%	8 3.8%	2 4.2%	16 7.5%	10 6.2%	6 8.8%	10 6.0%	20 9.1%	2 4.1%	28 8.1%	5 5.7%	0 0.0%	26 8.0%	3 3.6%	4 9.3%
4 to 6 years old	2,313 16.4%	85 18.6%	27 14.6%	78 17.4%	10 27.0%	73 17.8%	44 24.6%	33 15.7%	6 12.5%	34 16.0%	32 19.8%	16 23.5%	28 16.8%	46 21.0%	8 16.3%	66 19.1%	17 19.5%	2 8.7%	62 19.0%	20 23.8%	3 7.0%
7 to 9 years old	2,313 16.4%	63 13.8%	27 14.6%	86 19.2%	2 5.4%	61 14.9%	25 14.0%	28 13.3%	9 18.8%	31 14.6%	21 13.0%	11 16.2%	20 12.0%	30 13.7%	7 14.3%	45 13.0%	14 16.1%	4 17.4%	43 13.2%	13 15.5%	6 14.0%
10 to 13 years old	3,300 23.3%	102 22.3%	39 21.1%	90 20.0%	11 29.7%	89 21.8%	28 15.6%	59 28.1%	11 22.9%	43 20.2%	37 22.8%	18 26.5%	42 25.1%	44 20.1%	13 26.5%	68 19.7%	28 32.2%	6 26.1%	66 20.2%	22 26.2%	13 30.2%
14 to 18 years old	3,535 25.0%	103 22.5%	55 29.7%	110 24.5%	9 24.3%	89 21.8%	6 3.4%	68 32.4%	20 41.7%	51 23.9%	38 23.5%	10 14.7%	44 26.3%	43 19.6%	11 22.4%	73 21.2%	20 23.0%	9 39.1%	63 19.3%	23 27.4%	17 39.5%
3 years old or younger	2,678 18.9%	104 22.8%	37 20.0%	85 18.9%	5 13.5%	97 23.7%	76 42.5%	22 10.5%	2 4.2%	54 25.4%	34 21.0%	13 19.1%	33 19.8%	56 25.6%	10 20.4%	93 27.0%	8 9.2%	2 8.7%	92 28.2%	6 7.1%	4 9.3%
Significantly different from column:*		A					HI	G	G							Q	P		TU	S	S

NA - Not applicable

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

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

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

7127000

Question 69

What is your child's age?

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	491	26	5	24	2	2	1	0	4	0	0	0	3	2	2	17	4	13	25	1	7	19	0
Number no 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	14,139	457	185	449	163	182	96	64	382	159	195	103	258	197	114	341	54	213	437	20	146	311	0
	96.6%	94.6%	97.4%	94.9%	98.8%	98.9%	99.0%	100.0%	99.0%	100.0%	100.0%	100.0%	98.9%	99.0%	98.3%	95.3%	93.1%	94.2%	94.6%	95.2%	95.4%	94.2%	---
Less than 1 year old	314	10	7	11	4	3	3	1	9	10	0	0	8	2	2	8	0	5	10	0	3	7	0
	2.2%	2.2%	3.8%	2.4%	2.5%	1.6%	3.1%	1.6%	2.4%	6.3%	0.0%	0.0%	3.1%	1.0%	1.8%	2.3%	0.0%	2.3%	2.3%	0.0%	2.1%	2.3%	---
1 year old	730	33	11	24	21	7	3	6	27	33	0	0	21	12	8	25	6	19	30	3	12	21	0
	5.2%	7.2%	5.9%	5.3%	12.9%	3.8%	3.1%	9.4%	7.1%	20.8%	0.0%	0.0%	8.1%	6.1%	7.0%	7.3%	11.1%	8.9%	6.9%	15.0%	8.2%	6.8%	---
2 years old	846	28	8	22	7	11	10	5	22	28	0	0	16	12	5	23	3	10	26	2	10	18	0
	6.0%	6.1%	4.3%	4.9%	4.3%	6.0%	10.4%	7.8%	5.8%	17.6%	0.0%	0.0%	6.2%	6.1%	4.4%	6.7%	5.6%	4.7%	5.9%	10.0%	6.8%	5.8%	---
3 years old	788	33	11	28	14	9	8	7	25	33	0	0	17	16	7	25	5	17	32	1	9	24	0
	5.6%	7.2%	5.9%	6.2%	8.6%	4.9%	8.3%	10.9%	6.5%	20.8%	0.0%	0.0%	6.6%	8.1%	6.1%	7.3%	9.3%	8.0%	7.3%	5.0%	6.2%	7.7%	---
4 to 6 years old	2,313	85	27	78	30	33	21	8	74	55	30	0	51	34	23	61	8	46	83	2	19	66	0
	16.4%	18.6%	14.6%	17.4%	18.4%	18.1%	21.9%	12.5%	19.4%	34.6%	15.4%	0.0%	19.8%	17.3%	20.2%	17.9%	14.8%	21.6%	19.0%	10.0%	13.0%	21.2%	---
7 to 9 years old	2,313	63	27	86	24	24	12	11	52	0	63	0	33	30	16	47	8	29	58	5	18	45	0
	16.4%	13.8%	14.6%	19.2%	14.7%	13.2%	12.5%	17.2%	13.6%	0.0%	32.3%	0.0%	12.8%	15.2%	14.0%	13.8%	14.8%	13.6%	13.3%	25.0%	12.3%	14.5%	---
10 to 13 years old	3,300	102	39	90	31	45	23	15	85	0	102	0	54	47	27	75	14	43	95	7	27	75	0
	23.3%	22.3%	21.1%	20.0%	19.0%	24.7%	24.0%	23.4%	22.3%	0.0%	52.3%	0.0%	20.9%	23.9%	23.7%	22.0%	25.9%	20.2%	21.7%	35.0%	18.5%	24.1%	---
14 to 18 years old	3,535	103	55	110	32	50	16	11	88	0	0	103	58	44	26	77	10	44	103	0	48	55	0
	25.0%	22.5%	29.7%	24.5%	19.6%	27.5%	16.7%	17.2%	23.0%	0.0%	0.0%	100.0%	22.5%	22.3%	22.8%	22.6%	18.5%	20.7%	23.6%	0.0%	32.9%	17.7%	---
3 years old or younger	2,678	104	37	85	46	30	24	19	83	104	0	0	62	42	22	81	14	51	98	6	34	70	0
	18.9%	22.8%	20.0%	18.9%	28.2%	16.5%	25.0%	29.7%	21.7%	65.4%	0.0%	0.0%	24.0%	21.3%	19.3%	23.8%	25.9%	23.9%	22.4%	30.0%	23.3%	22.5%	---
Significantly different from column:*		A			F	E				KL	J	J											

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	457	23	2	25	0	0	1	1	0	0	1	0	4	17	1	9	4	0	7	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
Usable responses	14,173	460	188	448	38	413	179	209	49	217	161	68	171	218	49	349	86	23	330	83	43
	96.9%	95.2%	98.9%	94.7%	100.0%	100.0%	99.4%	99.5%	100.0%	100.0%	99.4%	100.0%	97.7%	92.8%	98.0%	97.5%	95.6%	100.0%	97.9%	96.5%	95.6%
Male	7,621	261	107	212	25	231	105	115	29	131	82	39	96	123	30	201	51	8	182	55	22
	53.8%	56.7%	56.9%	47.3%	65.8%	55.9%	58.7%	55.0%	59.2%	60.4%	50.9%	57.4%	56.1%	56.4%	61.2%	57.6%	59.3%	34.8%	55.2%	66.3%	51.2%
Female	6,552	199	81	236	13	182	74	94	20	86	79	29	75	95	19	148	35	15	148	28	21
	46.2%	43.3%	43.1%	52.7%	34.2%	44.1%	41.3%	45.0%	40.8%	39.6%	49.1%	42.6%	43.9%	43.6%	38.8%	42.4%	40.7%	65.2%	44.8%	33.7%	48.8%
Significantly different from column:*		D														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.

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

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

7127000

Question 70

Is your child male or female?

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	457	23	2	25	0	1	1	1	1	0	1	1	0	0	3	14	4	14	22	1	2	21	0
Number no 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	14,173 96.9%	460 95.2%	188 98.9%	448 94.7%	165 100.0%	183 99.5%	96 99.0%	63 98.4%	385 99.7%	159 100.0%	194 99.5%	102 99.0%	261 100.0%	199 100.0%	113 97.4%	344 96.1%	54 93.1%	212 93.8%	440 95.2%	20 95.2%	151 98.7%	309 93.6%	0 ---
Male	7,621 53.8%	261 56.7%	107 56.9%	212 47.3%	100 60.6%	91 49.7%	59 61.5%	39 61.9%	215 55.8%	93 58.5%	107 55.2%	58 56.9%	261 100.0%	0 0.0%	63 55.8%	196 57.0%	29 53.7%	124 58.5%	247 56.1%	14 70.0%	95 62.9%	166 53.7%	0 ---
Female	6,552 46.2%	199 43.3%	81 43.1%	236 52.7%	65 39.4%	92 50.3%	37 38.5%	24 38.1%	170 44.2%	66 41.5%	87 44.8%	44 43.1%	0 0.0%	199 100.0%	50 44.2%	148 43.0%	25 46.3%	88 41.5%	193 43.9%	6 30.0%	56 37.1%	143 46.3%	0 ---
Significantly different from column:*		D			F	E							N	M									

NA - Not applicable

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

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

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

7127000

Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	663	33	9	31	5	7	3	6	2	6	3	1	11	17	2	17	5	1	15	3	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
Usable responses	13,967 95.5%	450 93.2%	181 95.3%	442 93.4%	33 86.8%	406 98.3%	177 98.3%	204 97.1%	47 95.9%	211 97.2%	159 98.1%	67 98.5%	164 93.7%	218 92.8%	48 96.0%	341 95.3%	85 94.4%	22 95.7%	322 95.5%	83 96.5%	41 91.1%
Yes, Hispanic or Latino	4,827 34.6%	64 14.2%	23 12.7%	70 15.8%	1 3.0%	62 15.3%	29 16.4%	33 16.2%	2 4.3%	47 22.3%	10 6.3%	7 10.4%	23 14.0%	32 14.7%	3 6.3%	46 13.5%	14 16.5%	4 18.2%	50 15.5%	11 13.3%	3 7.3%
No, not Hispanic or Latino	9,140 65.4%	386 85.8%	158 87.3%	372 84.2%	32 97.0%	344 84.7%	148 83.6%	171 83.8%	45 95.7%	164 77.7%	149 93.7%	60 89.6%	141 86.0%	186 85.3%	45 93.8%	295 86.5%	71 83.5%	18 81.8%	272 84.5%	72 86.7%	38 92.7%
Significantly different from column:*		A					I	I	GH	KL	J	J									

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	663	33	9	31	2	3	6	0	0	2	5	4	7	5	7	20	5	14	32	1	5	28	0
Number no 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	13,967 95.5%	450 93.2%	181 95.3%	442 93.4%	163 98.8%	181 98.4%	91 93.8%	64 100.0%	386 100.0%	157 98.7%	190 97.4%	99 96.1%	254 97.3%	194 97.5%	109 94.0%	338 94.4%	53 91.4%	212 93.8%	430 93.1%	20 95.2%	148 96.7%	302 91.5%	0 ---
Yes, Hispanic or Latino	4,827 34.6%	64 14.2%	23 12.7%	70 15.8%	23 14.1%	6 3.3%	28 30.8%	64 100.0%	0 0.0%	24 15.3%	29 15.3%	11 11.1%	39 15.4%	24 12.4%	15 13.8%	49 14.5%	10 18.9%	25 11.8%	44 10.2%	20 100.0%	18 12.2%	46 15.2%	0 ---
No, not Hispanic or Latino	9,140 65.4%	386 85.8%	158 87.3%	372 84.2%	140 85.9%	175 96.7%	63 69.2%	0 0.0%	386 100.0%	133 84.7%	161 84.7%	88 88.9%	215 84.6%	170 87.6%	94 86.2%	289 85.5%	43 81.1%	187 88.2%	386 89.8%	0 0.0%	130 87.8%	256 84.8%	0 ---
Significantly different from column:*		A			FG	EG	EF	I	H														

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	1,292	37	5	38	1	8	5	3	1	7	1	1	11	24	1	20	5	2	17	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
Usable responses	13,338 91.2%	446 92.3%	185 97.4%	435 92.0%	37 97.4%	405 98.1%	175 97.2%	207 98.6%	48 98.0%	210 96.8%	161 99.4%	67 98.5%	164 93.7%	211 89.8%	49 98.0%	338 94.4%	85 94.4%	21 91.3%	320 95.0%	80 93.0%	42 93.3%
White	8,605 64.5%	218 48.9%	98 53.0%	210 48.3%	25 67.6%	193 47.7%	88 50.3%	98 47.3%	25 52.1%	105 50.0%	75 46.6%	36 53.7%	70 42.7%	105 49.8%	30 61.2%	184 54.4%	30 35.3%	3 14.3%	165 51.6%	37 46.3%	15 35.7%
Black or African-American	3,144 23.6%	224 50.2%	74 40.0%	211 48.5%	10 27.0%	210 51.9%	96 54.9%	96 46.4%	23 47.9%	98 46.7%	93 57.8%	29 43.3%	89 54.3%	106 50.2%	21 42.9%	152 45.0%	53 62.4%	17 81.0%	152 47.5%	41 51.3%	27 64.3%
Asian	878 6.6%	19 4.3%	7 3.8%	14 3.2%	4 10.8%	14 3.5%	4 2.3%	14 6.8%	1 2.1%	5 2.4%	10 6.2%	2 3.0%	11 6.7%	8 3.8%	0 0.0%	14 4.1%	5 5.9%	0 0.0%	11 3.4%	6 7.5%	2 4.8%
Native Hawaiian or other Pacific Islander	191 1.4%	2 0.4%	0 0.0%	5 1.1%	0 0.0%	1 0.2%	0 0.0%	2 1.0%	0 0.0%	0 0.0%	2 1.2%	0 0.0%	1 0.6%	1 0.5%	0 0.0%	1 0.3%	1 1.2%	0 0.0%	2 0.6%	0 0.0%	0 0.0%
American Indian or Alaska Native	499 3.7%	20 4.5%	6 3.2%	20 4.6%	2 5.4%	18 4.4%	6 3.4%	11 5.3%	3 6.3%	9 4.3%	9 5.6%	2 3.0%	6 3.7%	9 4.3%	2 4.1%	16 4.7%	3 3.5%	1 4.8%	15 4.7%	3 3.8%	2 4.8%
Other	2,268 17.0%	43 9.6%	13 7.0%	46 10.6%	4 10.8%	39 9.6%	15 8.6%	27 13.0%	1 2.1%	28 13.3%	12 7.5%	2 3.0%	15 9.1%	19 9.0%	3 6.1%	25 7.4%	15 17.6%	3 14.3%	30 9.4%	10 12.5%	3 7.1%

NA - Not applicable

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

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

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

7127000

Question 72

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

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	1,292	37	5	38	0	0	0	7	8	5	6	5	11	5	5	26	8	17	31	6	4	33	0
Number no 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	13,338	446	185	435	165	184	97	57	378	154	189	98	250	194	111	332	50	209	431	15	149	297	0
	91.2%	92.3%	97.4%	92.0%	100.0%	100.0%	100.0%	89.1%	97.9%	96.9%	96.9%	95.1%	95.8%	97.5%	95.7%	92.7%	86.2%	92.5%	93.3%	71.4%	97.4%	90.0%	---
White	8,605	218	98	210	165	0	53	32	180	88	86	41	132	86	54	162	27	107	208	10	78	140	0
	64.5%	48.9%	53.0%	48.3%	100.0%	0.0%	54.6%	56.1%	47.6%	57.1%	45.5%	41.8%	52.8%	44.3%	48.6%	48.8%	54.0%	51.2%	48.3%	66.7%	52.3%	47.1%	---
Black or African-American	3,144	224	74	211	0	184	40	10	208	69	95	57	116	106	54	169	22	105	224	0	63	161	0
	23.6%	50.2%	40.0%	48.5%	0.0%	100.0%	41.2%	17.5%	55.0%	44.8%	50.3%	58.2%	46.4%	54.6%	48.6%	50.9%	44.0%	50.2%	52.0%	0.0%	42.3%	54.2%	---
Asian	878	19	7	14	0	0	19	2	16	4	11	4	14	4	6	13	1	7	19	0	8	11	0
	6.6%	4.3%	3.8%	3.2%	0.0%	0.0%	19.6%	3.5%	4.2%	2.6%	5.8%	4.1%	5.6%	2.1%	5.4%	3.9%	2.0%	3.3%	4.4%	0.0%	5.4%	3.7%	---
Native Hawaiian or other Pacific Islander	191	2	0	5	0	0	2	1	1	1	0	1	0	1	2	0	0	1	2	0	1	1	0
	1.4%	0.4%	0.0%	1.1%	0.0%	0.0%	2.1%	1.8%	0.3%	0.6%	0.0%	1.0%	0.0%	0.5%	1.8%	0.0%	0.0%	0.5%	0.5%	0.0%	0.7%	0.3%	---
American Indian or Alaska Native	499	20	6	20	0	0	20	4	13	5	12	3	9	11	8	12	3	8	20	0	2	18	0
	3.7%	4.5%	3.2%	4.6%	0.0%	0.0%	20.6%	7.0%	3.4%	3.2%	6.3%	3.1%	3.6%	5.7%	7.2%	3.6%	6.0%	3.8%	4.6%	0.0%	1.3%	6.1%	---
Other	2,268	43	13	46	0	0	43	22	16	12	23	8	28	15	10	33	6	16	37	6	8	35	0
	17.0%	9.6%	7.0%	10.6%	0.0%	0.0%	44.3%	38.6%	4.2%	7.8%	12.2%	8.2%	11.2%	7.7%	9.0%	9.9%	12.0%	7.7%	8.6%	40.0%	5.4%	11.8%	---

NA - Not applicable

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

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

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

7127000

Question 73

What is your age?

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	694	29	6	31	0	0	0	0	0	0	0	0	6	21	1	12	6	1	11	4	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	13,936 95.3%	454 94.0%	184 96.8%	442 93.4%	38 100.0%	413 100.0%	180 100.0%	210 100.0%	49 100.0%	217 100.0%	162 100.0%	68 100.0%	169 96.6%	214 91.1%	49 98.0%	346 96.6%	84 93.3%	22 95.7%	326 96.7%	82 95.3%	42 93.3%
Under 18	770 5.5%	15 3.3%	17 9.2%	26 5.9%	2 5.3%	13 3.1%	0 0.0%	0 0.0%	0 0.0%	6 2.8%	6 3.7%	2 2.9%	7 4.1%	4 1.9%	1 2.0%	10 2.9%	3 3.6%	2 9.1%	9 2.8%	6 7.3%	0 0.0%
18 to 24	728 5.2%	40 8.8%	3 1.6%	28 6.3%	1 2.6%	39 9.4%	40 22.2%	0 0.0%	0 0.0%	25 11.5%	13 8.0%	1 1.5%	11 6.5%	21 9.8%	5 10.2%	37 10.7%	3 3.6%	0 0.0%	36 11.0%	3 3.7%	1 2.4%
25 to 34	4,016 28.8%	140 30.8%	37 20.1%	136 30.8%	3 7.9%	136 32.9%	140 77.8%	0 0.0%	0 0.0%	63 29.0%	57 35.2%	19 27.9%	54 32.0%	70 32.7%	14 28.6%	112 32.4%	19 22.6%	8 36.4%	100 30.7%	25 30.5%	13 31.0%
35 to 44	4,763 34.2%	171 37.7%	66 35.9%	149 33.7%	16 42.1%	153 37.0%	0 0.0%	171 81.4%	0 0.0%	74 34.1%	60 37.0%	34 50.0%	60 35.5%	81 37.9%	17 34.7%	128 37.0%	35 41.7%	7 31.8%	128 39.3%	28 34.1%	14 33.3%
45 to 54	2,345 16.8%	39 8.6%	30 16.3%	54 12.2%	5 13.2%	34 8.2%	0 0.0%	39 18.6%	0 0.0%	23 10.6%	12 7.4%	4 5.9%	15 8.9%	15 7.0%	9 18.4%	23 6.6%	13 15.5%	3 13.6%	24 7.4%	8 9.8%	7 16.7%
55 to 64	883 6.3%	27 5.9%	15 8.2%	27 6.1%	6 15.8%	21 5.1%	0 0.0%	0 0.0%	27 55.1%	14 6.5%	8 4.9%	4 5.9%	9 5.3%	16 7.5%	2 4.1%	24 6.9%	3 3.6%	0 0.0%	18 5.5%	5 6.1%	4 9.5%
65 to 74	351 2.5%	17 3.7%	11 6.0%	18 4.1%	4 10.5%	13 3.1%	0 0.0%	0 0.0%	17 34.7%	8 3.7%	6 3.7%	3 4.4%	10 5.9%	5 2.3%	1 2.0%	9 2.6%	8 9.5%	0 0.0%	8 2.5%	6 7.3%	2 4.8%
75 or older	80 0.6%	5 1.1%	5 2.7%	4 0.9%	1 2.6%	4 1.0%	0 0.0%	0 0.0%	5 10.2%	4 1.8%	0 0.0%	1 1.5%	3 1.8%	2 0.9%	0 0.0%	3 0.9%	0 0.0%	2 9.1%	3 0.9%	1 1.2%	1 2.4%
35 or older	8,422 60.4%	259 57.0%	127 69.0%	252 57.0%	32 84.2%	225 54.5%	0 0.0%	210 100.0%	49 100.0%	123 56.7%	86 53.1%	46 67.6%	97 57.4%	119 55.6%	29 59.2%	187 54.0%	59 70.2%	12 54.5%	181 55.5%	48 58.5%	28 66.7%
Significantly different from column:*		C			F	E	HI	G	G		L	K				Q	P				

NA - Not applicable

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

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

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

7127000

Question 73

What is your age?

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	694	29	6	31	0	1	0	0	8	4	1	3	4	4	5	18	7	15	28	1	2	27	0
Number no 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	13,936	454	184	442	165	183	97	64	378	155	194	100	257	195	111	340	51	211	434	20	151	303	0
	95.3%	94.0%	96.8%	93.4%	100.0%	99.5%	100.0%	100.0%	97.9%	97.5%	99.5%	97.1%	98.5%	98.0%	95.7%	95.0%	87.9%	93.4%	93.9%	95.2%	98.7%	91.8%	---
Under 18	770	15	17	26	7	8	0	0	14	2	4	6	8	7	4	10	1	4	15	0	15	0	0
	5.5%	3.3%	9.2%	5.9%	4.2%	4.4%	0.0%	0.0%	3.7%	1.3%	2.1%	6.0%	3.1%	3.6%	3.6%	2.9%	2.0%	1.9%	3.5%	0.0%	9.9%	0.0%	---
18 to 24	728	40	3	28	21	9	10	8	31	38	1	1	31	9	7	33	4	22	37	3	10	30	0
	5.2%	8.8%	1.6%	6.3%	12.7%	4.9%	10.3%	12.5%	8.2%	24.5%	0.5%	1.0%	12.1%	4.6%	6.3%	9.7%	7.8%	10.4%	8.5%	15.0%	6.6%	9.9%	---
25 to 34	4,016	140	37	136	43	64	28	21	117	69	65	5	74	65	36	103	17	67	132	8	33	107	0
	28.8%	30.8%	20.1%	30.8%	26.1%	35.0%	28.9%	32.8%	31.0%	44.5%	33.5%	5.0%	28.8%	33.3%	32.4%	30.3%	33.3%	31.8%	30.4%	40.0%	21.9%	35.3%	---
35 to 44	4,763	171	66	149	56	68	45	27	140	38	86	47	92	78	41	129	17	80	163	8	56	115	0
	34.2%	37.7%	35.9%	33.7%	33.9%	37.2%	46.4%	42.2%	37.0%	24.5%	44.3%	47.0%	35.8%	40.0%	36.9%	37.9%	33.3%	37.9%	37.6%	40.0%	37.1%	38.0%	---
45 to 54	2,345	39	30	54	16	12	10	6	31	2	16	21	23	16	15	24	8	16	38	1	13	26	0
	16.8%	8.6%	16.3%	12.2%	9.7%	6.6%	10.3%	9.4%	8.2%	1.3%	8.2%	21.0%	8.9%	8.2%	13.5%	7.1%	15.7%	7.6%	8.8%	5.0%	8.6%	8.6%	---
55 to 64	883	27	15	27	13	10	4	2	23	4	7	16	20	7	3	24	2	16	27	0	12	15	0
	6.3%	5.9%	8.2%	6.1%	7.9%	5.5%	4.1%	3.1%	6.1%	2.6%	3.6%	16.0%	7.8%	3.6%	2.7%	7.1%	3.9%	7.6%	6.2%	0.0%	7.9%	5.0%	---
65 to 74	351	17	11	18	7	10	0	0	17	2	11	3	7	10	4	13	1	5	17	0	9	8	0
	2.5%	3.7%	6.0%	4.1%	4.2%	5.5%	0.0%	0.0%	4.5%	1.3%	5.7%	3.0%	2.7%	5.1%	3.6%	3.8%	2.0%	2.4%	3.9%	0.0%	6.0%	2.6%	---
75 or older	80	5	5	4	2	2	0	0	5	0	4	1	2	3	1	4	1	1	5	0	3	2	0
	0.6%	1.1%	2.7%	0.9%	1.2%	1.1%	0.0%	0.0%	1.3%	0.0%	2.1%	1.0%	0.8%	1.5%	0.9%	1.2%	2.0%	0.5%	1.2%	0.0%	2.0%	0.7%	---
35 or older	8,422	259	127	252	94	102	59	35	216	46	124	88	144	114	64	194	29	118	250	9	93	166	0
	60.4%	57.0%	69.0%	57.0%	57.0%	55.7%	60.8%	54.7%	57.1%	29.7%	63.9%	88.0%	56.0%	58.5%	57.7%	57.1%	56.9%	55.9%	57.6%	45.0%	61.6%	54.8%	---
Significantly different from column:*		C								KL	JL	JK											

NA - Not applicable

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

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

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

7127000

Question 74

Are you male or female?

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	590	32	2	32	0	0	1	2	0	1	1	0	7	22	2	13	8	1	13	5	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
Usable responses	14,040	451	188	441	38	413	179	208	49	216	161	68	168	213	48	345	82	22	324	81	42
	96.0%	93.4%	98.9%	93.2%	100.0%	100.0%	99.4%	99.0%	100.0%	99.5%	99.4%	100.0%	96.0%	90.6%	96.0%	96.4%	91.1%	95.7%	96.1%	94.2%	93.3%
Male	1,890	38	18	54	38	0	4	21	11	19	11	7	15	15	5	29	7	2	27	7	4
	13.5%	8.4%	9.6%	12.2%	100.0%	0.0%	2.2%	10.1%	22.4%	8.8%	6.8%	10.3%	8.9%	7.0%	10.4%	8.4%	8.5%	9.1%	8.3%	8.6%	9.5%
Female	12,150	413	170	387	0	413	175	187	38	197	150	61	153	198	43	316	75	20	297	74	38
	86.5%	91.6%	90.4%	87.8%	0.0%	100.0%	97.8%	89.9%	77.6%	91.2%	93.2%	89.7%	91.1%	93.0%	89.6%	91.6%	91.5%	90.9%	91.7%	91.4%	90.5%
Significantly different from column:*		A					H	GI	H												

NA - Not applicable

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

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

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

7127000

Question 74

Are you male or female?

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	590	32	2	32	0	3	1	1	10	4	2	5	5	4	6	20	7	17	31	1	3	29	0
Number no 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	14,040 96.0%	451 93.4%	188 98.9%	441 93.2%	165 100.0%	181 98.4%	96 99.0%	63 98.4%	376 97.4%	155 97.5%	193 99.0%	98 95.1%	256 98.1%	195 98.0%	110 94.8%	338 94.4%	51 87.9%	209 92.5%	431 93.3%	20 95.2%	150 98.0%	301 91.2%	0 ---
Male	1,890 13.5%	38 8.4%	18 9.6%	54 12.2%	20 12.1%	9 5.0%	8 8.3%	1 1.6%	32 8.5%	11 7.1%	17 8.8%	9 9.2%	25 9.8%	13 6.7%	13 11.8%	23 6.8%	5 9.8%	14 6.7%	38 8.8%	0 0.0%	14 9.3%	24 8.0%	0 ---
Female	12,150 86.5%	413 91.6%	170 90.4%	387 87.8%	145 87.9%	172 95.0%	88 91.7%	62 98.4%	344 91.5%	144 92.9%	176 91.2%	89 90.8%	231 90.2%	182 93.3%	97 88.2%	315 93.2%	46 90.2%	195 93.3%	393 91.2%	20 100.0%	136 90.7%	277 92.0%	0 ---
Significantly different from column:*		A			F	E																	

NA - Not applicable

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

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

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

7127000

Question 75

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

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	864	36	4	33	1	5	2	3	1	0	0	0	10	23	1	17	8	1	15	7	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
Usable responses	13,766 94.1%	447 92.5%	186 97.9%	440 93.0%	37 97.4%	408 98.8%	178 98.9%	207 98.6%	48 98.0%	217 100.0%	162 100.0%	68 100.0%	165 94.3%	212 90.2%	49 98.0%	341 95.3%	82 91.1%	22 95.7%	322 95.5%	79 91.9%	42 93.3%
8th grade or less	1,144 8.3%	21 4.7%	18 9.7%	26 5.9%	3 8.1%	18 4.4%	9 5.1%	9 4.3%	1 2.1%	21 9.7%	0 0.0%	0 0.0%	10 6.1%	7 3.3%	1 2.0%	12 3.5%	8 9.8%	1 4.5%	13 4.0%	7 8.9%	1 2.4%
Some high school, but did not graduate	1,474 10.7%	39 8.7%	19 10.2%	60 13.6%	4 10.8%	34 8.3%	13 7.3%	20 9.7%	4 8.3%	39 18.0%	0 0.0%	0 0.0%	14 8.5%	19 9.0%	4 8.2%	24 7.0%	11 13.4%	4 18.2%	24 7.5%	7 8.9%	7 16.7%
High school graduate or GED	4,487 32.6%	157 35.1%	57 30.6%	151 34.3%	12 32.4%	145 35.5%	66 37.1%	68 32.9%	21 43.8%	157 72.4%	0 0.0%	0 0.0%	71 43.0%	62 29.2%	15 30.6%	123 36.1%	24 29.3%	8 36.4%	119 37.0%	20 25.3%	15 35.7%
Some college or 2-year degree	4,348 31.6%	162 36.2%	63 33.9%	141 32.0%	11 29.7%	150 36.8%	70 39.3%	72 34.8%	14 29.2%	0 0.0%	162 100.0%	0 0.0%	54 32.7%	84 39.6%	17 34.7%	123 36.1%	31 37.8%	8 36.4%	113 35.1%	35 44.3%	14 33.3%
4-year college graduate	1,388 10.1%	51 11.4%	20 10.8%	39 8.9%	5 13.5%	46 11.3%	17 9.6%	27 13.0%	6 12.5%	0 0.0%	0 0.0%	51 75.0%	9 5.5%	32 15.1%	10 20.4%	42 12.3%	8 9.8%	1 4.5%	40 12.4%	7 8.9%	4 9.5%
More than 4-year college degree	925 6.7%	17 3.8%	9 4.8%	23 5.2%	2 5.4%	15 3.7%	3 1.7%	11 5.3%	2 4.2%	0 0.0%	0 0.0%	17 25.0%	7 4.2%	8 3.8%	2 4.1%	17 5.0%	0 0.0%	0 0.0%	13 4.0%	3 3.8%	1 2.4%
4-year college graduate or more	2,313 16.8%	68 15.2%	29 15.6%	62 14.1%	7 18.9%	61 15.0%	20 11.2%	38 18.4%	8 16.7%	0 0.0%	0 0.0%	68 100.0%	16 9.7%	40 18.9%	12 24.5%	59 17.3%	8 9.8%	1 4.5%	53 16.5%	10 12.7%	5 11.9%
Significantly different from column:*										L	L	JK	NO	M	M						

NA - Not applicable

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

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

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

7127000

Question 75

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

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	864	36	4	33	2	4	2	0	13	5	5	4	9	5	6	24	7	17	35	1	4	32	0
Number no 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	13,766 94.1%	447 92.5%	186 97.9%	440 93.0%	163 98.8%	180 97.8%	95 97.9%	64 100.0%	373 96.6%	154 96.9%	190 97.4%	99 96.1%	252 96.6%	194 97.5%	110 94.8%	334 93.3%	51 87.9%	209 92.5%	427 92.4%	20 95.2%	149 97.4%	298 90.3%	0 ---
8th grade or less	1,144 8.3%	21 4.7%	18 9.7%	26 5.9%	6 3.7%	2 1.1%	10 10.5%	13 20.3%	7 1.9%	6 3.9%	8 4.2%	5 5.1%	15 6.0%	6 3.1%	7 6.4%	13 3.9%	2 3.9%	6 2.9%	11 2.6%	10 50.0%	5 3.4%	16 5.4%	0 ---
Some high school, but did not graduate	1,474 10.7%	39 8.7%	19 10.2%	60 13.6%	12 7.4%	14 7.8%	9 9.5%	12 18.8%	26 7.0%	11 7.1%	21 11.1%	7 7.1%	28 11.1%	11 5.7%	7 6.4%	32 9.6%	5 9.8%	18 8.6%	35 8.2%	4 20.0%	12 8.1%	27 9.1%	0 ---
High school graduate or GED	4,487 32.6%	157 35.1%	57 30.6%	151 34.3%	64 39.3%	64 35.6%	29 30.5%	22 34.4%	131 35.1%	59 38.3%	57 30.0%	39 39.4%	88 34.9%	69 35.6%	33 30.0%	123 36.8%	10 19.6%	67 32.1%	152 35.6%	5 25.0%	47 31.5%	110 36.9%	0 ---
Some college or 2-year degree	4,348 31.6%	162 36.2%	63 33.9%	141 32.0%	49 30.1%	72 40.0%	40 42.1%	10 15.6%	149 39.9%	55 35.7%	69 36.3%	38 38.4%	82 32.5%	79 40.7%	46 41.8%	116 34.7%	22 43.1%	78 37.3%	162 37.9%	0 0.0%	58 38.9%	104 34.9%	0 ---
4-year college graduate	1,388 10.1%	51 11.4%	20 10.8%	39 8.9%	25 15.3%	20 11.1%	5 5.3%	5 7.8%	45 12.1%	20 13.0%	25 13.2%	6 6.1%	29 11.5%	22 11.3%	12 10.9%	38 11.4%	10 19.6%	32 15.3%	50 11.7%	1 5.0%	17 11.4%	34 11.4%	0 ---
More than 4-year college degree	925 6.7%	17 3.8%	9 4.8%	23 5.2%	7 4.3%	8 4.4%	2 2.1%	2 3.1%	15 4.0%	3 1.9%	10 5.3%	4 4.0%	10 4.0%	7 3.6%	5 4.5%	12 3.6%	2 3.9%	8 3.8%	17 4.0%	0 0.0%	10 6.7%	7 2.3%	0 ---
4-year college graduate or more	2,313 16.8%	68 15.2%	29 15.6%	62 14.1%	32 19.6%	28 15.6%	7 7.4%	7 10.9%	60 16.1%	23 14.9%	35 18.4%	10 10.1%	39 15.5%	29 14.9%	17 15.5%	50 15.0%	12 23.5%	40 19.1%	67 15.7%	1 5.0%	27 18.1%	41 13.8%	0 ---
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.

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

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

7127000

Question 76

How are you related to the child?

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	14,630	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	871	37	11	34	3	4	1	3	4	4	1	2	9	25	2	17	8	2	15	7	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
Usable responses	13,759 94.0%	446 92.3%	179 94.2%	439 92.8%	35 92.1%	409 99.0%	179 99.4%	207 98.6%	45 91.8%	213 98.2%	161 99.4%	66 97.1%	166 94.9%	210 89.4%	48 96.0%	341 95.3%	82 91.1%	21 91.3%	322 95.5%	79 91.9%	42 93.3%
Mother or father	12,644 91.9%	398 89.2%	151 84.4%	382 87.0%	29 82.9%	367 89.7%	178 99.4%	194 93.7%	14 31.1%	189 88.7%	147 91.3%	57 86.4%	144 86.7%	189 90.0%	44 91.7%	306 89.7%	71 86.6%	19 90.5%	296 91.9%	69 87.3%	31 73.8%
Grandparent	749 5.4%	31 7.0%	22 12.3%	43 9.8%	4 11.4%	27 6.6%	1 0.6%	3 1.4%	25 55.6%	19 8.9%	7 4.3%	4 6.1%	16 9.6%	12 5.7%	2 4.2%	23 6.7%	8 9.8%	0 0.0%	18 5.6%	7 8.9%	5 11.9%
Aunt or uncle	82 0.6%	2 0.4%	1 0.6%	2 0.5%	0 0.0%	2 0.5%	0 0.0%	2 1.0%	0 0.0%	2 0.9%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 2.1%	1 0.3%	0 0.0%	1 4.8%	0 0.0%	0 0.0%	2 4.8%
Older brother or sister	27 0.2%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Other relative	15 0.1%	1 0.2%	0 0.0%	1 0.2%	1 2.9%	0 0.0%	0 0.0%	0 0.0%	0 2.2%	1 0.0%	0 0.6%	1 0.0%	1 0.6%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%
Legal guardian	203 1.5%	13 2.9%	4 2.2%	10 2.3%	1 2.9%	12 2.9%	0 0.0%	7 3.4%	5 11.1%	3 1.4%	5 3.1%	5 7.6%	3 1.8%	9 4.3%	1 2.1%	10 2.9%	3 3.7%	0 0.0%	7 2.2%	3 3.8%	3 7.1%
Someone else	39 0.3%	1 0.2%	1 0.6%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.8%	0 0.0%	0 0.0%	1 2.4%

NA - Not applicable

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

7127000

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 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	14,630	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	871	37	11	34	5	3	0	0	16	5	6	5	10	5	5	26	7	20	36	1	8	29	0
Number no 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	13,759	446	179	439	160	181	97	64	370	154	189	98	251	194	111	332	51	206	426	20	145	301	0
	94.0%	92.3%	94.2%	92.8%	97.0%	98.4%	100.0%	100.0%	95.9%	96.9%	96.9%	95.1%	96.2%	97.5%	95.7%	92.7%	87.9%	91.2%	92.2%	95.2%	94.8%	91.2%	---
Mother or father	12,644	398	151	382	137	160	93	62	326	148	166	81	225	172	102	293	47	185	378	20	125	273	0
	91.9%	89.2%	84.4%	87.0%	85.6%	88.4%	95.9%	96.9%	88.1%	96.1%	87.8%	82.7%	89.6%	88.7%	91.9%	88.3%	92.2%	89.8%	88.7%	100.0%	86.2%	90.7%	---
Grandparent	749	31	22	43	15	14	2	1	29	3	17	9	17	14	6	25	2	12	31	0	15	16	0
	5.4%	7.0%	12.3%	9.8%	9.4%	7.7%	2.1%	1.6%	7.8%	1.9%	9.0%	9.2%	6.8%	7.2%	5.4%	7.5%	3.9%	5.8%	7.3%	0.0%	10.3%	5.3%	---
Aunt or uncle	82	2	1	2	0	1	1	0	2	0	0	2	2	0	0	2	0	1	2	0	1	1	0
	0.6%	0.4%	0.6%	0.5%	0.0%	0.6%	1.0%	0.0%	0.5%	0.0%	0.0%	2.0%	0.8%	0.0%	0.0%	0.6%	0.0%	0.5%	0.5%	0.0%	0.7%	0.3%	---
Older brother or sister	27	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%	0.2%	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%	---
Other relative	15	1	0	1	1	0	0	0	1	0	1	0	0	1	0	1	0	0	1	0	0	1	0
	0.1%	0.2%	0.0%	0.2%	0.6%	0.0%	0.0%	0.0%	0.3%	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.3%	0.0%	0.0%	0.2%	0.0%	0.0%	0.3%	---
Legal guardian	203	13	4	10	7	5	1	1	12	3	5	5	7	6	2	11	2	8	13	0	3	10	0
	1.5%	2.9%	2.2%	2.3%	4.4%	2.8%	1.0%	1.6%	3.2%	1.9%	2.6%	5.1%	2.8%	3.1%	1.8%	3.3%	3.9%	3.9%	3.1%	0.0%	2.1%	3.3%	---
Someone else	39	1	1	0	0	1	0	0	0	0	0	1	0	1	1	0	0	0	1	0	1	0	0
	0.3%	0.2%	0.6%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.5%	0.9%	0.0%	0.0%	0.0%	0.2%	0.0%	0.7%	0.0%	---

NA - Not applicable

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

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

7127000

Question 77

X727

Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	---	68	9	51	1	36	17	18	4	26	8	3	25	37	2	37	19	2	38	14	5
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	---	415	181	422	37	377	163	192	45	191	154	65	150	198	48	321	71	21	299	72	40
	---	85.9%	95.3%	89.2%	97.4%	91.3%	90.6%	91.4%	91.8%	88.0%	95.1%	95.6%	85.7%	84.3%	96.0%	89.7%	78.9%	91.3%	88.7%	83.7%	88.9%
Yes	---	368	155	360	33	334	144	169	41	168	141	54	133	174	45	285	63	19	266	62	37
	---	88.7%	85.6%	85.3%	89.2%	88.6%	88.3%	88.0%	91.1%	88.0%	91.6%	83.1%	88.7%	87.9%	93.8%	88.8%	88.7%	90.5%	89.0%	86.1%	92.5%
No	---	47	26	62	4	43	19	23	4	23	13	11	17	24	3	36	8	2	33	10	3
	---	11.3%	14.4%	14.7%	10.8%	11.4%	11.7%	12.0%	8.9%	12.0%	8.4%	16.9%	11.3%	12.1%	6.3%	11.2%	11.3%	9.5%	11.0%	13.9%	7.5%
Significantly different from column:*																					

NA - Not applicable

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

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

7127000

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

Question 77

Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	---	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	---	68	9	51	16	9	10	21	26	15	21	11	28	17	12	50	9	30	47	21	7	61	0
Number no 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	---	415	181	422	149	175	87	43	360	144	174	92	233	182	104	308	49	196	415	0	146	269	0
	---	85.9%	95.3%	89.2%	90.3%	95.1%	89.7%	67.2%	93.3%	90.6%	89.2%	89.3%	89.3%	91.5%	89.7%	86.0%	84.5%	86.7%	89.8%	0.0%	95.4%	81.5%	---
Yes	---	368	155	360	128	160	77	37	320	132	150	81	207	161	85	280	42	176	368	0	127	241	0
	---	88.7%	85.6%	85.3%	85.9%	91.4%	88.5%	86.0%	88.9%	91.7%	86.2%	88.0%	88.8%	88.5%	81.7%	90.9%	85.7%	89.8%	88.7%	---	87.0%	89.6%	---
No	---	47	26	62	21	15	10	6	40	12	24	11	26	21	19	28	7	20	47	0	19	28	0
	---	11.3%	14.4%	14.7%	14.1%	8.6%	11.5%	14.0%	11.1%	8.3%	13.8%	12.0%	11.2%	11.5%	18.3%	9.1%	14.3%	10.2%	11.3%	---	13.0%	10.4%	---
Significantly different from column:*															P	O							

NA - Not applicable

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

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

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

7127000

Question 78

X728

Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	483	190	473	38	413	180	210	49	217	162	68	175	235	50	358	90	23	337	86	45
Number missing or multiple answer	---	60	6	38	1	30	14	17	0	24	3	2	21	31	4	33	15	2	32	13	4
Number no experience	---	26	12	14	2	22	12	13	1	12	9	4	10	14	0	21	5	0	19	4	3
Usable responses	---	397	172	421	35	361	154	180	48	181	150	62	144	190	46	304	70	21	286	69	38
	---	82.2%	90.5%	89.0%	92.1%	87.4%	85.6%	85.7%	98.0%	83.4%	92.6%	91.2%	82.3%	80.9%	92.0%	84.9%	77.8%	91.3%	84.9%	80.2%	84.4%
Yes	---	379	168	396	33	345	147	170	48	171	144	60	137	182	44	290	66	21	274	66	35
	---	95.5%	97.7%	94.1%	94.3%	95.6%	95.5%	94.4%	100.0%	94.5%	96.0%	96.8%	95.1%	95.8%	95.7%	95.4%	94.3%	100.0%	95.8%	95.7%	92.1%
No	---	18	4	25	2	16	7	10	0	10	6	2	7	8	2	14	4	0	12	3	3
	---	4.5%	2.3%	5.9%	5.7%	4.4%	4.5%	5.6%	0.0%	5.5%	4.0%	3.2%	4.9%	4.2%	4.3%	4.6%	5.7%	0.0%	4.2%	4.3%	7.9%
Significantly different from column:*																					

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

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

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

7127000

Question 78

Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?

Base: All respondents

	2021 Anthem National Child Medicaid Average	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	---	483	190	473	165	184	97	64	386	159	195	103	261	199	116	358	58	226	462	21	153	330	0
Number missing or multiple answer	---	60	6	38	13	6	8	20	18	13	18	8	25	14	10	44	10	25	39	21	4	56	0
Number no experience	---	26	12	14	6	15	4	3	22	10	10	6	13	11	11	15	3	11	26	0	8	18	0
Usable responses	---	397	172	421	146	163	85	41	346	136	167	89	223	174	95	299	45	190	397	0	141	256	0
	---	82.2%	90.5%	89.0%	88.5%	88.6%	87.6%	64.1%	89.6%	85.5%	85.6%	86.4%	85.4%	87.4%	81.9%	83.5%	77.6%	84.1%	85.9%	0.0%	92.2%	77.6%	---
Yes	---	379	168	396	142	156	79	36	334	129	161	84	211	168	87	289	41	184	379	0	134	245	0
	---	95.5%	97.7%	94.1%	97.3%	95.7%	92.9%	87.8%	96.5%	94.9%	96.4%	94.4%	94.6%	96.6%	91.6%	96.7%	91.1%	96.8%	95.5%	---	95.0%	95.7%	---
No	---	18	4	25	4	7	6	5	12	7	6	5	12	6	8	10	4	6	18	0	7	11	0
	---	4.5%	2.3%	5.9%	2.7%	4.3%	7.1%	12.2%	3.5%	5.1%	3.6%	5.6%	5.4%	3.4%	8.4%	3.3%	8.9%	3.2%	4.5%	---	5.0%	4.3%	---
Significantly different from column:*																							

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

Question 3

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

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	104	8	3	4	4	2	2	1	6	0	7	1	4	2	3	3	1	2	4	1	3	3	1	2	4	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	NA	NA	NA
Usable responses	5,204 98.0%	337 97.7%	146 98.0%	292 98.6%	261 98.5%	190 99.0%	133 98.5%	113 99.1%	198 97.1%	27 100.0%	303 97.7%	95 99.0%	180 97.8%	43 95.6%	149 98.0%	121 97.6%	56 98.2%	78 97.5%	184 97.9%	52 98.1%	193 98.5%	98 97.0%	45 97.8%	136 98.6%	98 96.1%	100 98.0%
Yes	1,509 29.0%	113 33.5%	69 47.3%	140 47.9%	85 32.6%	76 40.0%	57 42.9%	44 38.9%	75 37.9%	11 40.7%	102 33.7%	30 31.6%	63 35.0%	15 34.9%	47 31.5%	39 32.2%	26 46.4%	11 14.1%	74 40.2%	20 38.5%	57 29.5%	31 31.6%	24 53.3%	39 28.7%	30 30.6%	44 44.0%
No	3,695 71.0%	224 66.5%	77 52.7%	152 52.1%	176 67.4%	114 60.0%	76 57.1%	69 61.1%	123 62.1%	16 59.3%	201 66.3%	65 68.4%	117 65.0%	28 65.1%	102 68.5%	82 67.8%	30 53.6%	67 85.9%	110 59.8%	32 61.5%	136 70.5%	67 68.4%	21 46.7%	97 71.3%	68 69.4%	56 56.0%
Significantly different from column:*		CD			G		E								Q		O	ST	R	R	W	W	UV	Z		X

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	104	8	3	4	3	2	2	1	7	1	3	4	4	4	4	4	1	4	8	0	5	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	5,204 98.0%	337 97.7%	146 98.0%	292 98.6%	131 97.8%	134 98.5%	58 96.7%	36 97.3%	290 97.6%	58 98.3%	177 98.3%	95 96.0%	194 98.0%	136 97.1%	98 96.1%	235 98.3%	56 98.2%	179 97.8%	333 97.7%	4 100.0%	110 95.7%	227 98.7%	0 ---
Yes	1,509 29.0%	113 33.5%	69 47.3%	140 47.9%	49 37.4%	42 31.3%	19 32.8%	13 36.1%	97 33.4%	25 43.1%	55 31.1%	32 33.7%	58 29.9%	54 39.7%	39 39.8%	74 31.5%	27 48.2%	67 37.4%	113 33.9%	0 0.0%	46 41.8%	67 29.5%	0 ---
No	3,695 71.0%	224 66.5%	77 52.7%	152 52.1%	82 62.6%	92 68.7%	39 67.2%	23 63.9%	193 66.6%	33 56.9%	122 68.9%	63 66.3%	136 70.1%	82 60.3%	59 60.2%	161 68.5%	29 51.8%	112 62.6%	220 66.1%	4 100.0%	64 58.2%	160 70.5%	0 ---
Significantly different from column:*		CD																			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.

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	1,509	113	69	140	85	76	57	44	75	11	102	30	63	15	47	39	26	11	74	20	57	31	24	39	30	44
Number missing or multiple answer	33	2	1	4	2	0	1	1	0	2	0	1	0	1	1	0	1	0	2	0	2	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,476 97.8%	111 98.2%	68 98.6%	136 97.1%	83 97.6%	76 100.0%	56 98.2%	43 97.7%	75 100.0%	9 81.8%	102 100.0%	29 96.7%	63 100.0%	14 93.3%	46 97.9%	39 100.0%	25 96.2%	11 100.0%	72 97.3%	20 100.0%	55 96.5%	31 100.0%	24 100.0%	38 97.4%	29 96.7%	44 100.0%
Never	16 1.1%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	77 5.2%	5 4.5%	2 2.9%	11 8.1%	3 3.6%	3 3.9%	1 1.8%	2 4.7%	4 5.3%	0 0.0%	5 4.9%	1 3.4%	4 6.3%	0 0.0%	3 6.5%	0 0.0%	2 8.0%	1 9.1%	3 4.2%	1 5.0%	3 5.5%	2 6.5%	0 0.0%	3 7.9%	1 3.4%	1 2.3%
Usually	167 11.3%	9 8.1%	10 14.7%	10 7.4%	7 8.4%	8 10.5%	5 8.9%	4 9.3%	8 10.7%	0 0.0%	9 8.8%	1 3.4%	7 11.1%	1 7.1%	3 6.5%	4 10.3%	2 8.0%	1 9.1%	5 6.9%	3 15.0%	3 5.5%	3 9.7%	3 12.5%	3 7.9%	1 3.4%	5 11.4%
Always	1,216 82.4%	97 87.4%	56 82.4%	114 83.8%	73 88.0%	65 85.5%	50 89.3%	37 86.0%	63 84.0%	9 100.0%	88 86.3%	27 93.1%	52 82.5%	13 92.9%	40 87.0%	35 89.7%	21 84.0%	9 81.8%	64 88.9%	16 80.0%	49 89.1%	26 83.9%	21 87.5%	32 84.2%	27 93.1%	38 86.4%
Significantly different from column:*																										
Usually or Always	1,383 93.7%	106 95.5%	66 97.1%	124 91.2%	80 96.4%	73 96.1%	55 98.2%	41 95.3%	71 94.7%	9 100.0%	97 95.1%	28 96.6%	59 93.7%	14 100.0%	43 93.5%	39 100.0%	23 92.0%	10 90.9%	69 95.8%	19 95.0%	52 94.5%	29 93.5%	24 100.0%	35 92.1%	28 96.6%	43 97.7%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,509	113	69	140	49	42	19	13	97	25	55	32	58	54	39	74	27	67	113	0	46	67	0
Number missing or multiple answer	33	2	1	4	2	0	0	0	2	1	1	0	0	2	0	2	1	1	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,476 97.8%	111 98.2%	68 98.6%	136 97.1%	47 95.9%	42 100.0%	19 100.0%	13 100.0%	95 97.9%	24 96.0%	54 98.2%	32 100.0%	58 100.0%	52 96.3%	39 100.0%	72 97.3%	26 96.3%	66 98.5%	111 98.2%	0 ---	45 97.8%	66 98.5%	0 ---
Never	16 1.1%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---
Sometimes	77 5.2%	5 4.5%	2 2.9%	11 8.1%	2 4.3%	1 2.4%	2 10.5%	2 15.4%	3 3.2%	2 8.3%	1 1.9%	2 6.3%	3 5.2%	2 3.8%	3 7.7%	2 2.8%	2 7.7%	2 3.0%	5 4.5%	0 ---	1 2.2%	4 6.1%	0 ---
Usually	167 11.3%	9 8.1%	10 14.7%	10 7.4%	2 4.3%	5 11.9%	2 10.5%	2 15.4%	6 6.3%	0 0.0%	6 11.1%	3 9.4%	2 3.4%	7 13.5%	7 17.9%	2 2.8%	5 19.2%	3 4.5%	9 8.1%	0 ---	4 8.9%	5 7.6%	0 ---
Always	1,216 82.4%	97 87.4%	56 82.4%	114 83.8%	43 91.5%	36 85.7%	15 78.9%	9 69.2%	86 90.5%	22 91.7%	47 87.0%	27 84.4%	53 91.4%	43 82.7%	29 74.4%	68 94.4%	19 73.1%	61 92.4%	97 87.4%	0 ---	40 88.9%	57 86.4%	0 ---
Significantly different from column:*																							
Usually or Always	1,383 93.7%	106 95.5%	66 97.1%	124 91.2%	45 95.7%	41 97.6%	17 89.5%	11 84.6%	92 96.8%	22 91.7%	53 98.1%	30 93.8%	55 94.8%	50 96.2%	36 92.3%	70 97.2%	24 92.3%	64 97.0%	106 95.5%	0 ---	44 97.8%	62 93.9%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

Question 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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	74	5	1	9	3	3	2	2	1	0	5	1	4	0	4	1	0	2	2	1	3	1	0	4	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	NA	NA	NA
Usable responses	5,234 98.6%	340 98.6%	148 99.3%	287 97.0%	262 98.9%	189 98.4%	133 98.5%	112 98.2%	203 99.5%	27 100.0%	305 98.4%	95 99.0%	180 97.8%	45 100.0%	148 97.4%	123 99.2%	57 100.0%	78 97.5%	186 98.9%	52 98.1%	193 98.5%	100 99.0%	46 100.0%	134 97.1%	101 99.0%	102 100.0%
Yes	3,940 75.3%	253 74.4%	129 87.2%	233 81.2%	206 78.6%	148 78.3%	105 78.9%	85 75.9%	149 73.4%	20 74.1%	229 75.1%	71 74.7%	139 77.2%	31 68.9%	108 73.0%	94 76.4%	45 78.9%	28 35.9%	158 84.9%	46 88.5%	145 75.1%	74 74.0%	33 71.7%	106 79.1%	72 71.3%	74 72.5%
No	1,294 24.7%	87 25.6%	19 12.8%	54 18.8%	56 21.4%	41 21.7%	28 21.1%	27 24.1%	54 26.6%	7 25.9%	76 24.9%	24 25.3%	41 22.8%	14 31.1%	40 27.0%	29 23.6%	12 21.1%	50 64.1%	28 15.1%	6 11.5%	48 24.9%	26 26.0%	13 28.3%	28 20.9%	29 28.7%	28 27.5%
Significantly different from column:*		CD																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.

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	74	5	1	9	5	0	0	2	3	2	1	2	4	1	1	4	0	3	5	0	3	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,234 98.6%	340 98.6%	148 99.3%	287 97.0%	129 96.3%	136 100.0%	60 100.0%	35 94.6%	294 99.0%	57 96.6%	179 99.4%	97 98.0%	194 98.0%	139 99.3%	101 99.0%	235 98.3%	57 100.0%	180 98.4%	336 98.5%	4 100.0%	112 97.4%	228 99.1%	0 ---
Yes	3,940 75.3%	253 74.4%	129 87.2%	233 81.2%	101 78.3%	99 72.8%	44 73.3%	21 60.0%	225 76.5%	48 84.2%	132 73.7%	69 71.1%	143 73.7%	106 76.3%	75 74.3%	175 74.5%	48 84.2%	155 86.1%	249 74.1%	4 100.0%	84 75.0%	169 74.1%	0 ---
No	1,294 24.7%	87 25.6%	19 12.8%	54 18.8%	28 21.7%	37 27.2%	16 26.7%	14 40.0%	69 23.5%	9 15.8%	47 26.3%	28 28.9%	51 26.3%	33 23.7%	26 25.7%	60 25.5%	9 15.8%	25 13.9%	87 25.9%	0 0.0%	28 25.0%	59 25.9%	0 ---
Significantly different from column:*		CD						I	H														

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,940	253	129	233	206	148	105	85	149	20	229	71	139	31	108	94	45	28	158	46	145	74	33	106	72	74
Number missing or multiple answer	98	5	4	10	4	2	1	2	3	0	5	1	3	0	4	1	0	0	3	2	4	0	1	2	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	NA	NA	NA
Usable responses	3,842 97.5%	248 98.0%	125 96.9%	223 95.7%	202 98.1%	146 98.6%	104 99.0%	83 97.6%	146 98.0%	20 100.0%	224 97.8%	70 98.6%	136 97.8%	31 100.0%	104 96.3%	93 98.9%	45 100.0%	28 100.0%	155 98.1%	44 95.7%	141 97.2%	74 100.0%	32 97.0%	104 98.1%	71 98.6%	72 97.3%
Never	52 1.4%	4 1.6%	1 0.8%	2 0.9%	3 1.5%	2 1.4%	1 1.0%	2 2.4%	1 0.7%	0 0.0%	4 1.8%	1 1.4%	3 2.2%	0 0.0%	1 1.0%	2 2.2%	1 2.2%	1 3.6%	1 0.6%	1 2.3%	2 1.4%	2 2.7%	0 0.0%	2 1.9%	1 1.4%	1 1.4%
Sometimes	427 11.1%	22 8.9%	7 5.6%	15 6.7%	17 8.4%	15 10.3%	14 13.5%	7 8.4%	15 10.3%	2 10.0%	20 8.9%	8 11.4%	8 5.9%	5 16.1%	12 11.5%	7 7.5%	3 6.7%	3 10.7%	15 9.7%	2 4.5%	9 6.4%	8 10.8%	5 15.6%	5 4.8%	7 9.9%	10 13.9%
Usually	678 17.6%	34 13.7%	19 15.2%	30 13.5%	31 15.3%	20 13.7%	9 8.7%	5 6.0%	16 11.0%	5 25.0%	28 12.5%	8 11.4%	19 14.0%	5 16.1%	9 8.7%	18 19.4%	6 13.3%	3 10.7%	20 12.9%	7 15.9%	20 14.2%	10 13.5%	4 12.5%	16 15.4%	4 5.6%	14 19.4%
Always	2,685 69.9%	188 75.8%	98 78.4%	176 78.9%	151 74.8%	109 74.7%	80 76.9%	69 83.1%	114 78.1%	13 65.0%	172 76.8%	53 75.7%	106 77.9%	21 67.7%	82 78.8%	66 71.0%	35 77.8%	21 75.0%	119 76.8%	34 77.3%	110 78.0%	54 73.0%	23 71.9%	81 77.9%	59 83.1%	47 65.3%
Significantly different from column:*		A																						Z	Y	
Usually or Always	3,363 87.5%	222 89.5%	117 93.6%	206 92.4%	182 90.1%	129 88.4%	89 85.6%	74 89.2%	130 89.0%	18 90.0%	200 89.3%	61 87.1%	125 91.9%	26 83.9%	91 87.5%	84 90.3%	41 91.1%	24 85.7%	139 89.7%	41 93.2%	130 92.2%	64 86.5%	27 84.4%	97 93.3%	63 88.7%	61 84.7%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,940	253	129	233	101	99	44	21	225	48	132	69	143	106	75	175	48	155	249	4	84	169	0
Number missing or multiple answer	98	5	4	10	0	4	1	1	4	1	1	3	3	2	0	5	0	5	5	0	5	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,842 97.5%	248 98.0%	125 96.9%	223 95.7%	101 100.0%	95 96.0%	43 97.7%	20 95.2%	221 98.2%	47 97.9%	131 99.2%	66 95.7%	140 97.9%	104 98.1%	75 100.0%	170 97.1%	48 100.0%	150 96.8%	244 98.0%	4 100.0%	79 94.0%	169 100.0%	0 ---
Never	52 1.4%	4 1.6%	1 0.8%	2 0.9%	0 0.0%	1 1.1%	3 7.0%	0 0.0%	4 1.8%	2 4.3%	1 0.8%	1 1.5%	4 2.9%	0 0.0%	2 2.7%	2 1.2%	1 2.1%	1 0.7%	4 1.6%	0 0.0%	0 0.0%	4 2.4%	0 ---
Sometimes	427 11.1%	22 8.9%	7 5.6%	15 6.7%	4 4.0%	10 10.5%	8 18.6%	0 0.0%	22 10.0%	2 4.3%	11 8.4%	9 13.6%	13 9.3%	9 8.7%	11 14.7%	11 6.5%	8 16.7%	9 6.0%	22 9.0%	0 0.0%	2 2.5%	20 11.8%	0 ---
Usually	678 17.6%	34 13.7%	19 15.2%	30 13.5%	12 11.9%	16 16.8%	4 9.3%	2 10.0%	30 13.6%	6 12.8%	16 12.2%	11 16.7%	14 10.0%	19 18.3%	13 17.3%	21 12.4%	11 22.9%	16 10.7%	33 13.5%	1 25.0%	11 13.9%	23 13.6%	0 ---
Always	2,685 69.9%	188 75.8%	98 78.4%	176 78.9%	85 84.2%	68 71.6%	28 65.1%	18 90.0%	165 74.7%	37 78.7%	103 78.6%	45 68.2%	109 77.9%	76 73.1%	49 65.3%	136 80.0%	28 58.3%	124 82.7%	185 75.8%	3 75.0%	66 83.5%	122 72.2%	0 ---
Significantly different from column:*		A			FG	E	E								P	O	R	Q					
Usually or Always	3,363 87.5%	222 89.5%	117 93.6%	206 92.4%	97 96.0%	84 88.4%	32 74.4%	20 100.0%	195 88.2%	43 91.5%	119 90.8%	56 84.8%	123 87.9%	95 91.3%	62 82.7%	157 92.4%	39 81.3%	140 93.3%	218 89.3%	4 100.0%	77 97.5%	145 85.8%	0 ---
Significantly different from column:*					F	EG	F								P	O					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.

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	195	24	6	18	21	17	11	8	12	2	22	4	15	4	12	8	3	0	0	0	12	7	5	10	5	9
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,113 96.3%	321 93.0%	143 96.0%	278 93.9%	244 92.1%	175 91.1%	124 91.9%	106 93.0%	192 94.1%	25 92.6%	288 92.9%	92 95.8%	169 91.8%	41 91.1%	140 92.1%	116 93.5%	54 94.7%	80 100.0%	188 100.0%	53 100.0%	184 93.9%	94 93.1%	41 89.1%	128 92.8%	97 95.1%	93 91.2%
None	1,156 22.6%	80 24.9%	16 11.2%	31 11.2%	57 23.4%	25 14.3%	18 14.5%	20 18.9%	41 21.4%	7 28.0%	70 24.3%	20 21.7%	40 23.7%	14 34.1%	38 27.1%	29 25.0%	8 14.8%	80 100.0%	0 0.0%	0 0.0%	47 25.5%	23 24.5%	10 24.4%	35 27.3%	28 28.9%	16 17.2%
1 time	907 17.7%	50 15.6%	30 21.0%	49 17.6%	32 13.1%	30 17.1%	24 19.4%	18 17.0%	27 14.1%	6 24.0%	43 14.9%	19 20.7%	21 12.4%	8 19.5%	22 15.7%	22 19.0%	5 9.3%	0 0.0%	50 26.6%	0 0.0%	34 18.5%	11 11.7%	5 12.2%	21 16.4%	18 18.6%	10 10.8%
2	1,005 19.7%	63 19.6%	31 21.7%	67 24.1%	47 19.3%	30 17.1%	21 16.9%	23 21.7%	31 16.1%	5 20.0%	56 19.4%	19 20.7%	33 19.5%	6 14.6%	32 22.9%	14 12.1%	15 27.8%	0 0.0%	63 33.5%	0 0.0%	39 21.2%	15 16.0%	8 19.5%	32 25.0%	11 11.3%	20 21.5%
3	746 14.6%	47 14.6%	35 24.5%	46 16.5%	39 16.0%	28 16.0%	23 18.5%	16 15.1%	33 17.2%	2 8.0%	45 15.6%	7 7.6%	33 19.5%	7 17.1%	20 14.3%	18 15.5%	9 16.7%	0 0.0%	47 25.0%	0 0.0%	26 14.1%	13 13.8%	7 17.1%	18 14.1%	8 8.2%	20 21.5%
4	411 8.0%	28 8.7%	15 10.5%	19 6.8%	24 9.8%	21 12.0%	9 7.3%	12 11.3%	22 11.5%	2 8.0%	25 8.7%	14 15.2%	10 5.9%	2 4.9%	9 6.4%	13 11.2%	4 7.4%	0 0.0%	28 14.9%	0 0.0%	12 6.5%	13 13.8%	3 7.3%	7 5.5%	12 12.4%	9 9.7%
5 to 9	573 11.2%	40 12.5%	15 10.5%	52 18.7%	35 14.3%	31 17.7%	20 16.1%	10 9.4%	28 14.6%	1 4.0%	38 13.2%	9 9.8%	23 13.6%	4 9.8%	15 10.7%	16 13.8%	8 14.8%	0 0.0%	0 0.0%	40 75.5%	20 10.9%	16 17.0%	4 9.8%	12 9.4%	16 16.5%	12 12.9%
10 or more times	315 6.2%	13 4.0%	1 0.7%	14 5.0%	10 4.1%	10 5.7%	9 7.3%	7 6.6%	10 5.2%	2 8.0%	11 3.8%	4 4.3%	9 5.3%	0 0.0%	4 2.9%	4 3.4%	5 9.3%	0 0.0%	0 0.0%	13 24.5%	6 3.3%	3 3.2%	4 9.8%	3 2.3%	4 4.1%	6 6.5%
5 or more times	888 17.4%	53 16.5%	16 11.2%	66 23.7%	45 18.4%	41 23.4%	29 23.4%	17 16.0%	38 19.8%	3 12.0%	49 17.0%	13 14.1%	32 18.9%	4 9.8%	19 13.6%	20 17.2%	13 24.1%	0 0.0%	0 0.0%	53 100.0%	26 14.1%	19 20.2%	8 19.5%	15 11.7%	20 20.6%	18 19.4%
Significantly different from column:*		D																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.

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	195	24	6	18	13	7	3	2	20	6	11	7	14	10	9	14	0	0	24	0	13	11	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,113 96.3%	321 93.0%	143 96.0%	278 93.9%	121 90.3%	129 94.9%	57 95.0%	35 94.6%	277 93.3%	53 89.8%	169 93.9%	92 92.9%	184 92.9%	130 92.9%	93 91.2%	225 94.1%	57 100.0%	183 100.0%	317 93.0%	4 100.0%	102 88.7%	219 95.2%	0 ---
None	1,156 22.6%	80 24.9%	16 11.2%	31 11.2%	28 23.1%	34 26.4%	14 24.6%	9 25.7%	67 24.2%	9 17.0%	45 26.6%	24 26.1%	51 27.7%	27 20.8%	25 26.9%	54 24.0%	0 0.0%	0 0.0%	79 24.9%	1 25.0%	25 24.5%	55 25.1%	0 ---
1 time	907 17.7%	50 15.6%	30 21.0%	49 17.6%	19 15.7%	18 14.0%	12 21.1%	4 11.4%	45 16.2%	15 28.3%	20 11.8%	14 15.2%	30 16.3%	19 14.6%	11 11.8%	39 17.3%	8 14.0%	42 23.0%	49 15.5%	1 25.0%	10 9.8%	40 18.3%	0 ---
2	1,005 19.7%	63 19.6%	31 21.7%	67 24.1%	24 19.8%	22 17.1%	12 21.1%	6 17.1%	54 19.5%	13 24.5%	32 18.9%	15 16.3%	36 19.6%	24 18.5%	19 20.4%	42 18.7%	13 22.8%	49 26.8%	62 19.6%	1 25.0%	25 24.5%	38 17.4%	0 ---
3	746 14.6%	47 14.6%	35 24.5%	46 16.5%	14 11.6%	22 17.1%	10 17.5%	5 14.3%	42 15.2%	5 9.4%	25 14.8%	17 18.5%	23 12.5%	24 18.5%	12 12.9%	35 15.6%	10 17.5%	37 20.2%	47 14.8%	0 0.0%	18 17.6%	29 13.2%	0 ---
4	411 8.0%	28 8.7%	15 10.5%	19 6.8%	12 9.9%	10 7.8%	5 8.8%	3 8.6%	25 9.0%	3 5.7%	19 11.2%	6 6.5%	16 8.7%	12 9.2%	10 10.8%	18 8.0%	10 17.5%	18 9.8%	28 8.8%	0 0.0%	8 7.8%	20 9.1%	0 ---
5 to 9	573 11.2%	40 12.5%	15 10.5%	52 18.7%	15 12.4%	20 15.5%	3 5.3%	6 17.1%	33 11.9%	6 11.3%	22 13.0%	11 12.0%	21 11.4%	18 13.8%	13 14.0%	27 12.0%	11 19.3%	29 15.8%	39 12.3%	1 25.0%	12 11.8%	28 12.8%	0 ---
10 or more times	315 6.2%	13 4.0%	1 0.7%	14 5.0%	9 7.4%	3 2.3%	1 1.8%	2 5.7%	11 4.0%	2 3.8%	6 3.6%	5 5.4%	7 3.8%	6 4.6%	3 3.2%	10 4.4%	5 8.8%	8 4.4%	13 4.1%	0 0.0%	4 3.9%	9 4.1%	0 ---
5 or more times	888 17.4%	53 16.5%	16 11.2%	66 23.7%	24 19.8%	23 17.8%	4 7.0%	8 22.9%	44 15.9%	8 15.1%	28 16.6%	16 17.4%	28 15.2%	24 18.5%	16 17.2%	37 16.4%	16 28.1%	37 20.2%	52 16.4%	1 25.0%	16 15.7%	37 16.9%	0 ---
Significantly different from column:*		D			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.

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,957	241	127	247	187	150	106	86	151	18	218	72	129	27	102	87	46	0	188	53	137	71	31	93	69	77
Number missing or multiple answer	29	2	3	3	2	2	0	0	1	0	1	0	1	0	0	0	1	0	2	0	1	1	0	0	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,928 99.3%	239 99.2%	124 97.6%	244 98.8%	185 98.9%	148 98.7%	106 100.0%	86 100.0%	150 99.3%	18 100.0%	217 99.5%	72 100.0%	128 99.2%	27 100.0%	102 100.0%	87 100.0%	45 97.8%	0 ---	186 98.9%	53 100.0%	136 99.3%	70 98.6%	31 100.0%	93 100.0%	69 100.0%	75 97.4%
Never	64 1.6%	3 1.3%	1 0.8%	5 2.0%	3 1.6%	0 0.0%	1 0.9%	1 1.2%	1 0.7%	0 0.0%	3 1.4%	1 1.4%	2 1.6%	0 0.0%	2 2.0%	1 1.1%	0 0.0%	0 ---	3 1.6%	0 0.0%	1 0.7%	1 1.4%	1 3.2%	1 1.1%	1 1.4%	1 1.3%
Sometimes	278 7.1%	18 7.5%	5 4.0%	28 11.5%	14 7.6%	9 6.1%	9 8.5%	5 5.8%	11 7.3%	1 5.6%	16 7.4%	5 6.9%	9 7.0%	0 0.0%	10 9.8%	6 6.9%	1 2.2%	0 ---	16 8.6%	2 3.8%	10 7.4%	5 7.1%	3 9.7%	6 6.5%	3 4.3%	9 12.0%
Usually	590 15.0%	38 15.9%	14 11.3%	33 13.5%	29 15.7%	30 20.3%	21 19.8%	12 14.0%	26 17.3%	4 22.2%	34 15.7%	13 18.1%	22 17.2%	2 7.4%	12 11.8%	18 20.7%	7 15.6%	0 ---	29 15.6%	9 17.0%	18 13.2%	15 21.4%	5 16.1%	14 15.1%	8 11.6%	16 21.3%
Always	2,996 76.3%	180 75.3%	104 83.9%	178 73.0%	139 75.1%	109 73.6%	75 70.8%	68 79.1%	112 74.7%	13 72.2%	164 75.6%	53 73.6%	95 74.2%	25 92.6%	78 76.5%	62 71.3%	37 82.2%	0 ---	138 74.2%	42 79.2%	107 78.7%	49 70.0%	22 71.0%	72 77.4%	57 82.6%	49 65.3%
Significantly different from column:*												N	N	LM										Z	Y	
Usually or Always	3,586 91.3%	218 91.2%	118 95.2%	211 86.5%	168 90.8%	139 93.9%	96 90.6%	80 93.0%	138 92.0%	17 94.4%	198 91.2%	66 91.7%	117 91.4%	27 100.0%	90 88.2%	80 92.0%	44 97.8%	0 ---	167 89.8%	51 96.2%	125 91.9%	64 91.4%	27 87.1%	86 92.5%	65 94.2%	65 86.7%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,957	241	127	247	93	95	43	26	210	44	124	68	133	103	68	171	57	183	238	3	77	164	0
Number missing or multiple answer	29	2	3	3	0	1	0	0	1	0	1	0	0	1	1	1	1	0	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,928	239	124	244	93	94	43	26	209	44	123	68	133	102	67	170	56	183	236	3	76	163	0
	99.3%	99.2%	97.6%	98.8%	100.0%	98.9%	100.0%	100.0%	99.5%	100.0%	99.2%	100.0%	100.0%	99.0%	98.5%	99.4%	98.2%	100.0%	99.2%	100.0%	98.7%	99.4%	---
Never	64	3	1	5	3	0	0	0	3	0	1	2	2	1	2	1	2	1	3	0	1	2	0
	1.6%	1.3%	0.8%	2.0%	3.2%	0.0%	0.0%	0.0%	1.4%	0.0%	0.8%	2.9%	1.5%	1.0%	3.0%	0.6%	3.6%	0.5%	1.3%	0.0%	1.3%	1.2%	---
Sometimes	278	18	5	28	3	9	5	4	14	2	11	5	9	9	7	11	8	10	18	0	5	13	0
	7.1%	7.5%	4.0%	11.5%	3.2%	9.6%	11.6%	15.4%	6.7%	4.5%	8.9%	7.4%	6.8%	8.8%	10.4%	6.5%	14.3%	5.5%	7.6%	0.0%	6.6%	8.0%	---
Usually	590	38	14	33	17	12	8	7	31	8	18	12	25	13	16	22	19	19	37	1	16	22	0
	15.0%	15.9%	11.3%	13.5%	18.3%	12.8%	18.6%	26.9%	14.8%	18.2%	14.6%	17.6%	18.8%	12.7%	23.9%	12.9%	33.9%	10.4%	15.7%	33.3%	21.1%	13.5%	---
Always	2,996	180	104	178	70	73	30	15	161	34	93	49	97	79	42	136	27	153	178	2	54	126	0
	76.3%	75.3%	83.9%	73.0%	75.3%	77.7%	69.8%	57.7%	77.0%	77.3%	75.6%	72.1%	72.9%	77.5%	62.7%	80.0%	48.2%	83.6%	75.4%	66.7%	71.1%	77.3%	---
Significantly different from column:*								I	H						P	O	R	Q					
Usually or Always	3,586	218	118	211	87	85	38	22	192	42	111	61	122	92	58	158	46	172	215	3	70	148	0
	91.3%	91.2%	95.2%	86.5%	93.5%	90.4%	88.4%	84.6%	91.9%	95.5%	90.2%	89.7%	91.7%	90.2%	86.6%	92.9%	82.1%	94.0%	91.1%	100.0%	92.1%	90.8%	---
Significantly different from column:*																							

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,957	241	127	247	187	150	106	86	151	18	218	72	129	27	102	87	46	0	188	53	137	71	31	93	69	77
Number missing or multiple answer	38	1	2	2	1	1	0	0	1	0	1	0	1	0	0	0	1	0	1	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,919 99.0%	240 99.6%	125 98.4%	245 99.2%	186 99.5%	149 99.3%	106 100.0%	86 100.0%	150 99.3%	18 100.0%	217 99.5%	72 100.0%	128 99.2%	27 100.0%	102 100.0%	87 100.0%	45 97.8%	0 ---	187 99.5%	53 100.0%	136 99.3%	71 100.0%	31 100.0%	93 100.0%	69 100.0%	76 98.7%
0 Worst health care possible	3 0.1%	0 0.0%	1 0.8%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	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	10 0.3%	0 0.0%	0 0.0%	2 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	7 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	13 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	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	25 0.6%	2 0.8%	0 0.0%	0 0.0%	2 1.1%	2 1.3%	1 0.9%	0 0.0%	1 1.3%	2 0.0%	2 0.9%	0 0.0%	2 1.6%	2 0.0%	0 0.0%	1 1.1%	1 2.2%	0 ---	2 1.1%	0 0.0%	1 0.7%	0 0.0%	1 3.2%	1 1.1%	0 0.0%	1 1.3%
5	83 2.1%	4 1.7%	3 2.4%	5 2.0%	4 2.2%	3 2.0%	3 2.8%	2 2.3%	2 1.3%	0 0.0%	4 1.8%	3 4.2%	1 0.8%	0 0.0%	2 2.0%	1 1.1%	1 2.2%	0 ---	2 1.1%	2 3.8%	3 2.2%	1 1.4%	0 0.0%	1 1.1%	1 1.4%	2 2.6%
6	91 2.3%	4 1.7%	5 4.0%	10 4.1%	3 1.6%	4 2.7%	0 0.0%	1 1.2%	3 2.0%	1 5.6%	3 1.4%	1 1.4%	3 2.3%	0 0.0%	2 2.0%	1 1.1%	1 2.2%	0 ---	3 1.6%	1 1.9%	2 1.5%	2 2.8%	0 0.0%	1 1.1%	1 1.4%	2 2.6%
7	248 6.3%	8 3.3%	12 9.6%	8 3.3%	6 3.2%	6 4.0%	5 4.7%	2 2.3%	3 2.0%	0 0.0%	6 2.8%	2 2.8%	3 2.3%	1 3.7%	1 1.0%	4 4.6%	1 2.2%	0 ---	6 3.2%	2 3.8%	2 1.5%	3 4.2%	3 9.7%	1 1.1%	3 4.3%	4 5.3%
8	699 17.8%	39 16.3%	18 14.4%	30 12.2%	30 16.1%	26 17.4%	18 17.0%	15 17.4%	28 18.7%	5 27.8%	34 15.7%	13 18.1%	21 16.4%	4 14.8%	16 15.7%	18 20.7%	5 11.1%	0 ---	28 15.0%	11 20.8%	15 11.0%	19 26.8%	5 16.1%	9 9.7%	11 15.9%	19 25.0%
9	655 16.7%	32 13.3%	19 15.2%	29 11.8%	25 13.4%	20 13.4%	13 12.3%	14 16.3%	20 13.3%	3 16.7%	29 13.4%	8 11.1%	18 14.1%	4 14.8%	14 13.7%	10 11.5%	7 15.6%	0 ---	27 14.4%	5 9.4%	22 16.2%	9 12.7%	1 3.2%	11 11.8%	14 20.3%	7 9.2%
10 Best health care possible	2,085 53.2%	151 62.9%	67 53.6%	160 65.3%	116 62.4%	88 59.1%	66 62.3%	52 60.5%	92 61.3%	9 50.0%	139 64.1%	45 62.5%	80 62.5%	18 66.7%	67 65.7%	52 59.8%	29 64.4%	0 ---	119 63.6%	32 60.4%	91 66.9%	37 52.1%	21 67.7%	69 74.2%	39 56.5%	41 53.9%

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,957	241	127	247	93	95	43	26	210	44	124	68	133	103	68	171	57	183	238	3	77	164	0
Number missing or multiple answer	38	1	2	2	0	1	0	0	1	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	3,919 99.0%	240 99.6%	125 98.4%	245 99.2%	93 100.0%	94 98.9%	43 100.0%	26 100.0%	209 99.5%	44 100.0%	123 99.2%	68 100.0%	133 100.0%	102 99.0%	68 100.0%	170 99.4%	57 100.0%	183 100.0%	237 99.6%	3 100.0%	76 98.7%	164 100.0%	0 ---
0 Worst health care possible	3 0.1%	0 0.0%	1 0.8%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
1	10 0.3%	0 0.0%	0 0.0%	2 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
2	7 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
3	13 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
4	25 0.6%	2 0.8%	0 0.0%	0 0.0%	1 1.1%	1 1.1%	0 0.0%	0 0.0%	0 1.0%	2 0.0%	1 0.8%	1 1.5%	2 1.5%	0 0.0%	2 2.9%	0 0.0%	2 3.5%	0 0.0%	2 0.8%	0 0.0%	1 1.3%	1 0.6%	0 ---
5	83 2.1%	4 1.7%	3 2.4%	5 2.0%	0 0.0%	1 1.1%	3 7.0%	1 3.8%	3 1.4%	1 2.3%	1 0.8%	2 2.9%	4 3.0%	0 0.0%	2 2.9%	2 1.2%	4 7.0%	0 0.0%	4 1.7%	0 0.0%	2 2.6%	2 1.2%	0 ---
6	91 2.3%	4 1.7%	5 4.0%	10 4.1%	3 3.2%	1 1.1%	0 0.0%	0 0.0%	4 1.9%	1 2.3%	2 1.6%	1 1.5%	2 1.5%	2 2.0%	3 4.4%	1 0.6%	4 7.0%	0 0.0%	4 1.7%	0 0.0%	2 2.6%	2 1.2%	0 ---
7	248 6.3%	8 3.3%	12 9.6%	8 3.3%	2 2.2%	2 2.1%	2 4.7%	0 0.0%	7 3.3%	0 0.0%	3 2.4%	4 5.9%	3 2.3%	4 3.9%	7 10.3%	1 0.6%	8 14.0%	0 0.0%	8 3.4%	0 0.0%	2 2.6%	6 3.7%	0 ---
8	699 17.8%	39 16.3%	18 14.4%	30 12.2%	21 22.6%	14 14.9%	2 4.7%	5 19.2%	34 16.3%	7 15.9%	21 17.1%	11 16.2%	23 17.3%	16 15.7%	24 35.3%	15 8.8%	39 68.4%	0 0.0%	38 16.0%	1 33.3%	12 15.8%	27 16.5%	0 ---
9	655 16.7%	32 13.3%	19 15.2%	29 11.8%	10 10.8%	11 11.7%	10 23.3%	5 19.2%	26 12.4%	5 11.4%	20 16.3%	6 8.8%	16 12.0%	15 14.7%	11 16.2%	20 11.8%	0 0.0%	32 17.5%	32 13.5%	0 0.0%	18 23.7%	14 8.5%	0 ---
10 Best health care possible	2,085 53.2%	151 62.9%	67 53.6%	160 65.3%	56 60.2%	64 68.1%	26 60.5%	15 57.7%	133 63.6%	30 68.2%	75 61.0%	43 63.2%	83 62.4%	65 63.7%	19 27.9%	131 77.1%	0 0.0%	151 82.5%	149 62.9%	2 66.7%	39 51.3%	112 68.3%	0 ---

NA - Not applicable

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,957	241	127	247	187	150	106	86	151	18	218	72	129	27	102	87	46	0	188	53	137	71	31	93	69	77
Number missing or multiple answer	38	1	2	2	1	1	0	0	1	0	1	0	1	0	0	0	1	0	1	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,919 99.0%	240 99.6%	125 98.4%	245 99.2%	186 99.5%	149 99.3%	106 100.0%	86 100.0%	150 99.3%	18 100.0%	217 99.5%	72 100.0%	128 99.2%	27 100.0%	102 100.0%	87 100.0%	45 97.8%	0 ---	187 99.5%	53 100.0%	136 99.3%	71 100.0%	31 100.0%	93 100.0%	69 100.0%	76 98.7%
0 to 1	13 0.3%	0 0.0%	1 0.8%	3 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%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 to 2	20 0.5%	0 0.0%	1 0.8%	3 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%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 to 7	480 12.2%	18 7.5%	21 16.8%	26 10.6%	15 8.1%	15 10.1%	9 8.5%	5 5.8%	10 6.7%	1 5.6%	15 6.9%	6 8.3%	9 7.0%	1 3.7%	5 4.9%	7 8.0%	4 8.9%	0 ---	13 7.0%	5 9.4%	8 5.9%	6 8.5%	4 12.9%	4 4.3%	5 7.2%	9 11.8%
0 to 8	1,179 30.1%	57 23.8%	39 31.2%	56 22.9%	45 24.2%	41 27.5%	27 25.5%	20 23.3%	38 25.3%	6 33.3%	49 22.6%	19 26.4%	30 23.4%	5 18.5%	21 20.6%	25 28.7%	9 20.0%	0 ---	41 21.9%	16 30.2%	23 16.9%	25 35.2%	9 29.0%	13 14.0%	16 23.2%	28 36.8%
8 to 10	3,439 87.8%	222 92.5%	104 83.2%	219 89.4%	171 91.9%	134 89.9%	97 91.5%	81 94.2%	140 93.3%	17 94.4%	202 93.1%	66 91.7%	119 93.0%	26 96.3%	97 95.1%	80 92.0%	41 91.1%	0 ---	174 93.0%	48 90.6%	128 94.1%	65 91.5%	27 87.1%	89 95.7%	64 92.8%	67 88.2%
9 to 10	2,740 69.9%	183 76.3%	86 68.8%	189 77.1%	141 75.8%	108 72.5%	79 74.5%	66 76.7%	112 74.7%	12 66.7%	168 77.4%	53 73.6%	98 76.6%	22 81.5%	81 79.4%	62 71.3%	36 80.0%	0 ---	146 78.1%	37 69.8%	113 83.1%	46 64.8%	22 71.0%	80 86.0%	53 76.8%	48 63.2%
Significantly different from column:*		A																		V	U		Z		X	

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,957	241	127	247	93	95	43	26	210	44	124	68	133	103	68	171	57	183	238	3	77	164	0
Number missing or multiple answer	38	1	2	2	0	1	0	0	1	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	3,919 99.0%	240 99.6%	125 98.4%	245 99.2%	93 100.0%	94 98.9%	43 100.0%	26 100.0%	209 99.5%	44 100.0%	123 99.2%	68 100.0%	133 100.0%	102 99.0%	68 100.0%	170 99.4%	57 100.0%	183 100.0%	237 99.6%	3 100.0%	76 98.7%	164 100.0%	0 ---
0 to 1	13 0.3%	0 0.0%	1 0.8%	3 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
0 to 2	20 0.5%	0 0.0%	1 0.8%	3 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
0 to 7	480 12.2%	18 7.5%	21 16.8%	26 10.6%	6 6.5%	5 5.3%	5 11.6%	1 3.8%	16 7.7%	2 4.5%	7 5.7%	8 11.8%	11 8.3%	6 5.9%	14 20.6%	4 2.4%	18 31.6%	0 0.0%	18 7.6%	0 0.0%	7 9.2%	11 6.7%	0 ---
0 to 8	1,179 30.1%	57 23.8%	39 31.2%	56 22.9%	27 29.0%	19 20.2%	7 16.3%	6 23.1%	50 23.9%	9 20.5%	28 22.8%	19 27.9%	34 25.6%	22 21.6%	38 55.9%	19 11.2%	57 100.0%	0 0.0%	56 23.6%	1 33.3%	19 25.0%	38 23.2%	0 ---
8 to 10	3,439 87.8%	222 92.5%	104 83.2%	219 89.4%	87 93.5%	89 94.7%	38 88.4%	25 96.2%	193 92.3%	42 95.5%	116 94.3%	60 88.2%	122 91.7%	96 94.1%	54 79.4%	166 97.6%	39 68.4%	183 100.0%	219 92.4%	3 100.0%	69 90.8%	153 93.3%	0 ---
9 to 10	2,740 69.9%	183 76.3%	86 68.8%	189 77.1%	66 71.0%	75 79.8%	36 83.7%	20 76.9%	159 76.1%	35 79.5%	95 77.2%	49 72.1%	99 74.4%	80 78.4%	30 44.1%	151 88.8%	0 0.0%	183 100.0%	181 76.4%	2 66.7%	57 75.0%	126 76.8%	0 ---
Significantly different from column:*		A													P	O	R	Q					

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,957	241	127	247	187	150	106	86	151	18	218	72	129	27	102	87	46	0	188	53	137	71	31	93	69	77
Number missing or multiple answer	26	3	3	0	2	3	2	2	3	1	1	0	2	0	0	0	2	0	2	1	2	0	1	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	NA	NA	NA
Usable responses	3,931 99.3%	238 98.8%	124 97.6%	247 100.0%	185 98.9%	147 98.0%	104 98.1%	84 97.7%	148 98.0%	17 94.4%	217 99.5%	72 100.0%	127 98.4%	27 100.0%	102 100.0%	87 100.0%	44 95.7%	0 ---	186 98.9%	52 98.1%	135 98.5%	71 100.0%	30 96.8%	93 100.0%	68 98.6%	75 97.4%
Never	35 0.9%	0 0.0%	3 2.4%	5 2.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	332 8.4%	16 6.7%	8 6.5%	24 9.7%	11 5.9%	12 8.2%	9 8.7%	4 4.8%	11 7.4%	0 0.0%	16 7.4%	6 8.3%	8 6.3%	2 7.4%	10 9.8%	5 5.7%	1 2.3%	0 ---	13 7.0%	3 5.8%	7 5.2%	3 4.2%	6 20.0%	4 4.3%	4 5.9%	7 9.3%
Usually	979 24.9%	41 17.2%	28 22.6%	33 13.4%	30 16.2%	33 22.4%	20 19.2%	14 16.7%	26 17.6%	5 29.4%	35 16.1%	11 15.3%	21 16.5%	5 18.5%	13 12.7%	20 23.0%	6 13.6%	0 ---	29 15.6%	12 23.1%	22 16.3%	17 23.9%	2 6.7%	12 12.9%	13 19.1%	16 21.3%
Always	2,585 65.8%	181 76.1%	85 68.5%	185 74.9%	144 77.8%	102 69.4%	75 72.1%	66 78.6%	111 75.0%	12 70.6%	166 76.5%	55 76.4%	98 77.2%	20 74.1%	79 77.5%	62 71.3%	37 84.1%	0 ---	144 77.4%	37 71.2%	106 78.5%	51 71.8%	22 73.3%	77 82.8%	51 75.0%	52 69.3%
Significantly different from column:*		A																					Z		X	
Usually or Always	3,564 90.7%	222 93.3%	113 91.1%	218 88.3%	174 94.1%	135 91.8%	95 91.3%	80 95.2%	137 92.6%	17 100.0%	201 92.6%	66 91.7%	119 93.7%	25 92.6%	92 90.2%	82 94.3%	43 97.7%	0 ---	173 93.0%	49 94.2%	128 94.8%	68 95.8%	24 80.0%	89 95.7%	64 94.1%	68 90.7%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,957	241	127	247	93	95	43	26	210	44	124	68	133	103	68	171	57	183	238	3	77	164	0
Number missing or multiple answer	26	3	3	0	1	1	0	0	3	0	2	1	0	3	0	3	1	1	3	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	3,931	238	124	247	92	94	43	26	207	44	122	67	133	100	68	168	56	182	235	3	76	162	0
	99.3%	98.8%	97.6%	100.0%	98.9%	98.9%	100.0%	100.0%	98.6%	100.0%	98.4%	98.5%	100.0%	97.1%	100.0%	98.2%	98.2%	99.5%	98.7%	100.0%	98.7%	98.8%	---
Never	35	0	3	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	2.4%	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%	---
Sometimes	332	16	8	24	6	5	5	4	12	4	7	5	8	8	7	8	7	9	16	0	5	11	0
	8.4%	6.7%	6.5%	9.7%	6.5%	5.3%	11.6%	15.4%	5.8%	9.1%	5.7%	7.5%	6.0%	8.0%	10.3%	4.8%	12.5%	4.9%	6.8%	0.0%	6.6%	6.8%	---
Usually	979	41	28	33	21	12	6	6	34	3	27	10	24	16	22	19	24	17	40	1	16	25	0
	24.9%	17.2%	22.6%	13.4%	22.8%	12.8%	14.0%	23.1%	16.4%	6.8%	22.1%	14.9%	18.0%	16.0%	32.4%	11.3%	42.9%	9.3%	17.0%	33.3%	21.1%	15.4%	---
Always	2,585	181	85	185	65	77	32	16	161	37	88	52	101	76	39	141	25	156	179	2	55	126	0
	65.8%	76.1%	68.5%	74.9%	70.7%	81.9%	74.4%	61.5%	77.8%	84.1%	72.1%	77.6%	75.9%	76.0%	57.4%	83.9%	44.6%	85.7%	76.2%	66.7%	72.4%	77.8%	---
Significantly different from column:*		A													P	O	R	Q					
Usually or Always	3,564	222	113	218	86	89	38	22	195	40	115	62	125	92	61	160	49	173	219	3	71	151	0
	90.7%	93.3%	91.1%	88.3%	93.5%	94.7%	88.4%	84.6%	94.2%	90.9%	94.3%	92.5%	94.0%	92.0%	89.7%	95.2%	87.5%	95.1%	93.2%	100.0%	93.4%	93.2%	---
Significantly different from column:*																							

NA - Not applicable

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

Question 11

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

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	54	14	5	5	10	10	8	5	8	1	13	2	9	2	7	4	2	1	0	0	9	2	3	7	2	5
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,254 99.0%	331 95.9%	144 96.6%	291 98.3%	255 96.2%	182 94.8%	127 94.1%	109 95.6%	196 96.1%	26 96.3%	297 95.8%	94 97.9%	175 95.1%	43 95.6%	145 95.4%	120 96.8%	55 96.5%	79 98.8%	188 100.0%	53 100.0%	187 95.4%	99 98.0%	43 93.5%	131 94.9%	100 98.0%	97 95.1%
Yes	4,475 85.2%	289 87.3%	118 81.9%	253 86.9%	224 87.8%	159 87.4%	116 91.3%	92 84.4%	176 89.8%	23 88.5%	260 87.5%	79 84.0%	155 88.6%	38 88.4%	123 84.8%	106 88.3%	51 92.7%	71 89.9%	159 84.6%	49 92.5%	161 86.1%	88 88.9%	38 88.4%	109 83.2%	88 88.0%	89 91.8%
No	779 14.8%	42 12.7%	26 18.1%	38 13.1%	31 12.2%	23 12.6%	11 8.7%	17 15.6%	20 10.2%	3 11.5%	37 12.5%	15 16.0%	20 11.4%	5 11.6%	22 15.2%	14 11.7%	4 7.3%	8 10.1%	29 15.4%	4 7.5%	26 13.9%	11 11.1%	5 11.6%	22 16.8%	12 12.0%	8 8.2%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

Question 11

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

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	54	14	5	5	10	1	2	2	11	5	7	2	7	7	5	9	0	0	14	0	12	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	5,254 99.0%	331 95.9%	144 96.6%	291 98.3%	124 92.5%	135 99.3%	58 96.7%	35 94.6%	286 96.3%	54 91.5%	173 96.1%	97 98.0%	191 96.5%	133 95.0%	97 95.1%	230 96.2%	57 100.0%	183 100.0%	327 95.9%	4 100.0%	103 89.6%	228 99.1%	0 ---
Yes	4,475 85.2%	289 87.3%	118 81.9%	253 86.9%	110 88.7%	120 88.9%	48 82.8%	31 88.6%	250 87.4%	35 64.8%	162 93.6%	87 89.7%	165 86.4%	119 89.5%	90 92.8%	196 85.2%	52 91.2%	155 84.7%	286 87.5%	3 75.0%	93 90.3%	196 86.0%	0 ---
No	779 14.8%	42 12.7%	26 18.1%	38 13.1%	14 11.3%	15 11.1%	10 17.2%	4 11.4%	36 12.6%	19 35.2%	11 6.4%	10 10.3%	26 13.6%	14 10.5%	7 7.2%	34 14.8%	5 8.8%	28 15.3%	41 12.5%	1 25.0%	10 9.7%	32 14.0%	0 ---
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.

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

7127000

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)

	2021 Anthem National Child Medicaid Average - Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	4,475	289	118	253	224	159	116	92	176	23	260	79	155	38	123	106	51	71	159	49	161	88	38	109	88	89
Number missing or multiple answer	106	5	7	10	3	3	0	1	3	1	4	1	2	2	3	1	1	1	2	2	5	0	0	1	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,369 97.6%	284 98.3%	111 94.1%	243 96.0%	221 98.7%	156 98.1%	116 100.0%	91 98.9%	173 98.3%	22 95.7%	256 98.5%	78 98.7%	153 98.7%	36 94.7%	120 97.6%	105 99.1%	50 98.0%	70 98.6%	157 98.7%	47 95.9%	156 96.9%	88 100.0%	38 100.0%	108 99.1%	86 97.7%	87 97.8%
Yes	762 17.4%	44 15.5%	25 22.5%	42 17.3%	37 16.7%	34 21.8%	28 24.1%	23 25.3%	31 17.9%	7 31.8%	37 14.5%	12 15.4%	29 19.0%	3 8.3%	17 14.2%	17 16.2%	9 18.0%	6 8.6%	23 14.6%	11 23.4%	21 13.5%	14 15.9%	9 23.7%	9 8.3%	17 19.8%	18 20.7%
No	3,607 82.6%	240 84.5%	86 77.5%	201 82.7%	184 83.3%	122 78.2%	88 75.9%	68 74.7%	142 82.1%	15 68.2%	219 85.5%	66 84.6%	124 81.0%	33 91.7%	103 85.8%	88 83.8%	41 82.0%	64 91.4%	134 85.4%	36 76.6%	135 86.5%	74 84.1%	29 76.3%	99 91.7%	69 80.2%	69 79.3%
Significantly different from column:*																		T	R				YZ	X	X	

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,475	289	118	253	110	120	48	31	250	35	162	87	165	119	90	196	52	155	286	3	93	196	0
Number missing or multiple answer	106	5	7	10	2	1	1	1	3	0	2	2	2	2	0	5	0	3	5	0	4	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	4,369 97.6%	284 98.3%	111 94.1%	243 96.0%	108 98.2%	119 99.2%	47 97.9%	30 96.8%	247 98.8%	35 100.0%	160 98.8%	85 97.7%	163 98.8%	117 98.3%	90 100.0%	191 97.4%	52 100.0%	152 98.1%	281 98.3%	3 100.0%	89 95.7%	195 99.5%	0 ---
Yes	762 17.4%	44 15.5%	25 22.5%	42 17.3%	23 21.3%	16 13.4%	5 10.6%	3 10.0%	40 16.2%	4 11.4%	25 15.6%	15 17.6%	31 19.0%	13 11.1%	16 17.8%	28 14.7%	9 17.3%	25 16.4%	43 15.3%	1 33.3%	11 12.4%	33 16.9%	0 ---
No	3,607 82.6%	240 84.5%	86 77.5%	201 82.7%	85 78.7%	103 86.6%	42 89.4%	27 90.0%	207 83.8%	31 88.6%	135 84.4%	70 82.4%	132 81.0%	104 88.9%	74 82.2%	163 85.3%	43 82.7%	127 83.6%	238 84.7%	2 66.7%	78 87.6%	162 83.1%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

Question 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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	762	44	25	42	37	34	28	23	31	7	37	12	29	3	17	17	9	6	23	11	21	14	9	9	17	18
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	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	758	44	25	42	37	34	28	23	31	7	37	12	29	3	17	17	9	6	23	11	21	14	9	9	17	18
	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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	699	39	24	38	34	32	25	19	29	6	33	9	27	3	15	16	8	3	21	11	19	13	7	9	15	15
	92.2%	88.6%	96.0%	90.5%	91.9%	94.1%	89.3%	82.6%	93.5%	85.7%	89.2%	75.0%	93.1%	100.0%	88.2%	94.1%	88.9%	50.0%	91.3%	100.0%	90.5%	92.9%	77.8%	100.0%	88.2%	83.3%
No	59	5	1	4	3	2	3	4	2	1	4	3	2	0	2	1	1	3	2	0	2	1	2	0	2	3
	7.8%	11.4%	4.0%	9.5%	8.1%	5.9%	10.7%	17.4%	6.5%	14.3%	10.8%	25.0%	6.9%	0.0%	11.8%	5.9%	11.1%	50.0%	8.7%	0.0%	9.5%	7.1%	22.2%	0.0%	11.8%	16.7%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	762	44	25	42	23	16	5	3	40	4	25	15	31	13	16	28	9	25	43	1	11	33	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	0	0
Number no 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	758	44	25	42	23	16	5	3	40	4	25	15	31	13	16	28	9	25	43	1	11	33	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%	100.0%	100.0%	---
Yes	699	39	24	38	19	15	5	3	36	4	23	12	27	12	14	25	7	25	38	1	11	28	0
	92.2%	88.6%	96.0%	90.5%	82.6%	93.8%	100.0%	100.0%	90.0%	100.0%	92.0%	80.0%	87.1%	92.3%	87.5%	89.3%	77.8%	100.0%	88.4%	100.0%	100.0%	84.8%	---
No	59	5	1	4	4	1	0	0	4	0	2	3	4	1	2	3	2	0	5	0	0	5	0
	7.8%	11.4%	4.0%	9.5%	17.4%	6.3%	0.0%	0.0%	10.0%	0.0%	8.0%	20.0%	12.9%	7.7%	12.5%	10.7%	22.2%	0.0%	11.6%	0.0%	0.0%	15.2%	---
Significantly different from column:*																							

NA - Not applicable

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

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

7127000

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

	2021 Anthem National Child Medicaid Average - Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	76	12	4	10	9	8	7	4	6	0	12	2	7	2	7	3	1	0	0	0	7	2	3	7	1	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	NA	NA	NA
Usable responses	5,232 98.6%	333 96.5%	145 97.3%	286 96.6%	256 96.6%	184 95.8%	128 94.8%	110 96.5%	198 97.1%	27 100.0%	298 96.1%	94 97.9%	177 96.2%	43 95.6%	145 95.4%	121 97.6%	56 98.2%	80 100.0%	188 100.0%	53 100.0%	189 96.4%	99 98.0%	43 93.5%	131 94.9%	101 99.0%	98 96.1%
Yes	647 12.4%	29 8.7%	19 13.1%	34 11.9%	22 8.6%	16 8.7%	13 10.2%	12 10.9%	13 6.6%	2 7.4%	26 8.7%	16 17.0%	9 5.1%	3 7.0%	10 6.9%	13 10.7%	5 8.9%	8 10.0%	13 6.9%	7 13.2%	18 9.5%	6 6.1%	5 11.6%	11 8.4%	14 13.9%	4 4.1%
No	4,585 87.6%	304 91.3%	126 86.9%	252 88.1%	234 91.4%	168 91.3%	115 89.8%	98 89.1%	185 93.4%	25 92.6%	272 91.3%	78 83.0%	168 94.9%	40 93.0%	135 93.1%	108 89.3%	51 91.1%	72 90.0%	175 93.1%	46 86.8%	171 90.5%	93 93.9%	38 88.4%	120 91.6%	87 86.1%	94 95.9%
Significantly different from column:*		A										M	L											Z	Y	

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	76	12	4	10	9	1	1	2	9	4	7	1	6	6	3	9	0	0	12	0	12	0	0
Number no 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	5,232 98.6%	333 96.5%	145 97.3%	286 96.6%	125 93.3%	135 99.3%	59 98.3%	35 94.6%	288 97.0%	55 93.2%	173 96.1%	98 99.0%	192 97.0%	134 95.7%	99 97.1%	230 96.2%	57 100.0%	183 100.0%	329 96.5%	4 100.0%	103 89.6%	230 100.0%	0 ---
Yes	647 12.4%	29 8.7%	19 13.1%	34 11.9%	10 8.0%	13 9.6%	5 8.5%	3 8.6%	25 8.7%	6 10.9%	18 10.4%	4 4.1%	18 9.4%	10 7.5%	9 9.1%	20 8.7%	6 10.5%	14 7.7%	29 8.8%	0 0.0%	5 4.9%	24 10.4%	0 ---
No	4,585 87.6%	304 91.3%	126 86.9%	252 88.1%	115 92.0%	122 90.4%	54 91.5%	32 91.4%	263 91.3%	49 89.1%	155 89.6%	94 95.9%	174 90.6%	124 92.5%	90 90.9%	210 91.3%	51 89.5%	169 92.3%	300 91.2%	4 100.0%	98 95.1%	206 89.6%	0 ---
Significantly different from column:*		A																					

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	647	29	19	34	22	16	13	12	13	2	26	16	9	3	10	13	5	8	13	7	18	6	5	11	14	4
Number missing or multiple answer	16	1	0	0	0	0	0	0	1	1	0	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	NA	NA	NA	NA	NA
Usable responses	631	28	19	34	22	16	13	12	12	1	26	16	8	3	10	13	4	7	13	7	17	6	5	11	13	4
	97.5%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%	50.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	80.0%	87.5%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	92.9%	100.0%
Never	62	4	1	5	2	3	2	3	2	0	4	2	2	0	0	4	0	1	2	1	2	1	1	1	2	1
	9.8%	14.3%	5.3%	14.7%	9.1%	18.8%	15.4%	25.0%	16.7%	0.0%	15.4%	12.5%	25.0%	0.0%	0.0%	30.8%	0.0%	14.3%	15.4%	14.3%	11.8%	16.7%	20.0%	9.1%	15.4%	25.0%
Sometimes	108	1	2	7	1	0	0	1	0	0	1	1	0	0	0	0	1	1	0	0	0	0	1	0	1	0
	17.1%	3.6%	10.5%	20.6%	4.5%	0.0%	0.0%	8.3%	0.0%	0.0%	3.8%	6.3%	0.0%	0.0%	0.0%	0.0%	25.0%	14.3%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	7.7%	0.0%
Usually	152	5	1	5	5	4	4	3	3	0	5	3	1	1	4	1	0	1	2	2	2	2	1	1	3	1
	24.1%	17.9%	5.3%	14.7%	22.7%	25.0%	30.8%	25.0%	25.0%	0.0%	19.2%	18.8%	12.5%	33.3%	40.0%	7.7%	0.0%	14.3%	15.4%	28.6%	11.8%	33.3%	20.0%	9.1%	23.1%	25.0%
Always	309	18	15	17	14	9	7	5	7	1	16	10	5	2	6	8	3	4	9	4	13	3	2	9	7	2
	49.0%	64.3%	78.9%	50.0%	63.6%	56.3%	53.8%	41.7%	58.3%	100.0%	61.5%	62.5%	62.5%	66.7%	60.0%	61.5%	75.0%	57.1%	69.2%	57.1%	76.5%	50.0%	40.0%	81.8%	53.8%	50.0%
Significantly different from column:*																										
Usually or Always	461	23	16	22	19	13	11	8	10	1	21	13	6	3	10	9	3	5	11	6	15	5	3	10	10	3
	73.1%	82.1%	84.2%	64.7%	86.4%	81.3%	84.6%	66.7%	83.3%	100.0%	80.8%	81.3%	75.0%	100.0%	100.0%	69.2%	75.0%	71.4%	84.6%	85.7%	88.2%	83.3%	60.0%	90.9%	76.9%	75.0%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	647	29	19	34	10	13	5	3	25	6	18	4	18	10	9	20	6	14	29	0	5	24	0
Number missing or multiple answer	16	1	0	0	1	0	0	0	1	0	1	0	1	0	1	0	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	631	28	19	34	9	13	5	3	24	6	17	4	17	10	8	20	6	14	28	0	4	24	0
	97.5%	96.6%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	96.0%	100.0%	94.4%	100.0%	94.4%	100.0%	88.9%	100.0%	100.0%	100.0%	96.6%	---	80.0%	100.0%	---
Never	62	4	1	5	1	1	2	1	3	0	4	0	4	0	3	1	2	1	4	0	1	3	0
	9.8%	14.3%	5.3%	14.7%	11.1%	7.7%	40.0%	33.3%	12.5%	0.0%	23.5%	0.0%	23.5%	0.0%	37.5%	5.0%	33.3%	7.1%	14.3%	---	25.0%	12.5%	---
Sometimes	108	1	2	7	0	1	0	0	1	0	1	0	1	0	0	1	0	0	1	0	0	1	0
	17.1%	3.6%	10.5%	20.6%	0.0%	7.7%	0.0%	0.0%	4.2%	0.0%	5.9%	0.0%	5.9%	0.0%	0.0%	5.0%	0.0%	0.0%	3.6%	---	0.0%	4.2%	---
Usually	152	5	1	5	2	3	0	0	5	1	3	1	2	3	2	3	2	2	5	0	2	3	0
	24.1%	17.9%	5.3%	14.7%	22.2%	23.1%	0.0%	0.0%	20.8%	16.7%	17.6%	25.0%	11.8%	30.0%	25.0%	15.0%	33.3%	14.3%	17.9%	---	50.0%	12.5%	---
Always	309	18	15	17	6	8	3	2	15	5	9	3	10	7	3	15	2	11	18	0	1	17	0
	49.0%	64.3%	78.9%	50.0%	66.7%	61.5%	60.0%	66.7%	62.5%	83.3%	52.9%	75.0%	58.8%	70.0%	37.5%	75.0%	33.3%	78.6%	64.3%	---	25.0%	70.8%	---
Significantly different from column:*																							
Usually or Always	461	23	16	22	8	11	3	2	20	6	12	4	12	10	5	18	4	13	23	0	3	20	0
	73.1%	82.1%	84.2%	64.7%	88.9%	84.6%	60.0%	66.7%	83.3%	100.0%	70.6%	100.0%	70.6%	100.0%	62.5%	90.0%	66.7%	92.9%	82.1%	---	75.0%	83.3%	---
Significantly different from column:*																							

NA - Not applicable

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

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	647	29	19	34	22	16	13	12	13	2	26	16	9	3	10	13	5	8	13	7	18	6	5	11	14	4
Number missing or multiple answer	15	1	0	0	0	0	0	0	1	1	0	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	NA	NA	NA	NA	NA
Usable responses	632	28	19	34	22	16	13	12	12	1	26	16	8	3	10	13	4	7	13	7	17	6	5	11	13	4
	97.7%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%	50.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	80.0%	87.5%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	92.9%	100.0%
Yes	515	25	19	28	21	14	12	10	11	1	23	14	7	3	9	11	4	6	12	6	15	5	5	11	10	4
	81.5%	89.3%	100.0%	82.4%	95.5%	87.5%	92.3%	83.3%	91.7%	100.0%	88.5%	87.5%	87.5%	100.0%	90.0%	84.6%	100.0%	85.7%	92.3%	85.7%	88.2%	83.3%	100.0%	100.0%	76.9%	100.0%
No	117	3	0	6	1	2	1	2	1	0	3	2	1	0	1	2	0	1	1	1	2	1	0	0	3	0
	18.5%	10.7%	0.0%	17.6%	4.5%	12.5%	7.7%	16.7%	8.3%	0.0%	11.5%	12.5%	12.5%	0.0%	10.0%	15.4%	0.0%	14.3%	7.7%	14.3%	11.8%	16.7%	0.0%	0.0%	23.1%	0.0%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	647	29	19	34	10	13	5	3	25	6	18	4	18	10	9	20	6	14	29	0	5	24	0
Number missing or multiple answer	15	1	0	0	1	0	0	0	1	0	1	0	1	0	1	0	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	632	28	19	34	9	13	5	3	24	6	17	4	17	10	8	20	6	14	28	0	4	24	0
	97.7%	96.6%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	96.0%	100.0%	94.4%	100.0%	94.4%	100.0%	88.9%	100.0%	100.0%	100.0%	96.6%	---	80.0%	100.0%	---
Yes	515	25	19	28	7	13	4	2	22	6	14	4	14	10	5	20	5	13	25	0	3	22	0
	81.5%	89.3%	100.0%	82.4%	77.8%	100.0%	80.0%	66.7%	91.7%	100.0%	82.4%	100.0%	82.4%	100.0%	62.5%	100.0%	83.3%	92.9%	89.3%	---	75.0%	91.7%	---
No	117	3	0	6	2	0	1	1	2	0	3	0	3	0	3	0	1	1	3	0	1	2	0
	18.5%	10.7%	0.0%	17.6%	22.2%	0.0%	20.0%	33.3%	8.3%	0.0%	17.6%	0.0%	17.6%	0.0%	37.5%	0.0%	16.7%	7.1%	10.7%	---	25.0%	8.3%	---
Significantly different from column:*																							

NA - Not applicable

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

Question 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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	76	15	8	10	12	8	7	6	6	0	15	3	9	2	8	4	2	2	1	0	10	2	3	10	1	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	NA	NA	NA
Usable responses	5,232 98.6%	330 95.7%	141 94.6%	286 96.6%	253 95.5%	184 95.8%	128 94.8%	108 94.7%	198 97.1%	27 100.0%	295 95.2%	93 96.9%	175 95.1%	43 95.6%	144 94.7%	120 96.8%	55 96.5%	78 97.5%	187 99.5%	53 100.0%	186 94.9%	99 98.0%	43 93.5%	128 92.8%	101 99.0%	98 96.1%
Yes	1,541 29.5%	93 28.2%	32 22.7%	65 22.7%	53 20.9%	70 38.0%	51 39.8%	75 69.4%	71 35.9%	8 29.6%	83 28.1%	30 32.3%	47 26.9%	11 25.6%	40 27.8%	28 23.3%	21 38.2%	11 14.1%	59 31.6%	20 37.7%	57 30.6%	25 25.3%	11 25.6%	28 21.9%	37 36.6%	26 26.5%
No	3,691 70.5%	237 71.8%	109 77.3%	221 77.3%	200 79.1%	114 62.0%	77 60.2%	33 30.6%	127 64.1%	19 70.4%	212 71.9%	63 67.7%	128 73.1%	32 74.4%	104 72.2%	92 76.7%	34 61.8%	67 85.9%	128 68.4%	33 62.3%	129 69.4%	74 74.7%	32 74.4%	100 78.1%	64 63.4%	72 73.5%
Significantly different from column:*					FGHI	EH	EH	EFGI	EH							Q	P	ST	R	R				Y	X	

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	76	15	8	10	9	4	1	2	12	5	9	1	6	9	3	12	0	1	15	0	12	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	5,232 98.6%	330 95.7%	141 94.6%	286 96.6%	125 93.3%	132 97.1%	59 98.3%	35 94.6%	285 96.0%	54 91.5%	171 95.0%	98 99.0%	192 97.0%	131 93.6%	99 97.1%	227 95.0%	57 100.0%	182 99.5%	326 95.6%	4 100.0%	103 89.6%	227 98.7%	0 ---
Yes	1,541 29.5%	93 28.2%	32 22.7%	65 22.7%	40 32.0%	35 26.5%	15 25.4%	10 28.6%	81 28.4%	27 50.0%	50 29.2%	14 14.3%	59 30.7%	32 24.4%	21 21.2%	70 30.8%	16 28.1%	63 34.6%	92 28.2%	1 25.0%	31 30.1%	62 27.3%	0 ---
No	3,691 70.5%	237 71.8%	109 77.3%	221 77.3%	85 68.0%	97 73.5%	44 74.6%	25 71.4%	204 71.6%	27 50.0%	121 70.8%	84 85.7%	133 69.3%	99 75.6%	78 78.8%	157 69.2%	41 71.9%	119 65.4%	234 71.8%	3 75.0%	72 69.9%	165 72.7%	0 ---
Significantly different from column:*										KL	JL	JK											

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	1,541	93	32	65	53	70	51	75	71	8	83	30	47	11	40	28	21	11	59	20	57	25	11	28	37	26
Number missing or multiple answer	34	3	2	1	2	1	2	3	1	1	2	2	0	1	3	0	0	0	3	0	2	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	NA	NA	NA
Usable responses	1,507 97.8%	90 96.8%	30 93.8%	64 98.5%	51 96.2%	69 98.6%	49 96.1%	72 96.0%	70 98.6%	7 87.5%	81 97.6%	28 93.3%	47 100.0%	10 90.9%	37 92.5%	28 100.0%	21 100.0%	11 100.0%	56 94.9%	20 100.0%	55 96.5%	24 96.0%	11 100.0%	27 96.4%	36 97.3%	26 100.0%
Never	168 11.1%	9 10.0%	4 13.3%	7 10.9%	3 5.9%	9 13.0%	4 8.2%	5 6.9%	8 11.4%	1 14.3%	8 9.9%	0 0.0%	7 14.9%	2 20.0%	4 10.8%	4 14.3%	1 4.8%	2 18.2%	4 7.1%	3 15.0%	6 10.9%	2 8.3%	1 9.1%	1 3.7%	3 8.3%	5 19.2%
Sometimes	275 18.2%	9 10.0%	2 6.7%	7 10.9%	6 11.8%	6 8.7%	7 14.3%	8 11.1%	7 10.0%	0 0.0%	9 11.1%	5 17.9%	3 6.4%	1 10.0%	4 10.8%	5 17.9%	0 0.0%	1 9.1%	7 12.5%	1 5.0%	6 10.9%	2 8.3%	1 9.1%	2 7.4%	5 13.9%	2 7.7%
Usually	279 18.5%	13 14.4%	4 13.3%	10 15.6%	10 19.6%	12 17.4%	8 16.3%	11 15.3%	12 17.1%	2 28.6%	11 13.6%	3 10.7%	7 14.9%	2 20.0%	4 10.8%	4 14.3%	5 23.8%	1 9.1%	7 12.5%	5 25.0%	7 12.7%	5 20.8%	1 9.1%	3 11.1%	6 16.7%	4 15.4%
Always	785 52.1%	59 65.6%	20 66.7%	40 62.5%	32 62.7%	42 60.9%	30 61.2%	48 66.7%	43 61.4%	4 57.1%	53 65.4%	20 71.4%	30 63.8%	5 50.0%	25 67.6%	15 53.6%	15 71.4%	7 63.6%	38 67.9%	11 55.0%	36 65.5%	15 62.5%	8 72.7%	21 77.8%	22 61.1%	15 57.7%
Significantly different from column:*		A																								
Usually or Always	1,064 70.6%	72 80.0%	24 80.0%	50 78.1%	42 82.4%	54 78.3%	38 77.6%	59 81.9%	55 78.6%	6 85.7%	64 79.0%	23 82.1%	37 78.7%	7 70.0%	29 78.4%	19 67.9%	20 95.2%	8 72.7%	45 80.4%	16 80.0%	43 78.2%	20 83.3%	9 81.8%	24 88.9%	28 77.8%	19 73.1%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,541	93	32	65	40	35	15	10	81	27	50	14	59	32	21	70	16	63	92	1	31	62	0
Number missing or multiple answer	34	3	2	1	1	2	0	0	3	1	2	0	1	2	0	3	1	2	3	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	1,507	90	30	64	39	33	15	10	78	26	48	14	58	30	21	67	15	61	89	1	30	60	0
	97.8%	96.8%	93.8%	98.5%	97.5%	94.3%	100.0%	100.0%	96.3%	96.3%	96.0%	100.0%	98.3%	93.8%	100.0%	95.7%	93.8%	96.8%	96.7%	100.0%	96.8%	96.8%	---
Never	168	9	4	7	3	3	3	1	8	3	4	2	6	3	5	4	4	3	9	0	3	6	0
	11.1%	10.0%	13.3%	10.9%	7.7%	9.1%	20.0%	10.0%	10.3%	11.5%	8.3%	14.3%	10.3%	10.0%	23.8%	6.0%	26.7%	4.9%	10.1%	0.0%	10.0%	10.0%	---
Sometimes	275	9	2	7	4	5	0	1	8	1	6	2	6	3	2	6	3	5	9	0	3	6	0
	18.2%	10.0%	6.7%	10.9%	10.3%	15.2%	0.0%	10.0%	10.3%	3.8%	12.5%	14.3%	10.3%	10.0%	9.5%	9.0%	20.0%	8.2%	10.1%	0.0%	10.0%	10.0%	---
Usually	279	13	4	10	7	4	2	1	12	2	9	2	7	6	3	10	1	11	13	0	8	5	0
	18.5%	14.4%	13.3%	15.6%	17.9%	12.1%	13.3%	10.0%	15.4%	7.7%	18.8%	14.3%	12.1%	20.0%	14.3%	14.9%	6.7%	18.0%	14.6%	0.0%	26.7%	8.3%	---
Always	785	59	20	40	25	21	10	7	50	20	29	8	39	18	11	47	7	42	58	1	16	43	0
	52.1%	65.6%	66.7%	62.5%	64.1%	63.6%	66.7%	70.0%	64.1%	76.9%	60.4%	57.1%	67.2%	60.0%	52.4%	70.1%	46.7%	68.9%	65.2%	100.0%	53.3%	71.7%	---
Significantly different from column:*		A																					
Usually or Always	1,064	72	24	50	32	25	12	8	62	22	38	10	46	24	14	57	8	53	71	1	24	48	0
	70.6%	80.0%	80.0%	78.1%	82.1%	75.8%	80.0%	80.0%	79.5%	84.6%	79.2%	71.4%	79.3%	80.0%	66.7%	85.1%	53.3%	86.9%	79.8%	100.0%	80.0%	80.0%	---
Significantly different from column:*																							

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	1,541	93	32	65	53	70	51	75	71	8	83	30	47	11	40	28	21	11	59	20	57	25	11	28	37	26
Number missing or multiple answer	29	2	0	1	0	0	0	1	1	0	2	1	0	0	1	1	0	1	1	0	2	0	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,512 98.1%	91 97.8%	32 100.0%	64 98.5%	53 100.0%	70 100.0%	51 100.0%	74 98.7%	70 98.6%	8 100.0%	81 97.6%	29 96.7%	47 100.0%	11 100.0%	39 97.5%	27 96.4%	21 100.0%	10 90.9%	58 98.3%	20 100.0%	55 96.5%	25 100.0%	11 100.0%	27 96.4%	37 100.0%	25 96.2%
Yes	1,013 67.0%	63 69.2%	22 68.8%	43 67.2%	36 67.9%	50 71.4%	38 74.5%	49 66.2%	53 75.7%	6 75.0%	55 67.9%	18 62.1%	31 66.0%	10 90.9%	29 74.4%	16 59.3%	15 71.4%	6 60.0%	41 70.7%	14 70.0%	40 72.7%	17 68.0%	6 54.5%	18 66.7%	24 64.9%	19 76.0%
No	499 33.0%	28 30.8%	10 31.3%	21 32.8%	17 32.1%	20 28.6%	13 25.5%	25 33.8%	17 24.3%	2 25.0%	26 32.1%	11 37.9%	16 34.0%	1 9.1%	10 25.6%	11 40.7%	6 28.6%	4 40.0%	17 29.3%	6 30.0%	15 27.3%	8 32.0%	5 45.5%	9 33.3%	13 35.1%	6 24.0%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,541	93	32	65	40	35	15	10	81	27	50	14	59	32	21	70	16	63	92	1	31	62	0
Number missing or multiple answer	29	2	0	1	1	1	0	0	2	0	2	0	2	0	0	2	0	1	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,512	91	32	64	39	34	15	10	79	27	48	14	57	32	21	68	16	62	90	1	30	61	0
	98.1%	97.8%	100.0%	98.5%	97.5%	97.1%	100.0%	100.0%	97.5%	100.0%	96.0%	100.0%	96.6%	100.0%	100.0%	97.1%	100.0%	98.4%	97.8%	100.0%	96.8%	98.4%	---
Yes	1,013	63	22	43	29	21	11	7	54	19	33	9	38	23	11	51	13	42	63	0	23	40	0
	67.0%	69.2%	68.8%	67.2%	74.4%	61.8%	73.3%	70.0%	68.4%	70.4%	68.8%	64.3%	66.7%	71.9%	52.4%	75.0%	81.3%	67.7%	70.0%	0.0%	76.7%	65.6%	---
No	499	28	10	21	10	13	4	3	25	8	15	5	19	9	10	17	3	20	27	1	7	21	0
	33.0%	30.8%	31.3%	32.8%	25.6%	38.2%	26.7%	30.0%	31.6%	29.6%	31.3%	35.7%	33.3%	28.1%	47.6%	25.0%	18.8%	32.3%	30.0%	100.0%	23.3%	34.4%	---
Significantly different from column:*															P	O							

NA - Not applicable

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

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	75	13	6	8	11	8	7	5	6	0	13	1	8	3	7	3	1	2	0	0	8	2	3	7	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	NA	NA	NA
Usable responses	5,233 98.6%	332 96.2%	143 96.0%	288 97.3%	254 95.8%	184 95.8%	128 94.8%	109 95.6%	198 97.1%	27 100.0%	297 95.8%	95 99.0%	176 95.7%	42 93.3%	145 95.4%	121 97.6%	56 98.2%	78 97.5%	188 100.0%	53 100.0%	188 95.9%	99 98.0%	43 93.5%	131 94.9%	99 97.1%	99 97.1%
Yes	2,179 41.6%	160 48.2%	70 49.0%	122 42.4%	117 46.1%	115 62.5%	76 59.4%	66 60.6%	139 70.2%	12 44.4%	144 48.5%	43 45.3%	83 47.2%	22 52.4%	77 53.1%	55 45.5%	24 42.9%	28 35.9%	89 47.3%	36 67.9%	80 42.6%	54 54.5%	26 60.5%	31 23.7%	52 52.5%	75 75.8%
No	3,054 58.4%	172 51.8%	73 51.0%	166 57.6%	137 53.9%	69 37.5%	52 40.6%	43 39.4%	59 29.8%	15 55.6%	153 51.5%	52 54.7%	93 52.8%	20 47.6%	68 46.9%	66 54.5%	32 57.1%	50 64.1%	99 52.7%	17 32.1%	108 57.4%	45 45.5%	17 39.5%	100 76.3%	47 47.5%	24 24.2%
Significantly different from column:*		A			FGHI	E	EI	E	EG									T	T	RS	W		U	YZ	XZ	XY

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	75	13	6	8	9	1	2	2	10	3	7	3	7	6	2	11	0	0	13	0	11	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	5,233	332	143	288	125	135	58	35	287	56	173	96	191	134	100	228	57	183	328	4	104	228	0
	98.6%	96.2%	96.0%	97.3%	93.3%	99.3%	96.7%	94.6%	96.6%	94.9%	96.1%	97.0%	96.5%	95.7%	98.0%	95.4%	100.0%	100.0%	96.2%	100.0%	90.4%	99.1%	---
Yes	2,179	160	70	122	66	65	24	13	142	22	83	52	97	60	51	106	38	87	160	0	54	106	0
	41.6%	48.2%	49.0%	42.4%	52.8%	48.1%	41.4%	37.1%	49.5%	39.3%	48.0%	54.2%	50.8%	44.8%	51.0%	46.5%	66.7%	47.5%	48.8%	0.0%	51.9%	46.5%	---
No	3,054	172	73	166	59	70	34	22	145	34	90	44	94	74	49	122	19	96	168	4	50	122	0
	58.4%	51.8%	51.0%	57.6%	47.2%	51.9%	58.6%	62.9%	50.5%	60.7%	52.0%	45.8%	49.2%	55.2%	49.0%	53.5%	33.3%	52.5%	51.2%	100.0%	48.1%	53.5%	---
Significantly different from column:*		A															R	Q					

NA - Not applicable

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

Question 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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	2,179	160	70	122	117	115	76	66	139	12	144	43	83	22	77	55	24	28	89	36	80	54	26	31	52	75
Number missing or multiple answer	42	4	2	2	3	3	2	1	3	0	3	0	2	1	2	1	0	1	1	1	3	0	1	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	NA	NA	NA
Usable responses	2,137 98.1%	156 97.5%	68 97.1%	120 98.4%	114 97.4%	112 97.4%	74 97.4%	65 98.5%	136 97.8%	12 100.0%	141 97.9%	43 100.0%	81 97.6%	21 95.5%	75 97.4%	54 98.2%	24 100.0%	27 96.4%	88 98.9%	35 97.2%	77 96.3%	54 100.0%	25 96.2%	30 96.8%	51 98.1%	73 97.3%
Never	264 12.4%	15 9.6%	7 10.3%	9 7.5%	9 7.9%	13 11.6%	7 9.5%	4 6.2%	14 10.3%	2 16.7%	13 9.2%	5 11.6%	8 9.9%	1 4.8%	7 9.3%	8 14.8%	0 0.0%	4 14.8%	8 9.1%	3 8.6%	8 10.4%	4 7.4%	3 12.0%	3 10.0%	3 5.9%	9 12.3%
Sometimes	357 16.7%	15 9.6%	5 7.4%	21 17.5%	12 10.5%	11 9.8%	6 8.1%	8 12.3%	13 9.6%	0 0.0%	15 10.6%	5 11.6%	7 8.6%	2 9.5%	8 10.7%	4 7.4%	3 12.5%	0 0.0%	9 10.2%	6 17.1%	7 9.1%	5 9.3%	3 12.0%	3 10.0%	4 7.8%	8 11.0%
Usually	464 21.7%	37 23.7%	12 17.6%	24 20.0%	25 21.9%	28 25.0%	21 28.4%	16 24.6%	32 23.5%	6 50.0%	30 21.3%	15 34.9%	15 18.5%	5 23.8%	16 21.3%	11 20.4%	9 37.5%	7 25.9%	22 25.0%	7 20.0%	19 24.7%	12 22.2%	6 24.0%	9 30.0%	9 17.6%	19 26.0%
Always	1,052 49.2%	89 57.1%	44 64.7%	66 55.0%	68 59.6%	60 53.6%	40 54.1%	37 56.9%	77 56.6%	4 33.3%	83 58.9%	18 41.9%	51 63.0%	13 61.9%	44 58.7%	31 57.4%	12 50.0%	16 59.3%	49 55.7%	19 54.3%	43 55.8%	33 61.1%	13 52.0%	15 50.0%	35 68.6%	37 50.7%
Significantly different from column:*												M	L											Z	Y	
Usually or Always	1,516 70.9%	126 80.8%	56 82.4%	90 75.0%	93 81.6%	88 78.6%	61 82.4%	53 81.5%	109 80.1%	10 83.3%	113 80.1%	33 76.7%	66 81.5%	18 85.7%	60 80.0%	42 77.8%	21 87.5%	23 85.2%	71 80.7%	26 74.3%	62 80.5%	45 83.3%	19 76.0%	24 80.0%	44 86.3%	56 76.7%
Significantly different from column:*		A																								

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,179	160	70	122	66	65	24	13	142	22	83	52	97	60	51	106	38	87	160	0	54	106	0
Number missing or multiple answer	42	4	2	2	1	1	1	0	4	0	1	3	2	2	0	3	1	1	4	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,137 98.1%	156 97.5%	68 97.1%	120 98.4%	65 98.5%	64 98.5%	23 95.8%	13 100.0%	138 97.2%	22 100.0%	82 98.8%	49 94.2%	95 97.9%	58 96.7%	51 100.0%	103 97.2%	37 97.4%	86 98.9%	156 97.5%	0 ---	52 96.3%	104 98.1%	0 ---
Never	264 12.4%	15 9.6%	7 10.3%	9 7.5%	9 13.8%	2 3.1%	4 17.4%	2 15.4%	13 9.4%	4 18.2%	9 11.0%	2 4.1%	10 10.5%	5 8.6%	5 9.8%	10 9.7%	5 13.5%	6 7.0%	15 9.6%	0 ---	3 5.8%	12 11.5%	0 ---
Sometimes	357 16.7%	15 9.6%	5 7.4%	21 17.5%	8 12.3%	5 7.8%	2 8.7%	1 7.7%	14 10.1%	4 18.2%	6 7.3%	5 10.2%	10 10.5%	5 8.6%	7 13.7%	7 6.8%	7 18.9%	8 9.3%	15 9.6%	0 ---	5 9.6%	10 9.6%	0 ---
Usually	464 21.7%	37 23.7%	12 17.6%	24 20.0%	16 24.6%	13 20.3%	7 30.4%	5 38.5%	29 21.0%	5 22.7%	15 18.3%	16 32.7%	22 23.2%	14 24.1%	17 33.3%	20 19.4%	12 32.4%	17 19.8%	37 23.7%	0 ---	15 28.8%	22 21.2%	0 ---
Always	1,052 49.2%	89 57.1%	44 64.7%	66 55.0%	32 49.2%	44 68.8%	10 43.5%	5 38.5%	82 59.4%	9 40.9%	52 63.4%	26 53.1%	53 55.8%	34 58.6%	22 43.1%	66 64.1%	13 35.1%	55 64.0%	89 57.1%	0 ---	29 55.8%	60 57.7%	0 ---
Significantly different from column:*					F	EG	F								P	O	R	Q					
Usually or Always	1,516 70.9%	126 80.8%	56 82.4%	90 75.0%	48 73.8%	57 89.1%	17 73.9%	10 76.9%	111 80.4%	14 63.6%	67 81.7%	42 85.7%	75 78.9%	48 82.8%	39 76.5%	86 83.5%	25 67.6%	72 83.7%	126 80.8%	0 ---	44 84.6%	82 78.8%	0 ---
Significantly different from column:*		A			F	E											R	Q					

NA - Not applicable

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

Question 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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	2,179	160	70	122	117	115	76	66	139	12	144	43	83	22	77	55	24	28	89	36	80	54	26	31	52	75
Number missing or multiple answer	45	2	3	5	2	1	0	0	2	0	2	0	2	0	1	1	0	0	1	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	NA	NA	NA
Usable responses	2,134 97.9%	158 98.8%	67 95.7%	117 95.9%	115 98.3%	114 99.1%	76 100.0%	66 100.0%	137 98.6%	12 100.0%	142 98.6%	43 100.0%	81 97.6%	22 100.0%	76 98.7%	54 98.2%	24 100.0%	28 100.0%	88 98.9%	35 97.2%	78 97.5%	54 100.0%	26 100.0%	31 100.0%	51 98.1%	74 98.7%
Yes	1,236 57.9%	105 66.5%	43 64.2%	81 69.2%	78 67.8%	78 68.4%	52 68.4%	48 72.7%	91 66.4%	7 58.3%	95 66.9%	28 65.1%	56 69.1%	13 59.1%	52 68.4%	36 66.7%	14 58.3%	16 57.1%	59 67.0%	24 68.6%	48 61.5%	38 70.4%	19 73.1%	19 61.3%	35 68.6%	49 66.2%
No	898 42.1%	53 33.5%	24 35.8%	36 30.8%	37 32.2%	36 31.6%	24 31.6%	18 27.3%	46 33.6%	5 41.7%	47 33.1%	15 34.9%	25 30.9%	9 40.9%	24 31.6%	18 33.3%	10 41.7%	12 42.9%	29 33.0%	11 31.4%	30 38.5%	16 29.6%	7 26.9%	12 38.7%	16 31.4%	25 33.8%
Significantly different from column:*		A																								

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,179	160	70	122	66	65	24	13	142	22	83	52	97	60	51	106	38	87	160	0	54	106	0
Number missing or multiple answer	45	2	3	5	0	2	0	0	2	0	0	2	2	0	0	2	0	2	2	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	2,134 97.9%	158 98.8%	67 95.7%	117 95.9%	66 100.0%	63 96.9%	24 100.0%	13 100.0%	140 98.6%	22 100.0%	83 100.0%	50 96.2%	95 97.9%	60 100.0%	51 100.0%	104 98.1%	38 100.0%	85 97.7%	158 98.8%	0 ---	52 96.3%	106 100.0%	0 ---
Yes	1,236 57.9%	105 66.5%	43 64.2%	81 69.2%	44 66.7%	45 71.4%	13 54.2%	9 69.2%	93 66.4%	14 63.6%	61 73.5%	28 56.0%	63 66.3%	40 66.7%	28 54.9%	76 73.1%	25 65.8%	58 68.2%	105 66.5%	0 ---	33 63.5%	72 67.9%	0 ---
No	898 42.1%	53 33.5%	24 35.8%	36 30.8%	22 33.3%	18 28.6%	11 45.8%	4 30.8%	47 33.6%	8 36.4%	22 26.5%	22 44.0%	32 33.7%	20 33.3%	23 45.1%	28 26.9%	13 34.2%	27 31.8%	53 33.5%	0 ---	19 36.5%	34 32.1%	0 ---
Significantly different from column:*		A									L	K			P	O							

NA - Not applicable

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

Question 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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	96	17	7	10	14	10	10	5	8	0	17	4	10	2	10	4	2	1	2	1	9	4	3	9	3	5
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,212 98.2%	328 95.1%	142 95.3%	286 96.6%	251 94.7%	182 94.8%	125 92.6%	109 95.6%	196 96.1%	27 100.0%	293 94.5%	92 95.8%	174 94.6%	43 95.6%	142 93.4%	120 96.8%	55 96.5%	79 98.8%	186 98.9%	52 98.1%	187 95.4%	97 96.0%	43 93.5%	129 93.5%	99 97.1%	97 95.1%
Yes	2,328 44.7%	114 34.8%	64 45.1%	118 41.3%	86 34.3%	84 46.2%	61 48.8%	49 45.0%	79 40.3%	7 25.9%	105 35.8%	31 33.7%	66 37.9%	12 27.9%	42 29.6%	40 33.3%	30 54.5%	7 8.9%	74 39.8%	29 55.8%	62 33.2%	40 41.2%	12 27.9%	36 27.9%	38 38.4%	40 41.2%
No	2,884 55.3%	214 65.2%	78 54.9%	168 58.7%	165 65.7%	98 53.8%	64 51.2%	60 55.0%	117 59.7%	20 74.1%	188 64.2%	61 66.3%	108 62.1%	31 72.1%	100 70.4%	80 66.7%	25 45.5%	72 91.1%	112 60.2%	23 44.2%	125 66.8%	57 58.8%	31 72.1%	93 72.1%	61 61.6%	57 58.8%
Significantly different from column:*		AC			FG	E	E								Q	Q	OP	ST	RT	RS				Z		X

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	96	17	7	10	13	1	2	4	12	4	10	3	9	8	5	12	0	3	16	1	12	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	5,212 98.2%	328 95.1%	142 95.3%	286 96.6%	121 90.3%	135 99.3%	58 96.7%	33 89.2%	285 96.0%	55 93.2%	170 94.4%	96 97.0%	189 95.5%	132 94.3%	97 95.1%	227 95.0%	57 100.0%	180 98.4%	325 95.3%	3 75.0%	103 89.6%	225 97.8%	0 ---
Yes	2,328 44.7%	114 34.8%	64 45.1%	118 41.3%	58 47.9%	32 23.7%	19 32.8%	11 33.3%	99 34.7%	21 38.2%	57 33.5%	33 34.4%	64 33.9%	47 35.6%	38 39.2%	74 32.6%	33 57.9%	70 38.9%	113 34.8%	1 33.3%	42 40.8%	72 32.0%	0 ---
No	2,884 55.3%	214 65.2%	78 54.9%	168 58.7%	63 52.1%	103 76.3%	39 67.2%	22 66.7%	186 65.3%	34 61.8%	113 66.5%	63 65.6%	125 66.1%	85 64.4%	59 60.8%	153 67.4%	24 42.1%	110 61.1%	212 65.2%	2 66.7%	61 59.2%	153 68.0%	0 ---
Significantly different from column:*		AC			F	E											R	Q					

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	2,328	114	64	118	86	84	61	49	79	7	105	31	66	12	42	40	30	7	74	29	62	40	12	36	38	40
Number missing or multiple answer	54	3	4	3	3	2	1	1	2	0	3	1	2	0	1	0	2	1	0	1	3	0	0	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,274 97.7%	111 97.4%	60 93.8%	115 97.5%	83 96.5%	82 97.6%	60 98.4%	48 98.0%	77 97.5%	7 100.0%	102 97.1%	30 96.8%	64 97.0%	12 100.0%	41 97.6%	40 100.0%	28 93.3%	6 85.7%	74 100.0%	28 96.6%	59 95.2%	40 100.0%	12 100.0%	35 97.2%	37 97.4%	39 97.5%
Yes	1,414 62.2%	72 64.9%	40 66.7%	63 54.8%	52 62.7%	52 63.4%	36 60.0%	34 70.8%	53 68.8%	4 57.1%	67 65.7%	20 66.7%	42 65.6%	7 58.3%	26 63.4%	29 72.5%	16 57.1%	4 66.7%	47 63.5%	19 67.9%	33 55.9%	31 77.5%	8 66.7%	21 60.0%	25 67.6%	26 66.7%
No	860 37.8%	39 35.1%	20 33.3%	52 45.2%	31 37.3%	30 36.6%	24 40.0%	14 29.2%	24 31.2%	3 42.9%	35 34.3%	10 33.3%	22 34.4%	5 41.7%	15 36.6%	11 27.5%	12 42.9%	2 33.3%	27 36.5%	9 32.1%	26 44.1%	9 22.5%	4 33.3%	14 40.0%	12 32.4%	13 33.3%
Significantly different from column:*																					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.

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,328	114	64	118	58	32	19	11	99	21	57	33	64	47	38	74	33	70	113	1	42	72	0
Number missing or multiple answer	54	3	4	3	2	1	0	0	3	1	1	1	1	2	2	1	0	1	3	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,274	111	60	115	56	31	19	11	96	20	56	32	63	45	36	73	33	69	110	1	41	70	0
	97.7%	97.4%	93.8%	97.5%	96.6%	96.9%	100.0%	100.0%	97.0%	95.2%	98.2%	97.0%	98.4%	95.7%	94.7%	98.6%	100.0%	98.6%	97.3%	100.0%	97.6%	97.2%	---
Yes	1,414	72	40	63	36	24	11	7	63	14	39	18	40	31	22	49	19	47	72	0	26	46	0
	62.2%	64.9%	66.7%	54.8%	64.3%	77.4%	57.9%	63.6%	65.6%	70.0%	69.6%	56.3%	63.5%	68.9%	61.1%	67.1%	57.6%	68.1%	65.5%	0.0%	63.4%	65.7%	---
No	860	39	20	52	20	7	8	4	33	6	17	14	23	14	14	24	14	22	38	1	15	24	0
	37.8%	35.1%	33.3%	45.2%	35.7%	22.6%	42.1%	36.4%	34.4%	30.0%	30.4%	43.8%	36.5%	31.1%	38.9%	32.9%	42.4%	31.9%	34.5%	100.0%	36.6%	34.3%	---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	60	13	4	4	11	9	8	4	6	0	13	2	8	2	6	4	2	0	1	1	8	2	3	8	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	NA	NA	NA
Usable responses	5,248 98.9%	332 96.2%	145 97.3%	292 98.6%	254 95.8%	183 95.3%	127 94.1%	110 96.5%	198 97.1%	27 100.0%	297 95.8%	94 97.9%	176 95.7%	43 95.6%	146 96.1%	120 96.8%	55 96.5%	80 100.0%	187 99.5%	52 98.1%	188 95.9%	99 98.0%	43 93.5%	130 94.2%	100 98.0%	99 97.1%
Yes	4,884 93.1%	304 91.6%	137 94.5%	263 90.1%	235 92.5%	165 90.2%	118 92.9%	103 93.6%	179 90.4%	23 85.2%	274 92.3%	86 91.5%	160 90.9%	40 93.0%	131 89.7%	112 93.3%	51 92.7%	69 86.3%	173 92.5%	51 98.1%	173 92.0%	89 89.9%	40 93.0%	120 92.3%	93 93.0%	88 88.9%
No	364 6.9%	28 8.4%	8 5.5%	29 9.9%	19 7.5%	18 9.8%	9 7.1%	7 6.4%	19 9.6%	4 14.8%	23 7.7%	8 8.5%	16 9.1%	3 7.0%	15 10.3%	8 6.7%	4 7.3%	11 13.8%	14 7.5%	1 1.9%	15 8.0%	10 10.1%	3 7.0%	10 7.7%	7 7.0%	11 11.1%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	60	13	4	4	8	2	2	2	10	3	9	1	5	8	3	10	0	2	13	0	11	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	5,248 98.9%	332 96.2%	145 97.3%	292 98.6%	126 94.0%	134 98.5%	58 96.7%	35 94.6%	287 96.6%	56 94.9%	171 95.0%	98 99.0%	193 97.5%	132 94.3%	99 97.1%	229 95.8%	57 100.0%	181 98.9%	328 96.2%	4 100.0%	104 90.4%	228 99.1%	0 ---
Yes	4,884 93.1%	304 91.6%	137 94.5%	263 90.1%	113 89.7%	124 92.5%	55 94.8%	30 85.7%	266 92.7%	53 94.6%	156 91.2%	89 90.8%	176 91.2%	122 92.4%	82 82.8%	218 95.2%	51 89.5%	172 95.0%	300 91.5%	4 100.0%	93 89.4%	211 92.5%	0 ---
No	364 6.9%	28 8.4%	8 5.5%	29 9.9%	13 10.3%	10 7.5%	3 5.2%	5 14.3%	21 7.3%	3 5.4%	15 8.8%	9 9.2%	17 8.8%	10 7.6%	17 17.2%	11 4.8%	6 10.5%	9 5.0%	28 8.5%	0 0.0%	11 10.6%	17 7.5%	0 ---
Significantly different from column:*															P	O							

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	4,884	304	137	263	235	165	118	103	179	23	274	86	160	40	131	112	51	69	173	51	173	89	40	120	93	88
Number missing or multiple answer	110	5	1	8	4	2	2	2	3	0	5	1	4	0	2	0	3	1	3	0	3	2	0	3	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	NA	NA	NA
Usable responses	4,774 97.7%	299 98.4%	136 99.3%	255 97.0%	231 98.3%	163 98.8%	116 98.3%	101 98.1%	176 98.3%	23 100.0%	269 98.2%	85 98.8%	156 97.5%	40 100.0%	129 98.5%	112 100.0%	48 94.1%	68 98.6%	170 98.3%	51 100.0%	170 98.3%	87 97.8%	40 100.0%	117 97.5%	92 98.9%	87 98.9%
None	1,011 21.2%	57 19.1%	12 8.8%	24 9.4%	42 18.2%	26 16.0%	18 15.5%	22 21.8%	32 18.2%	5 21.7%	51 19.0%	14 16.5%	34 21.8%	6 15.0%	28 21.7%	21 18.8%	6 12.5%	33 48.5%	18 10.6%	3 5.9%	30 17.6%	14 16.1%	13 32.5%	16 13.7%	25 27.2%	15 17.2%
1 time	1,480 31.0%	87 29.1%	32 23.5%	63 24.7%	61 26.4%	51 31.3%	33 28.4%	30 29.7%	49 27.8%	8 34.8%	75 27.9%	20 23.5%	45 28.8%	16 40.0%	30 23.3%	34 30.4%	18 37.5%	18 26.5%	54 31.8%	13 25.5%	61 35.9%	19 21.8%	6 15.0%	40 34.2%	28 30.4%	18 20.7%
2	1,065 22.3%	66 22.1%	34 25.0%	64 25.1%	50 21.6%	34 20.9%	28 24.1%	19 18.8%	37 21.0%	5 21.7%	60 22.3%	17 20.0%	35 22.4%	9 22.5%	33 25.6%	19 17.0%	13 27.1%	8 11.8%	51 30.0%	3 5.9%	39 22.9%	19 21.8%	7 17.5%	28 23.9%	15 16.3%	23 26.4%
3	555 11.6%	34 11.4%	34 25.0%	40 15.7%	27 11.7%	16 9.8%	15 12.9%	9 8.9%	19 10.8%	1 4.3%	33 12.3%	12 14.1%	17 10.9%	4 10.0%	14 10.9%	16 14.3%	4 8.3%	3 4.4%	25 14.7%	6 11.8%	19 11.2%	10 11.5%	5 12.5%	16 13.7%	7 7.6%	10 11.5%
4	279 5.8%	19 6.4%	10 7.4%	23 9.0%	18 7.8%	14 8.6%	6 5.2%	7 6.9%	15 8.5%	2 8.7%	17 6.3%	7 8.2%	9 5.8%	3 7.5%	9 7.0%	6 5.4%	3 6.3%	2 2.9%	14 8.2%	3 5.9%	5 2.9%	12 13.8%	2 5.0%	5 4.3%	6 6.5%	8 9.2%
5 to 9	284 5.9%	27 9.0%	12 8.8%	35 13.7%	25 10.8%	17 10.4%	10 8.6%	10 9.9%	16 9.1%	2 8.7%	24 8.9%	11 12.9%	11 7.1%	2 5.0%	11 8.5%	12 10.7%	3 6.3%	3 4.4%	8 4.7%	16 31.4%	14 8.2%	10 11.5%	3 7.5%	11 9.4%	9 9.8%	7 8.0%
10 or more times	100 2.1%	9 3.0%	2 1.5%	6 2.4%	8 3.5%	5 3.1%	6 5.2%	4 4.0%	8 4.5%	0 0.0%	9 3.3%	4 4.7%	5 3.2%	0 0.0%	4 3.1%	4 3.6%	1 2.1%	1 1.5%	0 0.0%	7 13.7%	2 1.2%	3 3.4%	4 10.0%	1 0.9%	2 2.2%	6 6.9%
2 or more times	2,283 47.8%	155 51.8%	92 67.6%	168 65.9%	128 55.4%	86 52.8%	65 56.0%	49 48.5%	95 54.0%	10 43.5%	143 53.2%	51 60.0%	77 49.4%	18 45.0%	71 55.0%	57 50.9%	24 50.0%	17 25.0%	98 57.6%	35 68.6%	79 46.5%	54 62.1%	21 52.5%	61 52.1%	39 42.4%	54 62.1%
Significantly different from column:*		CD																ST	R	R	V	U		Z	Y	

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,884	304	137	263	113	124	55	30	266	53	156	89	176	122	82	218	51	172	300	4	93	211	0
Number missing or multiple answer	110	5	1	8	2	2	1	1	4	3	1	1	2	3	2	3	1	1	5	0	3	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,774 97.7%	299 98.4%	136 99.3%	255 97.0%	111 98.2%	122 98.4%	54 98.2%	29 96.7%	262 98.5%	50 94.3%	155 99.4%	88 98.9%	174 98.9%	119 97.5%	80 97.6%	215 98.6%	50 98.0%	171 99.4%	295 98.3%	4 100.0%	90 96.8%	209 99.1%	0 ---
None	1,011 21.2%	57 19.1%	12 8.8%	24 9.4%	13 11.7%	27 22.1%	15 27.8%	6 20.7%	50 19.1%	6 12.0%	29 18.7%	22 25.0%	34 19.5%	23 19.3%	17 21.3%	40 18.6%	7 14.0%	14 8.2%	57 19.3%	0 0.0%	16 17.8%	41 19.6%	0 ---
1 time	1,480 31.0%	87 29.1%	32 23.5%	63 24.7%	34 30.6%	30 24.6%	17 31.5%	11 37.9%	72 27.5%	17 34.0%	46 29.7%	20 22.7%	54 31.0%	29 24.4%	29 36.3%	55 25.6%	16 32.0%	51 29.8%	84 28.5%	3 75.0%	27 30.0%	60 28.7%	0 ---
2	1,065 22.3%	66 22.1%	34 25.0%	64 25.1%	30 27.0%	22 18.0%	13 24.1%	2 6.9%	63 24.0%	12 24.0%	26 16.8%	27 30.7%	43 24.7%	22 18.5%	13 16.3%	52 24.2%	11 22.0%	43 25.1%	66 22.4%	0 0.0%	22 24.4%	44 21.1%	0 ---
3	555 11.6%	34 11.4%	34 25.0%	40 15.7%	12 10.8%	19 15.6%	2 3.7%	1 3.4%	32 12.2%	9 18.0%	16 10.3%	9 10.2%	11 6.3%	23 19.3%	5 6.3%	29 13.5%	2 4.0%	29 17.0%	34 11.5%	0 0.0%	11 12.2%	23 11.0%	0 ---
4	279 5.8%	19 6.4%	10 7.4%	23 9.0%	7 6.3%	7 5.7%	5 9.3%	4 13.8%	15 5.7%	2 4.0%	13 8.4%	4 4.5%	10 5.7%	9 7.6%	7 8.8%	12 5.6%	6 12.0%	11 6.4%	19 6.4%	0 0.0%	7 7.8%	12 5.7%	0 ---
5 to 9	284 5.9%	27 9.0%	12 8.8%	35 13.7%	9 8.1%	14 11.5%	2 3.7%	4 13.8%	22 8.4%	3 6.0%	20 12.9%	3 3.4%	19 10.9%	7 5.9%	7 8.8%	20 9.3%	7 14.0%	17 9.9%	26 8.8%	1 25.0%	6 6.7%	21 10.0%	0 ---
10 or more times	100 2.1%	9 3.0%	2 1.5%	6 2.4%	6 5.4%	3 2.5%	0 0.0%	1 3.4%	8 3.1%	1 2.0%	5 3.2%	3 3.4%	3 1.7%	6 5.0%	2 2.5%	7 3.3%	1 2.0%	6 3.5%	9 3.1%	0 0.0%	1 1.1%	8 3.8%	0 ---
2 or more times	2,283 47.8%	155 51.8%	92 67.6%	168 65.9%	64 57.7%	65 53.3%	22 40.7%	12 41.4%	140 53.4%	27 54.0%	80 51.6%	46 52.3%	86 49.4%	67 56.3%	34 42.5%	120 55.8%	27 54.0%	106 62.0%	154 52.2%	1 25.0%	47 52.2%	108 51.7%	0 ---
Significantly different from column:*		CD			G		E								P	O							

NA - Not applicable

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

Question 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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,763	242	124	231	189	137	98	79	144	18	218	71	122	34	101	91	42	35	152	48	140	73	27	101	67	72
Number missing or multiple answer	9	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,754 99.8%	242 100.0%	124 100.0%	228 98.7%	189 100.0%	137 100.0%	98 100.0%	79 100.0%	144 100.0%	18 100.0%	218 100.0%	71 100.0%	122 100.0%	34 100.0%	101 100.0%	91 100.0%	42 100.0%	35 100.0%	152 100.0%	48 100.0%	140 100.0%	73 100.0%	27 100.0%	101 100.0%	67 100.0%	72 100.0%
Never	38 1.0%	1 0.4%	2 1.6%	3 1.3%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 0.8%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	0 0.0%
Sometimes	152 4.0%	6 2.5%	4 3.2%	13 5.7%	3 1.6%	4 2.9%	4 4.1%	2 2.5%	3 2.1%	0 0.0%	6 2.8%	2 2.8%	4 3.3%	0 0.0%	2 2.0%	3 3.3%	1 2.4%	1 2.9%	3 2.0%	2 4.2%	1 0.7%	4 5.5%	1 3.7%	1 1.0%	3 4.5%	2 2.8%
Usually	469 12.5%	17 7.0%	20 16.1%	23 10.1%	15 7.9%	12 8.8%	9 9.2%	8 10.1%	12 8.3%	3 16.7%	14 6.4%	5 7.0%	8 6.6%	2 5.9%	8 7.9%	7 7.7%	2 4.8%	2 5.7%	9 5.9%	6 12.5%	5 3.6%	10 13.7%	2 7.4%	6 5.9%	3 4.5%	8 11.1%
Always	3,095 82.4%	218 90.1%	98 79.0%	189 82.9%	170 89.9%	121 88.3%	85 86.7%	69 87.3%	129 89.6%	15 83.3%	197 90.4%	64 90.1%	109 89.3%	32 94.1%	90 89.1%	81 89.0%	39 92.9%	32 91.4%	139 91.4%	40 83.3%	133 95.0%	59 80.8%	24 88.9%	93 92.1%	61 91.0%	62 86.1%
Significantly different from column:*		ACD																		V	U					
Usually or Always	3,564 94.9%	235 97.1%	118 95.2%	212 93.0%	185 97.9%	133 97.1%	94 95.9%	77 97.5%	141 97.9%	18 100.0%	211 96.8%	69 97.2%	117 95.9%	34 100.0%	98 97.0%	88 96.7%	41 97.6%	34 97.1%	148 97.4%	46 95.8%	138 98.6%	69 94.5%	26 96.3%	99 98.0%	64 95.5%	70 97.2%
Significantly different from column:*		D																								

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,763	242	124	231	98	95	39	23	212	44	126	66	140	96	63	175	43	157	238	4	74	168	0
Number missing or multiple answer	9	0	0	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	3,754 99.8%	242 100.0%	124 100.0%	228 98.7%	98 100.0%	95 100.0%	39 100.0%	23 100.0%	212 100.0%	44 100.0%	126 100.0%	66 100.0%	140 100.0%	96 100.0%	63 100.0%	175 100.0%	43 100.0%	157 100.0%	238 100.0%	4 100.0%	74 100.0%	168 100.0%	0 ---
Never	38 1.0%	1 0.4%	2 1.6%	3 1.3%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 1.5%	1 0.7%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 0.6%	1 0.4%	0 0.0%	0 0.0%	1 0.6%	0 ---
Sometimes	152 4.0%	6 2.5%	4 3.2%	13 5.7%	1 1.0%	0 0.0%	5 12.8%	1 4.3%	5 2.4%	1 2.3%	3 2.4%	2 3.0%	4 2.9%	2 2.1%	3 4.8%	3 1.7%	4 9.3%	1 0.6%	6 2.5%	0 0.0%	1 1.4%	5 3.0%	0 ---
Usually	469 12.5%	17 7.0%	20 16.1%	23 10.1%	5 5.1%	9 9.5%	1 2.6%	3 13.0%	13 6.1%	2 4.5%	11 8.7%	4 6.1%	10 7.1%	7 7.3%	7 11.1%	10 5.7%	8 18.6%	7 4.5%	15 6.3%	2 50.0%	8 10.8%	9 5.4%	0 ---
Always	3,095 82.4%	218 90.1%	98 79.0%	189 82.9%	91 92.9%	86 90.5%	33 84.6%	19 82.6%	193 91.0%	41 93.2%	112 88.9%	59 89.4%	125 89.3%	87 90.6%	53 84.1%	161 92.0%	31 72.1%	148 94.3%	216 90.8%	2 50.0%	65 87.8%	153 91.1%	0 ---
Significantly different from column:*		ACD																					
Usually or Always	3,564 94.9%	235 97.1%	118 95.2%	212 93.0%	96 98.0%	95 100.0%	34 87.2%	22 95.7%	206 97.2%	43 97.7%	123 97.6%	63 95.5%	135 96.4%	94 97.9%	60 95.2%	171 97.7%	39 90.7%	155 98.7%	231 97.1%	4 100.0%	73 98.6%	162 96.4%	0 ---
Significantly different from column:*		D																					

NA - Not applicable

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

Question 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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,763	242	124	231	189	137	98	79	144	18	218	71	122	34	101	91	42	35	152	48	140	73	27	101	67	72
Number missing or multiple answer	4	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,759 99.9%	242 100.0%	124 100.0%	226 97.8%	189 100.0%	137 100.0%	98 100.0%	79 100.0%	144 100.0%	18 100.0%	218 100.0%	71 100.0%	122 100.0%	34 100.0%	101 100.0%	91 100.0%	42 100.0%	35 100.0%	152 100.0%	48 100.0%	140 100.0%	73 100.0%	27 100.0%	101 100.0%	67 100.0%	72 100.0%
Never	29 0.8%	1 0.4%	2 1.6%	4 1.8%	1 0.5%	0 0.0%	1 1.0%	1 1.3%	1 0.7%	0 0.0%	1 0.5%	1 1.4%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 3.7%	0 0.0%	0 0.0%	1 1.4%
Sometimes	155 4.1%	8 3.3%	6 4.8%	13 5.8%	5 2.6%	8 5.8%	6 6.1%	4 5.1%	5 3.5%	1 5.6%	7 3.2%	3 4.2%	3 2.5%	2 5.9%	1 1.0%	5 5.5%	1 2.4%	0 0.0%	5 3.3%	3 6.3%	2 1.4%	6 8.2%	0 0.0%	1 1.0%	4 6.0%	3 4.2%
Usually	433 11.5%	17 7.0%	13 10.5%	20 8.8%	11 5.8%	14 10.2%	8 8.2%	7 8.9%	13 9.0%	2 11.1%	14 6.4%	9 12.7%	6 4.9%	1 2.9%	3 3.0%	9 9.9%	3 7.1%	5 14.3%	8 5.3%	4 8.3%	6 4.3%	9 12.3%	2 7.4%	4 4.0%	6 9.0%	7 9.7%
Always	3,142 83.6%	216 89.3%	103 83.1%	189 83.6%	172 91.0%	115 83.9%	83 84.7%	67 84.8%	125 86.8%	15 83.3%	196 89.9%	58 81.7%	113 92.6%	31 91.2%	96 95.0%	77 84.6%	38 90.5%	30 85.7%	138 90.8%	41 85.4%	132 94.3%	58 79.5%	24 88.9%	96 95.0%	57 85.1%	61 84.7%
Significantly different from column:*		A										M	L		P	O					V	U		YZ	X	X
Usually or Always	3,575 95.1%	233 96.3%	116 93.5%	209 92.5%	183 96.8%	129 94.2%	91 92.9%	74 93.7%	138 95.8%	17 94.4%	210 96.3%	67 94.4%	119 97.5%	32 94.1%	99 98.0%	86 94.5%	41 97.6%	35 100.0%	146 96.1%	45 93.8%	138 98.6%	67 91.8%	26 96.3%	100 99.0%	63 94.0%	68 94.4%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,763	242	124	231	98	95	39	23	212	44	126	66	140	96	63	175	43	157	238	4	74	168	0
Number missing or multiple answer	4	0	0	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	3,759 99.9%	242 100.0%	124 100.0%	226 97.8%	98 100.0%	95 100.0%	39 100.0%	23 100.0%	212 100.0%	44 100.0%	126 100.0%	66 100.0%	140 100.0%	96 100.0%	63 100.0%	175 100.0%	43 100.0%	157 100.0%	238 100.0%	4 100.0%	74 100.0%	168 100.0%	0 ---
Never	29 0.8%	1 0.4%	2 1.6%	4 1.8%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 1.5%	0 0.0%	1 1.0%	1 1.6%	0 0.0%	1 2.3%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	1 0.6%	0 ---
Sometimes	155 4.1%	8 3.3%	6 4.8%	13 5.8%	1 1.0%	2 2.1%	5 12.8%	0 0.0%	8 3.8%	2 4.5%	4 3.2%	2 3.0%	5 3.6%	3 3.1%	4 6.3%	4 2.3%	5 11.6%	3 1.9%	8 3.4%	0 0.0%	3 4.1%	5 3.0%	0 ---
Usually	433 11.5%	17 7.0%	13 10.5%	20 8.8%	7 7.1%	6 6.3%	3 7.7%	3 13.0%	12 5.7%	2 4.5%	9 7.1%	5 7.6%	11 7.9%	5 5.2%	8 12.7%	8 4.6%	7 16.3%	5 3.2%	17 7.1%	0 0.0%	6 8.1%	11 6.5%	0 ---
Always	3,142 83.6%	216 89.3%	103 83.1%	189 83.6%	89 90.8%	87 91.6%	31 79.5%	20 87.0%	191 90.1%	40 90.9%	113 89.7%	58 87.9%	124 88.6%	87 90.6%	50 79.4%	163 93.1%	30 69.8%	149 94.9%	212 89.1%	4 100.0%	65 87.8%	151 89.9%	0 ---
Significantly different from column:*		A													P	O							
Usually or Always	3,575 95.1%	233 96.3%	116 93.5%	209 92.5%	96 98.0%	93 97.9%	34 87.2%	23 100.0%	203 95.8%	42 95.5%	122 96.8%	63 95.5%	135 96.4%	92 95.8%	58 92.1%	171 97.7%	37 86.0%	154 98.1%	229 96.2%	4 100.0%	71 95.9%	162 96.4%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,763	242	124	231	189	137	98	79	144	18	218	71	122	34	101	91	42	35	152	48	140	73	27	101	67	72
Number missing or multiple answer	10	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,753 99.7%	242 100.0%	123 99.2%	226 97.8%	189 100.0%	137 100.0%	98 100.0%	79 100.0%	144 100.0%	18 100.0%	218 100.0%	71 100.0%	122 100.0%	34 100.0%	101 100.0%	91 100.0%	42 100.0%	35 100.0%	152 100.0%	48 100.0%	140 100.0%	73 100.0%	27 100.0%	101 100.0%	67 100.0%	72 100.0%
Never	19 0.5%	0 0.0%	2 1.6%	3 1.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	104 2.8%	4 1.7%	4 3.3%	13 5.8%	3 1.6%	3 2.2%	3 3.1%	2 2.5%	2 1.4%	0 0.0%	4 1.8%	2 2.8%	2 1.6%	0 0.0%	2 2.0%	2 2.2%	0 0.0%	0 0.0%	3 2.0%	1 2.1%	0 0.0%	2 2.7%	2 7.4%	0 0.0%	2 3.0%	2 2.8%
Usually	322 8.6%	10 4.1%	10 8.1%	17 7.5%	7 3.7%	9 6.6%	5 5.1%	4 5.1%	8 5.6%	1 5.6%	9 4.1%	2 2.8%	6 4.9%	2 5.9%	2 2.0%	7 7.7%	1 2.4%	1 2.9%	3 2.0%	6 12.5%	2 1.4%	6 8.2%	2 7.4%	1 1.0%	3 4.5%	6 8.3%
Always	3,308 88.1%	228 94.2%	107 87.0%	193 85.4%	179 94.7%	125 91.2%	90 91.8%	73 92.4%	134 93.1%	17 94.4%	205 94.0%	67 94.4%	114 93.4%	32 94.1%	97 96.0%	82 90.1%	41 97.6%	34 97.1%	146 96.1%	41 85.4%	138 98.6%	65 89.0%	23 85.2%	100 99.0%	62 92.5%	64 88.9%
Significantly different from column:*		ACD																								
Usually or Always	3,630 96.7%	238 98.3%	117 95.1%	210 92.9%	186 98.4%	134 97.8%	95 96.9%	77 97.5%	142 98.6%	18 100.0%	214 98.2%	69 97.2%	120 98.4%	34 100.0%	99 98.0%	89 97.8%	42 100.0%	35 100.0%	149 98.0%	47 97.9%	140 100.0%	71 97.3%	25 92.6%	101 100.0%	65 97.0%	70 97.2%
Significantly different from column:*		D																								

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,763	242	124	231	98	95	39	23	212	44	126	66	140	96	63	175	43	157	238	4	74	168	0
Number missing or multiple answer	10	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	3,753 99.7%	242 100.0%	123 99.2%	226 97.8%	98 100.0%	95 100.0%	39 100.0%	23 100.0%	212 100.0%	44 100.0%	126 100.0%	66 100.0%	140 100.0%	96 100.0%	63 100.0%	175 100.0%	43 100.0%	157 100.0%	238 100.0%	4 100.0%	74 100.0%	168 100.0%	0 ---
Never	19 0.5%	0 0.0%	2 1.6%	3 1.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
Sometimes	104 2.8%	4 1.7%	4 3.3%	13 5.8%	1 1.0%	0 0.0%	3 7.7%	0 0.0%	4 1.9%	0 0.0%	3 2.4%	1 1.5%	3 2.1%	1 1.0%	3 4.8%	1 0.6%	3 7.0%	1 0.6%	4 1.7%	0 0.0%	0 0.0%	4 2.4%	0 ---
Usually	322 8.6%	10 4.1%	10 8.1%	17 7.5%	4 4.1%	6 6.3%	0 0.0%	0 0.0%	9 4.2%	1 2.3%	4 3.2%	5 7.6%	2 1.4%	8 8.3%	5 7.9%	5 2.9%	7 16.3%	2 1.3%	10 4.2%	0 0.0%	5 6.8%	5 3.0%	0 ---
Always	3,308 88.1%	228 94.2%	107 87.0%	193 85.4%	93 94.9%	89 93.7%	36 92.3%	23 100.0%	199 93.9%	43 97.7%	119 94.4%	60 90.9%	135 96.4%	87 90.6%	55 87.3%	169 96.6%	33 76.7%	154 98.1%	224 94.1%	4 100.0%	69 93.2%	159 94.6%	0 ---
Significantly different from column:*		ACD																					
Usually or Always	3,630 96.7%	238 98.3%	117 95.1%	210 92.9%	97 99.0%	95 100.0%	36 92.3%	23 100.0%	208 98.1%	44 100.0%	123 97.6%	65 98.5%	137 97.9%	95 99.0%	60 95.2%	174 99.4%	40 93.0%	156 99.4%	234 98.3%	4 100.0%	74 100.0%	164 97.6%	0 ---
Significantly different from column:*		D																					

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,763	242	124	231	189	137	98	79	144	18	218	71	122	34	101	91	42	35	152	48	140	73	27	101	67	72
Number missing or multiple answer	34	2	1	7	2	1	1	2	2	0	2	0	2	0	0	2	0	1	1	0	0	1	1	0	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,729 99.1%	240 99.2%	123 99.2%	224 97.0%	187 98.9%	136 99.3%	97 99.0%	77 97.5%	142 98.6%	18 100.0%	216 99.1%	71 100.0%	120 98.4%	34 100.0%	101 100.0%	89 97.8%	42 100.0%	34 97.1%	151 99.3%	48 100.0%	140 100.0%	72 98.6%	26 96.3%	101 100.0%	67 100.0%	70 97.2%
Yes	2,553 68.5%	179 74.6%	93 75.6%	167 74.6%	149 79.7%	91 66.9%	60 61.9%	41 53.2%	103 72.5%	13 72.2%	161 74.5%	48 67.6%	91 75.8%	27 79.4%	73 72.3%	70 78.7%	30 71.4%	32 94.1%	109 72.2%	33 68.8%	100 71.4%	56 77.8%	21 80.8%	73 72.3%	49 73.1%	56 80.0%
No	1,176 31.5%	61 25.4%	30 24.4%	57 25.4%	38 20.3%	45 33.1%	37 38.1%	36 46.8%	39 27.5%	5 27.8%	55 25.5%	23 32.4%	29 24.2%	7 20.6%	28 27.7%	19 21.3%	12 28.6%	2 5.9%	42 27.8%	15 31.3%	40 28.6%	16 22.2%	5 19.2%	28 27.7%	18 26.9%	14 20.0%
Significantly different from column:*		A			FGH	EH	E	EFI	H									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.

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,763	242	124	231	98	95	39	23	212	44	126	66	140	96	63	175	43	157	238	4	74	168	0
Number missing or multiple answer	34	2	1	7	0	1	1	0	1	1	0	1	1	1	1	1	0	1	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,729 99.1%	240 99.2%	123 99.2%	224 97.0%	98 100.0%	94 98.9%	38 97.4%	23 100.0%	211 99.5%	43 97.7%	126 100.0%	65 98.5%	139 99.3%	95 99.0%	62 98.4%	174 99.4%	43 100.0%	156 99.4%	236 99.2%	4 100.0%	73 98.6%	167 99.4%	0 ---
Yes	2,553 68.5%	179 74.6%	93 75.6%	167 74.6%	71 72.4%	72 76.6%	27 71.1%	16 69.6%	158 74.9%	16 37.2%	97 77.0%	61 93.8%	107 77.0%	67 70.5%	46 74.2%	130 74.7%	29 67.4%	113 72.4%	175 74.2%	4 100.0%	56 76.7%	123 73.7%	0 ---
No	1,176 31.5%	61 25.4%	30 24.4%	57 25.4%	27 27.6%	22 23.4%	11 28.9%	7 30.4%	53 25.1%	27 62.8%	29 23.0%	4 6.2%	32 23.0%	28 29.5%	16 25.8%	44 25.3%	14 32.6%	43 27.6%	61 25.8%	0 0.0%	17 23.3%	44 26.3%	0 ---
Significantly different from column:*		A								KL	JL	JK											

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	2,553	179	93	167	149	91	60	41	103	13	161	48	91	27	73	70	30	32	109	33	100	56	21	73	49	56
Number missing or multiple answer	29	1	2	2	1	0	0	0	1	0	1	0	1	0	0	1	0	0	1	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,524 98.9%	178 99.4%	91 97.8%	165 98.8%	148 99.3%	91 100.0%	60 100.0%	41 100.0%	102 99.0%	13 100.0%	160 99.4%	48 100.0%	90 98.9%	27 100.0%	73 100.0%	69 98.6%	30 100.0%	32 100.0%	108 99.1%	33 100.0%	99 99.0%	56 100.0%	21 100.0%	73 100.0%	48 98.0%	56 100.0%
Never	24 1.0%	0 0.0%	1 1.1%	5 3.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	135 5.3%	9 5.1%	4 4.4%	11 6.7%	7 4.7%	8 8.8%	4 6.7%	4 9.8%	6 5.9%	1 7.7%	8 5.0%	6 12.5%	2 2.2%	1 3.7%	3 4.1%	5 7.2%	1 3.3%	3 9.4%	4 3.7%	2 6.1%	3 3.0%	5 8.9%	1 4.8%	1 1.4%	4 8.3%	4 7.1%
Usually	391 15.5%	22 12.4%	14 15.4%	19 11.5%	17 11.5%	15 16.5%	8 13.3%	7 17.1%	11 10.8%	3 23.1%	19 11.9%	8 16.7%	10 11.1%	3 11.1%	10 13.7%	9 13.0%	3 10.0%	5 15.6%	12 11.1%	5 15.2%	10 10.1%	8 14.3%	4 19.0%	8 11.0%	7 14.6%	7 12.5%
Always	1,974 78.2%	147 82.6%	72 79.1%	130 78.8%	124 83.8%	68 74.7%	48 80.0%	30 73.2%	85 83.3%	9 69.2%	133 83.1%	34 70.8%	78 86.7%	23 85.2%	60 82.2%	55 79.7%	26 86.7%	24 75.0%	92 85.2%	26 78.8%	86 86.9%	43 76.8%	16 76.2%	64 87.7%	37 77.1%	45 80.4%
Significantly different from column:*												M	L													
Usually or Always	2,365 93.7%	169 94.9%	86 94.5%	149 90.3%	141 95.3%	83 91.2%	56 93.3%	37 90.2%	96 94.1%	12 92.3%	152 95.0%	42 87.5%	88 97.8%	26 96.3%	70 95.9%	64 92.8%	29 96.7%	29 90.6%	104 96.3%	31 93.9%	96 97.0%	51 91.1%	20 95.2%	72 98.6%	44 91.7%	52 92.9%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,553	179	93	167	71	72	27	16	158	16	97	61	107	67	46	130	29	113	175	4	56	123	0
Number missing or multiple answer	29	1	2	2	0	1	0	0	1	0	0	1	1	0	0	1	0	1	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,524 98.9%	178 99.4%	91 97.8%	165 98.8%	71 100.0%	71 98.6%	27 100.0%	16 100.0%	157 99.4%	16 100.0%	97 100.0%	60 98.4%	106 99.1%	67 100.0%	46 100.0%	129 99.2%	29 100.0%	112 99.1%	174 99.4%	4 100.0%	55 98.2%	123 100.0%	0 ---
Never	24 1.0%	0 0.0%	1 1.1%	5 3.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
Sometimes	135 5.3%	9 5.1%	4 4.4%	11 6.7%	2 2.8%	3 4.2%	4 14.8%	2 12.5%	7 4.5%	2 12.5%	6 6.2%	1 1.7%	7 6.6%	2 3.0%	3 6.5%	6 4.7%	2 6.9%	4 3.6%	9 5.2%	0 0.0%	2 3.6%	7 5.7%	0 ---
Usually	391 15.5%	22 12.4%	14 15.4%	19 11.5%	5 7.0%	10 14.1%	6 22.2%	4 25.0%	18 11.5%	1 6.3%	14 14.4%	7 11.7%	15 14.2%	7 10.4%	9 19.6%	13 10.1%	11 37.9%	6 5.4%	21 12.1%	1 25.0%	6 10.9%	16 13.0%	0 ---
Always	1,974 78.2%	147 82.6%	72 79.1%	130 78.8%	64 90.1%	58 81.7%	17 63.0%	10 62.5%	132 84.1%	13 81.3%	77 79.4%	52 86.7%	84 79.2%	58 86.6%	34 73.9%	110 85.3%	16 55.2%	102 91.1%	144 82.8%	3 75.0%	47 85.5%	100 81.3%	0 ---
Significantly different from column:*																							
Usually or Always	2,365 93.7%	169 94.9%	86 94.5%	149 90.3%	69 97.2%	68 95.8%	23 85.2%	14 87.5%	150 95.5%	14 87.5%	91 93.8%	59 98.3%	99 93.4%	65 97.0%	43 93.5%	123 95.3%	27 93.1%	108 96.4%	165 94.8%	4 100.0%	53 96.4%	116 94.3%	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.

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,763	242	124	231	189	137	98	79	144	18	218	71	122	34	101	91	42	35	152	48	140	73	27	101	67	72
Number missing or multiple answer	25	2	0	5	2	1	1	1	0	0	2	0	2	0	0	1	0	0	2	0	0	2	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	NA	NA	NA
Usable responses	3,738 99.3%	240 99.2%	124 100.0%	226 97.8%	187 98.9%	136 99.3%	97 99.0%	78 98.7%	144 100.0%	18 100.0%	216 99.1%	71 100.0%	120 98.4%	34 100.0%	101 100.0%	90 98.9%	42 100.0%	35 100.0%	150 98.7%	48 100.0%	140 100.0%	71 97.3%	27 100.0%	101 100.0%	66 98.5%	71 98.6%
Never	83 2.2%	5 2.1%	3 2.4%	8 3.5%	5 2.7%	2 1.5%	0 0.0%	2 2.6%	3 2.1%	0 0.0%	5 2.3%	2 2.8%	3 2.5%	0 0.0%	3 3.0%	2 2.2%	0 0.0%	1 2.9%	2 1.3%	2 4.2%	4 2.9%	1 1.4%	0 0.0%	3 3.0%	2 3.0%	0 0.0%
Sometimes	254 6.8%	17 7.1%	9 7.3%	25 11.1%	10 5.3%	12 8.8%	10 10.3%	7 9.0%	10 6.9%	2 11.1%	15 6.9%	10 14.1%	4 3.3%	2 5.9%	6 5.9%	8 8.9%	3 7.1%	2 5.7%	10 6.7%	4 8.3%	9 6.4%	4 5.6%	4 14.8%	5 5.0%	5 7.6%	7 9.9%
Usually	668 17.9%	30 12.5%	23 18.5%	31 13.7%	17 9.1%	23 16.9%	14 14.4%	13 16.7%	22 15.3%	4 22.2%	26 12.0%	13 18.3%	14 11.7%	3 8.8%	15 14.9%	11 12.2%	4 9.5%	5 14.3%	18 12.0%	6 12.5%	15 10.7%	12 16.9%	3 11.1%	9 8.9%	9 13.6%	12 16.9%
Always	2,733 73.1%	188 78.3%	89 71.8%	162 71.7%	155 82.9%	99 72.8%	73 75.3%	56 71.8%	109 75.7%	12 66.7%	170 78.7%	46 64.8%	99 82.5%	29 85.3%	77 76.2%	69 76.7%	35 83.3%	27 77.1%	120 80.0%	36 75.0%	112 80.0%	54 76.1%	20 74.1%	84 83.2%	50 75.8%	52 73.2%
Significantly different from column:*					FH	E		E				MN	L	L												
Usually or Always	3,401 91.0%	218 90.8%	112 90.3%	193 85.4%	172 92.0%	122 89.7%	87 89.7%	69 88.5%	131 91.0%	16 88.9%	196 90.7%	59 83.1%	113 94.2%	32 94.1%	92 91.1%	80 88.9%	39 92.9%	32 91.4%	138 92.0%	42 87.5%	127 90.7%	66 93.0%	23 85.2%	93 92.1%	59 89.4%	64 90.1%
Significantly different from column:*												M	L													

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,763	242	124	231	98	95	39	23	212	44	126	66	140	96	63	175	43	157	238	4	74	168	0
Number missing or multiple answer	25	2	0	5	0	0	2	0	2	0	1	1	1	1	1	1	0	2	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	3,738 99.3%	240 99.2%	124 100.0%	226 97.8%	98 100.0%	95 100.0%	37 94.9%	23 100.0%	210 99.1%	44 100.0%	125 99.2%	65 98.5%	139 99.3%	95 99.0%	62 98.4%	174 99.4%	43 100.0%	155 98.7%	236 99.2%	4 100.0%	74 100.0%	166 98.8%	0 ---
Never	83 2.2%	5 2.1%	3 2.4%	8 3.5%	1 1.0%	3 3.2%	1 2.7%	1 4.3%	4 1.9%	1 2.3%	2 1.6%	2 3.1%	5 3.6%	0 0.0%	2 3.2%	3 1.7%	3 7.0%	1 0.6%	5 2.1%	0 0.0%	0 0.0%	5 3.0%	0 ---
Sometimes	254 6.8%	17 7.1%	9 7.3%	25 11.1%	2 2.0%	7 7.4%	8 21.6%	2 8.7%	15 7.1%	5 11.4%	7 5.6%	5 7.7%	10 7.2%	7 7.4%	9 14.5%	8 4.6%	8 18.6%	6 3.9%	17 7.2%	0 0.0%	3 4.1%	14 8.4%	0 ---
Usually	668 17.9%	30 12.5%	23 18.5%	31 13.7%	15 15.3%	9 9.5%	5 13.5%	6 26.1%	23 11.0%	5 11.4%	18 14.4%	7 10.8%	18 12.9%	12 12.6%	11 17.7%	18 10.3%	11 25.6%	13 8.4%	29 12.3%	1 25.0%	12 16.2%	18 10.8%	0 ---
Always	2,733 73.1%	188 78.3%	89 71.8%	162 71.7%	80 81.6%	76 80.0%	23 62.2%	14 60.9%	168 80.0%	33 75.0%	98 78.4%	51 78.5%	106 76.3%	76 80.0%	40 64.5%	145 83.3%	21 48.8%	135 87.1%	185 78.4%	3 75.0%	59 79.7%	129 77.7%	0 ---
Significantly different from column:*					G	G	EF	I	H						P	O	R	Q					
Usually or Always	3,401 91.0%	218 90.8%	112 90.3%	193 85.4%	95 96.9%	85 89.5%	28 75.7%	20 87.0%	191 91.0%	38 86.4%	116 92.8%	58 89.2%	124 89.2%	88 92.6%	51 82.3%	163 93.7%	32 74.4%	148 95.5%	214 90.7%	4 100.0%	71 95.9%	147 88.6%	0 ---
Significantly different from column:*					F	EG	F								P	O							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,763	242	124	231	189	137	98	79	144	18	218	71	122	34	101	91	42	35	152	48	140	73	27	101	67	72
Number missing or multiple answer	24	1	0	4	1	1	1	0	0	1	0	0	1	0	0	0	1	0	0	1	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,739 99.4%	241 99.6%	124 100.0%	227 98.3%	188 99.5%	136 99.3%	97 99.0%	79 100.0%	144 100.0%	17 94.4%	218 100.0%	71 100.0%	121 99.2%	34 100.0%	101 100.0%	91 100.0%	41 97.6%	35 100.0%	152 100.0%	47 97.9%	140 100.0%	73 100.0%	26 96.3%	100 99.0%	67 100.0%	72 100.0%
Yes	3,362 89.9%	218 90.5%	103 83.1%	201 88.5%	171 91.0%	124 91.2%	88 90.7%	72 91.1%	130 90.3%	17 100.0%	195 89.4%	65 91.5%	108 89.3%	31 91.2%	90 89.1%	84 92.3%	38 92.7%	31 88.6%	141 92.8%	40 85.1%	127 90.7%	68 93.2%	21 80.8%	94 94.0%	59 88.1%	63 87.5%
No	377 10.1%	23 9.5%	21 16.9%	26 11.5%	17 9.0%	12 8.8%	9 9.3%	7 8.9%	14 9.7%	0 0.0%	23 10.6%	6 8.5%	13 10.7%	3 8.8%	11 10.9%	7 7.7%	3 7.3%	4 11.4%	11 7.2%	7 14.9%	13 9.3%	5 6.8%	5 19.2%	6 6.0%	8 11.9%	9 12.5%
Significantly different from column:*		C																								

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,763	242	124	231	98	95	39	23	212	44	126	66	140	96	63	175	43	157	238	4	74	168	0
Number missing or multiple answer	24	1	0	4	1	0	0	0	1	0	0	1	1	0	0	1	0	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	3,739 99.4%	241 99.6%	124 100.0%	227 98.3%	97 99.0%	95 100.0%	39 100.0%	23 100.0%	211 99.5%	44 100.0%	126 100.0%	65 98.5%	139 99.3%	96 100.0%	63 100.0%	174 99.4%	43 100.0%	156 99.4%	237 99.6%	4 100.0%	74 100.0%	167 99.4%	0 ---
Yes	3,362 89.9%	218 90.5%	103 83.1%	201 88.5%	91 93.8%	87 91.6%	30 76.9%	21 91.3%	190 90.0%	42 95.5%	115 91.3%	55 84.6%	125 89.9%	87 90.6%	57 90.5%	158 90.8%	38 88.4%	143 91.7%	214 90.3%	4 100.0%	67 90.5%	151 90.4%	0 ---
No	377 10.1%	23 9.5%	21 16.9%	26 11.5%	6 6.2%	8 8.4%	9 23.1%	2 8.7%	21 10.0%	2 4.5%	11 8.7%	10 15.4%	14 10.1%	9 9.4%	6 9.5%	16 9.2%	5 11.6%	13 8.3%	23 9.7%	0 0.0%	7 9.5%	16 9.6%	0 ---
Significantly different from column:*		C																					

NA - Not applicable

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

Question 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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,763	242	124	231	189	137	98	79	144	18	218	71	122	34	101	91	42	35	152	48	140	73	27	101	67	72
Number missing or multiple answer	22	4	1	6	4	3	3	1	2	1	3	1	2	1	1	2	1	0	3	1	2	0	1	3	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,741 99.4%	238 98.3%	123 99.2%	225 97.4%	185 97.9%	134 97.8%	95 96.9%	78 98.7%	142 98.6%	17 94.4%	215 98.6%	70 98.6%	120 98.4%	33 97.1%	100 99.0%	89 97.8%	41 97.6%	35 100.0%	149 98.0%	47 97.9%	138 98.6%	73 100.0%	26 96.3%	98 97.0%	66 98.5%	72 100.0%
Yes	2,182 58.3%	125 52.5%	71 57.7%	117 52.0%	92 49.7%	90 67.2%	55 57.9%	50 64.1%	88 62.0%	8 47.1%	115 53.5%	35 50.0%	64 53.3%	19 57.6%	48 48.0%	47 52.8%	26 63.4%	12 34.3%	81 54.4%	28 59.6%	65 47.1%	42 57.5%	17 65.4%	41 41.8%	34 51.5%	49 68.1%
No	1,559 41.7%	113 47.5%	52 42.3%	108 48.0%	93 50.3%	44 32.8%	40 42.1%	28 35.9%	54 38.0%	9 52.9%	100 46.5%	35 50.0%	56 46.7%	14 42.4%	52 52.0%	42 47.2%	15 36.6%	23 65.7%	68 45.6%	19 40.4%	73 52.9%	31 42.5%	9 34.6%	57 58.2%	32 48.5%	23 31.9%
Significantly different from column:*					FHI	E		E	E									ST	R	R				Z	Z	XY

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,763	242	124	231	98	95	39	23	212	44	126	66	140	96	63	175	43	157	238	4	74	168	0
Number missing or multiple answer	22	4	1	6	2	2	0	0	4	0	3	1	2	2	1	3	0	4	4	0	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	3,741 99.4%	238 98.3%	123 99.2%	225 97.4%	96 98.0%	93 97.9%	39 100.0%	23 100.0%	208 98.1%	44 100.0%	123 97.6%	65 98.5%	138 98.6%	94 97.9%	62 98.4%	172 98.3%	43 100.0%	153 97.5%	234 98.3%	4 100.0%	73 98.6%	165 98.2%	0 ---
Yes	2,182 58.3%	125 52.5%	71 57.7%	117 52.0%	55 57.3%	44 47.3%	21 53.8%	11 47.8%	110 52.9%	27 61.4%	58 47.2%	37 56.9%	74 53.6%	48 51.1%	36 58.1%	87 50.6%	30 69.8%	79 51.6%	124 53.0%	1 25.0%	44 60.3%	81 49.1%	0 ---
No	1,559 41.7%	113 47.5%	52 42.3%	108 48.0%	41 42.7%	49 52.7%	18 46.2%	12 52.2%	98 47.1%	17 38.6%	65 52.8%	28 43.1%	64 46.4%	46 48.9%	26 41.9%	85 49.4%	13 30.2%	74 48.4%	110 47.0%	3 75.0%	29 39.7%	84 50.9%	0 ---
Significantly different from column:*																	R	Q					

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	2,182	125	71	117	92	90	55	50	88	8	115	35	64	19	48	47	26	12	81	28	65	42	17	41	34	49
Number missing or multiple answer	44	1	3	1	0	0	1	0	1	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,138 98.0%	124 99.2%	68 95.8%	116 99.1%	92 100.0%	90 100.0%	54 98.2%	50 100.0%	87 98.9%	8 100.0%	114 99.1%	35 100.0%	63 98.4%	19 100.0%	48 100.0%	47 100.0%	25 96.2%	12 100.0%	80 98.8%	28 100.0%	65 100.0%	41 97.6%	17 100.0%	41 100.0%	34 100.0%	48 98.0%
Never	101 4.7%	8 6.5%	8 11.8%	10 8.6%	5 5.4%	7 7.8%	4 7.4%	3 6.0%	7 8.0%	3 37.5%	5 4.4%	2 5.7%	5 7.9%	1 5.3%	3 6.3%	2 4.3%	3 12.0%	1 8.3%	5 6.3%	1 3.6%	5 7.7%	2 4.9%	1 5.9%	1 2.4%	3 8.8%	4 8.3%
Sometimes	229 10.7%	16 12.9%	4 5.9%	12 10.3%	11 12.0%	15 16.7%	8 14.8%	8 16.0%	8 9.2%	1 12.5%	14 12.3%	4 11.4%	8 12.7%	3 15.8%	7 14.6%	4 8.5%	3 12.0%	0 0.0%	11 13.8%	4 14.3%	7 10.8%	7 17.1%	2 11.8%	4 9.8%	4 11.8%	7 14.6%
Usually	526 24.6%	29 23.4%	22 32.4%	17 14.7%	22 23.9%	21 23.3%	12 22.2%	11 22.0%	20 23.0%	1 12.5%	28 24.6%	7 20.0%	16 25.4%	4 21.1%	11 22.9%	13 27.7%	4 16.0%	4 33.3%	16 20.0%	8 28.6%	12 18.5%	11 26.8%	5 29.4%	10 24.4%	7 20.6%	12 25.0%
Always	1,282 60.0%	71 57.3%	34 50.0%	77 66.4%	54 58.7%	47 52.2%	30 55.6%	28 56.0%	52 59.8%	3 37.5%	67 58.8%	22 62.9%	34 54.0%	11 57.9%	27 56.3%	28 59.6%	15 60.0%	7 58.3%	48 60.0%	15 53.6%	41 63.1%	21 51.2%	9 52.9%	26 63.4%	20 58.8%	25 52.1%
Significantly different from column:*																										
Usually or Always	1,808 84.6%	100 80.6%	56 82.4%	94 81.0%	76 82.6%	68 75.6%	42 77.8%	39 78.0%	72 82.8%	4 50.0%	95 83.3%	29 82.9%	50 79.4%	15 78.9%	38 79.2%	41 87.2%	19 76.0%	11 91.7%	64 80.0%	23 82.1%	53 81.5%	32 78.0%	14 82.4%	36 87.8%	27 79.4%	37 77.1%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,182	125	71	117	55	44	21	11	110	27	58	37	74	48	36	87	30	79	124	1	44	81	0
Number missing or multiple answer	44	1	3	1	1	0	0	1	0	0	1	0	1	0	0	1	1	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,138 98.0%	124 99.2%	68 95.8%	116 99.1%	54 98.2%	44 100.0%	21 100.0%	10 90.9%	110 100.0%	27 100.0%	57 98.3%	37 100.0%	73 98.6%	48 100.0%	36 100.0%	86 98.9%	29 96.7%	79 100.0%	123 99.2%	1 100.0%	43 97.7%	81 100.0%	0 ---
Never	101 4.7%	8 6.5%	8 11.8%	10 8.6%	5 9.3%	2 4.5%	1 4.8%	1 10.0%	7 6.4%	2 7.4%	3 5.3%	3 8.1%	4 5.5%	4 8.3%	4 11.1%	4 4.7%	3 10.3%	3 3.8%	8 6.5%	0 0.0%	2 4.7%	6 7.4%	0 ---
Sometimes	229 10.7%	16 12.9%	4 5.9%	12 10.3%	5 9.3%	3 6.8%	5 23.8%	2 20.0%	12 10.9%	3 11.1%	8 14.0%	3 8.1%	9 12.3%	5 10.4%	6 16.7%	9 10.5%	6 20.7%	9 11.4%	15 12.2%	1 100.0%	3 7.0%	13 16.0%	0 ---
Usually	526 24.6%	29 23.4%	22 32.4%	17 14.7%	13 24.1%	12 27.3%	4 19.0%	2 20.0%	26 23.6%	5 18.5%	13 22.8%	11 29.7%	14 19.2%	15 31.3%	13 36.1%	16 18.6%	9 31.0%	15 19.0%	29 23.6%	0 0.0%	13 30.2%	16 19.8%	0 ---
Always	1,282 60.0%	71 57.3%	34 50.0%	77 66.4%	31 57.4%	27 61.4%	11 52.4%	5 50.0%	65 59.1%	17 63.0%	33 57.9%	20 54.1%	46 63.0%	24 50.0%	13 36.1%	57 66.3%	11 37.9%	52 65.8%	71 57.7%	0 0.0%	25 58.1%	46 56.8%	0 ---
Significantly different from column:*															P	O	R	Q					
Usually or Always	1,808 84.6%	100 80.6%	56 82.4%	94 81.0%	44 81.5%	39 88.6%	15 71.4%	7 70.0%	91 82.7%	22 81.5%	46 80.7%	31 83.8%	60 82.2%	39 81.3%	26 72.2%	73 84.9%	20 69.0%	67 84.8%	100 81.3%	0 0.0%	38 88.4%	62 76.5%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	4,884	304	137	263	235	165	118	103	179	23	274	86	160	40	131	112	51	69	173	51	173	89	40	120	93	88
Number missing or multiple answer	75	3	0	7	3	2	1	1	2	0	3	0	2	1	1	1	1	0	3	0	3	0	0	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,809 98.5%	301 99.0%	137 100.0%	256 97.3%	232 98.7%	163 98.8%	117 99.2%	102 99.0%	177 98.9%	23 100.0%	271 98.9%	86 100.0%	158 98.8%	39 97.5%	130 99.2%	111 99.1%	50 98.0%	69 100.0%	170 98.3%	51 100.0%	170 98.3%	89 100.0%	40 100.0%	119 99.2%	92 98.9%	87 98.9%
0 Worst personal doctor possible	17 0.4%	0 0.0%	1 0.7%	5 2.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	11 0.2%	0 0.0%	1 0.7%	3 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%	0 0.0%	0 0.0%	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	10 0.2%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	20 0.4%	1 0.3%	0 0.0%	2 0.8%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	1 2.6%	0 0.0%	1 0.9%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.5%	0 0.0%	1 1.1%	0 0.0%
4	26 0.5%	0 0.0%	0 0.0%	2 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	95 2.0%	4 1.3%	0 0.0%	3 1.2%	2 0.9%	3 1.8%	3 2.6%	2 2.0%	1 0.6%	0 0.0%	4 1.5%	3 3.5%	1 0.6%	0 0.0%	1 0.8%	3 2.7%	0 0.0%	0 0.0%	3 1.8%	1 2.0%	3 1.8%	1 1.1%	0 0.0%	2 1.7%	1 1.1%	1 1.1%
6	105 2.2%	8 2.7%	4 2.9%	6 2.3%	4 1.7%	5 3.1%	4 3.4%	2 2.0%	6 3.4%	2 8.7%	6 2.2%	2 2.3%	6 3.8%	0 0.0%	3 2.3%	5 4.5%	0 0.0%	3 4.3%	4 2.4%	1 2.0%	4 2.4%	2 2.2%	2 5.0%	1 0.8%	2 2.2%	5 5.7%
7	217 4.5%	8 2.7%	7 5.1%	4 1.6%	6 2.6%	7 4.3%	3 2.6%	4 3.9%	6 3.4%	3 13.0%	5 1.8%	4 4.7%	2 1.3%	1 2.6%	4 3.1%	3 2.7%	1 2.0%	1 1.4%	3 1.8%	2 3.9%	6 3.5%	2 2.2%	0 0.0%	2 1.7%	3 3.3%	3 3.4%
8	577 12.0%	26 8.6%	15 10.9%	33 12.9%	20 8.6%	20 12.3%	13 11.1%	11 10.8%	18 10.2%	2 8.7%	24 8.9%	12 14.0%	13 8.2%	1 2.6%	12 9.2%	8 7.2%	5 10.0%	5 7.2%	14 8.2%	6 11.8%	9 5.3%	13 14.6%	4 10.0%	4 3.4%	14 15.2%	8 9.2%
9	751 15.6%	36 12.0%	23 16.8%	25 9.8%	24 10.3%	21 12.9%	13 11.1%	11 10.8%	20 11.3%	5 21.7%	30 11.1%	8 9.3%	21 13.3%	3 7.7%	12 9.2%	14 12.6%	9 18.0%	6 8.7%	20 11.8%	10 19.6%	18 10.6%	15 16.9%	3 7.5%	14 11.8%	10 10.9%	12 13.8%
10 Best personal doctor possible	2,980 62.0%	218 72.4%	85 62.0%	173 67.6%	175 75.4%	107 65.6%	81 69.2%	72 70.6%	126 71.2%	11 47.8%	201 74.2%	57 66.3%	115 72.8%	33 84.6%	98 75.4%	77 69.4%	35 70.0%	53 76.8%	126 74.1%	31 60.8%	130 76.5%	56 62.9%	30 75.0%	96 80.7%	61 66.3%	58 66.7%

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,884	304	137	263	113	124	55	30	266	53	156	89	176	122	82	218	51	172	300	4	93	211	0
Number missing or multiple answer	75	3	0	7	0	2	1	1	2	1	2	0	0	3	0	3	0	2	3	0	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,809 98.5%	301 99.0%	137 100.0%	256 97.3%	113 100.0%	122 98.4%	54 98.2%	29 96.7%	264 99.2%	52 98.1%	154 98.7%	89 100.0%	176 100.0%	119 97.5%	82 100.0%	215 98.6%	51 100.0%	170 98.8%	297 99.0%	4 100.0%	90 96.8%	211 100.0%	0 ---
0 Worst personal doctor possible	17 0.4%	0 0.0%	1 0.7%	5 2.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
1	11 0.2%	0 0.0%	1 0.7%	3 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
2	10 0.2%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 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	20 0.4%	1 0.3%	0 0.0%	2 0.8%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 0.8%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	1 0.5%	0 ---
4	26 0.5%	0 0.0%	0 0.0%	2 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
5	95 2.0%	4 1.3%	0 0.0%	3 1.2%	1 0.9%	1 0.8%	2 3.7%	0 0.0%	4 1.5%	2 3.8%	1 0.6%	1 1.1%	4 2.3%	0 0.0%	1 1.2%	3 1.4%	3 5.9%	1 0.6%	4 1.3%	0 0.0%	0 0.0%	4 1.9%	0 ---
6	105 2.2%	8 2.7%	4 2.9%	6 2.3%	1 0.9%	3 2.5%	3 5.6%	1 3.4%	7 2.7%	1 1.9%	4 2.6%	3 3.4%	5 2.8%	3 2.5%	6 7.3%	2 0.9%	4 7.8%	1 0.6%	8 2.7%	0 0.0%	0 0.0%	8 3.8%	0 ---
7	217 4.5%	8 2.7%	7 5.1%	4 1.6%	1 0.9%	3 2.5%	4 7.4%	2 6.9%	5 1.9%	0 0.0%	5 3.2%	3 3.4%	7 4.0%	1 0.8%	2 2.4%	6 2.8%	4 7.8%	1 0.6%	8 2.7%	0 0.0%	3 3.3%	5 2.4%	0 ---
8	577 12.0%	26 8.6%	15 10.9%	33 12.9%	11 9.7%	10 8.2%	4 7.4%	2 6.9%	24 9.1%	3 5.8%	19 12.3%	4 4.5%	15 8.5%	11 9.2%	18 22.0%	7 3.3%	13 25.5%	7 4.1%	25 8.4%	1 25.0%	6 6.7%	20 9.5%	0 ---
9	751 15.6%	36 12.0%	23 16.8%	25 9.8%	19 16.8%	10 8.2%	5 9.3%	6 20.7%	28 10.6%	7 13.5%	16 10.4%	11 12.4%	18 10.2%	16 13.4%	12 14.6%	24 11.2%	13 25.5%	17 10.0%	36 12.1%	0 0.0%	15 16.7%	21 10.0%	0 ---
10 Best personal doctor possible	2,980 62.0%	218 72.4%	85 62.0%	173 67.6%	80 70.8%	95 77.9%	35 64.8%	18 62.1%	195 73.9%	39 75.0%	109 70.8%	66 74.2%	127 72.2%	87 73.1%	43 52.4%	172 80.0%	14 27.5%	143 84.1%	215 72.4%	3 75.0%	66 73.3%	152 72.0%	0 ---

NA - Not applicable

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	4,884	304	137	263	235	165	118	103	179	23	274	86	160	40	131	112	51	69	173	51	173	89	40	120	93	88
Number missing or multiple answer	75	3	0	7	3	2	1	1	2	0	3	0	2	1	1	1	1	0	3	0	3	0	0	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,809 98.5%	301 99.0%	137 100.0%	256 97.3%	232 98.7%	163 98.8%	117 99.2%	102 99.0%	177 98.9%	23 100.0%	271 98.9%	86 100.0%	158 98.8%	39 97.5%	130 99.2%	111 99.1%	50 98.0%	69 100.0%	170 98.3%	51 100.0%	170 98.3%	89 100.0%	40 100.0%	119 99.2%	92 98.9%	87 98.9%
0 to 1	28 0.6%	0 0.0%	2 1.5%	8 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 to 2	38 0.8%	0 0.0%	3 2.2%	8 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 to 7	501 10.4%	21 7.0%	14 10.2%	25 9.8%	13 5.6%	15 9.2%	10 8.5%	8 7.8%	13 7.3%	5 21.7%	16 5.9%	9 10.5%	9 5.7%	2 5.1%	8 6.2%	12 10.8%	1 2.0%	5 7.2%	10 5.9%	4 7.8%	13 7.6%	5 5.6%	3 7.5%	5 4.2%	7 7.6%	9 10.3%
0 to 8	1,078 22.4%	47 15.6%	29 21.2%	58 22.7%	33 14.2%	35 21.5%	23 19.7%	19 18.6%	31 17.5%	7 30.4%	40 14.8%	21 24.4%	22 13.9%	3 7.7%	20 15.4%	20 18.0%	6 12.0%	10 14.5%	24 14.1%	10 19.6%	22 12.9%	18 20.2%	7 17.5%	9 7.6%	21 22.8%	17 19.5%
8 to 10	4,308 89.6%	280 93.0%	123 89.8%	231 90.2%	219 94.4%	148 90.8%	107 91.5%	94 92.2%	164 92.7%	18 78.3%	255 94.1%	77 89.5%	149 94.3%	37 94.9%	122 93.8%	99 89.2%	49 98.0%	64 92.8%	160 94.1%	47 92.2%	157 92.4%	84 94.4%	37 92.5%	114 95.8%	85 92.4%	78 89.7%
9 to 10	3,731 77.6%	254 84.4%	108 78.8%	198 77.3%	199 85.8%	128 78.5%	94 80.3%	83 81.4%	146 82.5%	16 69.6%	231 85.2%	65 75.6%	136 86.1%	36 92.3%	110 84.6%	91 82.0%	44 88.0%	59 85.5%	146 85.9%	41 80.4%	148 87.1%	71 79.8%	33 82.5%	110 92.4%	71 77.2%	70 80.5%
Significantly different from column:*		AD										MN	L	L										YZ	X	X

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,884	304	137	263	113	124	55	30	266	53	156	89	176	122	82	218	51	172	300	4	93	211	0
Number missing or multiple answer	75	3	0	7	0	2	1	1	2	1	2	0	0	3	0	3	0	2	3	0	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,809 98.5%	301 99.0%	137 100.0%	256 97.3%	113 100.0%	122 98.4%	54 98.2%	29 96.7%	264 99.2%	52 98.1%	154 98.7%	89 100.0%	176 100.0%	119 97.5%	82 100.0%	215 98.6%	51 100.0%	170 98.8%	297 99.0%	4 100.0%	90 96.8%	211 100.0%	0 ---
0 to 1	28 0.6%	0 0.0%	2 1.5%	8 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
0 to 2	38 0.8%	0 0.0%	3 2.2%	8 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
0 to 7	501 10.4%	21 7.0%	14 10.2%	25 9.8%	3 2.7%	7 5.7%	10 18.5%	3 10.3%	17 6.4%	3 5.8%	10 6.5%	8 9.0%	16 9.1%	5 4.2%	9 11.0%	12 5.6%	11 21.6%	3 1.8%	21 7.1%	0 0.0%	3 3.3%	18 8.5%	0 ---
0 to 8	1,078 22.4%	47 15.6%	29 21.2%	58 22.7%	14 12.4%	17 13.9%	14 25.9%	5 17.2%	41 15.5%	6 11.5%	29 18.8%	12 13.5%	31 17.6%	16 13.4%	27 32.9%	19 8.8%	24 47.1%	10 5.9%	46 15.5%	1 25.0%	9 10.0%	38 18.0%	0 ---
8 to 10	4,308 89.6%	280 93.0%	123 89.8%	231 90.2%	110 97.3%	115 94.3%	44 81.5%	26 89.7%	247 93.6%	49 94.2%	144 93.5%	81 91.0%	160 90.9%	114 95.8%	73 89.0%	203 94.4%	40 78.4%	167 98.2%	276 92.9%	4 100.0%	87 96.7%	193 91.5%	0 ---
9 to 10	3,731 77.6%	254 84.4%	108 78.8%	198 77.3%	99 87.6%	105 86.1%	40 74.1%	24 82.8%	223 84.5%	46 88.5%	125 81.2%	77 86.5%	145 82.4%	103 86.6%	55 67.1%	196 91.2%	27 52.9%	160 94.1%	251 84.5%	3 75.0%	81 90.0%	173 82.0%	0 ---
Significantly different from column:*		AD			G		E								P	O	R	Q					

NA - Not applicable

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

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	4,884	304	137	263	235	165	118	103	179	23	274	86	160	40	131	112	51	69	173	51	173	89	40	120	93	88
Number missing or multiple answer	94	8	1	6	8	3	2	2	3	1	7	1	5	2	5	2	1	1	7	0	6	1	0	3	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	NA	NA	NA
Usable responses	4,790 98.1%	296 97.4%	136 99.3%	257 97.7%	227 96.6%	162 98.2%	116 98.3%	101 98.1%	176 98.3%	22 95.7%	267 97.4%	85 98.8%	155 96.9%	38 95.0%	126 96.2%	110 98.2%	50 98.0%	68 98.6%	166 96.0%	51 100.0%	167 96.5%	88 98.9%	40 100.0%	117 97.5%	90 96.8%	86 97.7%
Yes	3,519 73.5%	209 70.6%	108 79.4%	192 74.7%	160 70.5%	136 84.0%	92 79.3%	78 77.2%	147 83.5%	17 77.3%	186 69.7%	55 64.7%	112 72.3%	29 76.3%	90 71.4%	72 65.5%	39 78.0%	41 60.3%	119 71.7%	39 76.5%	106 63.5%	70 79.5%	32 80.0%	62 53.0%	74 82.2%	70 81.4%
No	1,271 26.5%	87 29.4%	28 20.6%	65 25.3%	67 29.5%	26 16.0%	24 20.7%	23 22.8%	29 16.5%	5 22.7%	81 30.3%	30 35.3%	43 27.7%	9 23.7%	36 28.6%	38 34.5%	11 22.0%	27 39.7%	47 28.3%	12 23.5%	61 36.5%	18 20.5%	8 20.0%	55 47.0%	16 17.8%	16 18.6%
Significantly different from column:*					FI	E			E												VW	U	U	YZ	X	X

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,884	304	137	263	113	124	55	30	266	53	156	89	176	122	82	218	51	172	300	4	93	211	0
Number missing or multiple answer	94	8	1	6	2	3	3	1	7	2	4	2	2	6	1	7	1	5	8	0	4	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	4,790 98.1%	296 97.4%	136 99.3%	257 97.7%	111 98.2%	121 97.6%	52 94.5%	29 96.7%	259 97.4%	51 96.2%	152 97.4%	87 97.8%	174 98.9%	116 95.1%	81 98.8%	211 96.8%	50 98.0%	167 97.1%	292 97.3%	4 100.0%	89 95.7%	207 98.1%	0 ---
Yes	3,519 73.5%	209 70.6%	108 79.4%	192 74.7%	90 81.1%	76 62.8%	35 67.3%	23 79.3%	179 69.1%	33 64.7%	103 67.8%	68 78.2%	122 70.1%	82 70.7%	58 71.6%	147 69.7%	41 82.0%	117 70.1%	207 70.9%	2 50.0%	66 74.2%	143 69.1%	0 ---
No	1,271 26.5%	87 29.4%	28 20.6%	65 25.3%	21 18.9%	45 37.2%	17 32.7%	6 20.7%	80 30.9%	18 35.3%	49 32.2%	19 21.8%	52 29.9%	34 29.3%	23 28.4%	64 30.3%	9 18.0%	50 29.9%	85 29.1%	2 50.0%	23 25.8%	64 30.9%	0 ---
Significantly different from column:*					F	E																	

NA - Not applicable

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

Question 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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,519	209	108	192	160	136	92	78	147	17	186	55	112	29	90	72	39	41	119	39	106	70	32	62	74	70
Number missing or multiple answer	67	3	1	3	2	2	1	0	1	0	3	2	0	1	3	0	0	0	2	0	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	NA	NA	NA
Usable responses	3,452 98.1%	206 98.6%	107 99.1%	189 98.4%	158 98.8%	134 98.5%	91 98.9%	78 100.0%	146 99.3%	17 100.0%	183 98.4%	53 96.4%	112 100.0%	28 96.6%	87 96.7%	72 100.0%	39 100.0%	41 100.0%	117 98.3%	39 100.0%	104 98.1%	69 98.6%	32 100.0%	62 100.0%	72 97.3%	69 98.6%
Yes	3,237 93.8%	199 96.6%	94 87.9%	171 90.5%	154 97.5%	130 97.0%	87 95.6%	77 98.7%	140 95.9%	16 94.1%	177 96.7%	50 94.3%	108 96.4%	28 100.0%	84 96.6%	69 95.8%	38 97.4%	38 92.7%	114 97.4%	38 97.4%	101 97.1%	65 94.2%	32 100.0%	62 100.0%	68 94.4%	67 97.1%
No	215 6.2%	7 3.4%	13 12.1%	18 9.5%	4 2.5%	4 3.0%	4 4.4%	1 1.3%	6 4.1%	1 5.9%	6 3.3%	3 5.7%	4 3.6%	0 0.0%	3 3.4%	3 4.2%	1 2.6%	3 7.3%	3 2.6%	1 2.6%	3 2.9%	4 5.8%	0 0.0%	0 0.0%	4 5.6%	2 2.9%
Significantly different from column:*		CD																								

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,519	209	108	192	90	76	35	23	179	33	103	68	122	82	58	147	41	117	207	2	66	143	0
Number missing or multiple answer	67	3	1	3	1	1	1	0	3	0	2	1	2	1	0	2	0	2	3	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	3,452 98.1%	206 98.6%	107 99.1%	189 98.4%	89 98.9%	75 98.7%	34 97.1%	23 100.0%	176 98.3%	33 100.0%	101 98.1%	67 98.5%	120 98.4%	81 98.8%	58 100.0%	145 98.6%	41 100.0%	115 98.3%	204 98.6%	2 100.0%	65 98.5%	141 98.6%	0 ---
Yes	3,237 93.8%	199 96.6%	94 87.9%	171 90.5%	85 95.5%	72 96.0%	34 100.0%	22 95.7%	170 96.6%	33 100.0%	97 96.0%	64 95.5%	115 95.8%	79 97.5%	57 98.3%	140 96.6%	39 95.1%	113 98.3%	197 96.6%	2 100.0%	65 100.0%	134 95.0%	0 ---
No	215 6.2%	7 3.4%	13 12.1%	18 9.5%	4 4.5%	3 4.0%	0 0.0%	1 4.3%	6 3.4%	0 0.0%	4 4.0%	3 4.5%	5 4.2%	2 2.5%	1 1.7%	5 3.4%	2 4.9%	2 1.7%	7 3.4%	0 0.0%	0 0.0%	7 5.0%	0 ---
Significantly different from column:*		CD																					

NA - Not applicable

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

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,519	209	108	192	160	136	92	78	147	17	186	55	112	29	90	72	39	41	119	39	106	70	32	62	74	70
Number missing or multiple answer	81	2	4	4	1	2	0	1	1	0	2	1	0	1	2	0	0	0	1	0	2	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	NA	NA	NA
Usable responses	3,438 97.7%	207 99.0%	104 96.3%	188 97.9%	159 99.4%	134 98.5%	92 100.0%	77 98.7%	146 99.3%	17 100.0%	184 98.9%	54 98.2%	112 100.0%	28 96.6%	88 97.8%	72 100.0%	39 100.0%	41 100.0%	118 99.2%	39 100.0%	104 98.1%	70 100.0%	32 100.0%	62 100.0%	72 97.3%	70 100.0%
Yes	3,139 91.3%	198 95.7%	89 85.6%	162 86.2%	153 96.2%	127 94.8%	86 93.5%	74 96.1%	140 95.9%	16 94.1%	176 95.7%	52 96.3%	106 94.6%	27 96.4%	85 96.6%	70 97.2%	35 89.7%	38 92.7%	116 98.3%	36 92.3%	101 97.1%	65 92.9%	31 96.9%	62 100.0%	66 91.7%	68 97.1%
No	299 8.7%	9 4.3%	15 14.4%	26 13.8%	6 3.8%	7 5.2%	6 6.5%	3 3.9%	6 4.1%	1 5.9%	8 4.3%	2 3.7%	6 5.4%	1 3.6%	3 3.4%	2 2.8%	4 10.3%	3 7.3%	2 1.7%	3 7.7%	3 2.9%	5 7.1%	1 3.1%	0 0.0%	6 8.3%	2 2.9%
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.

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,519	209	108	192	90	76	35	23	179	33	103	68	122	82	58	147	41	117	207	2	66	143	0
Number missing or multiple answer	81	2	4	4	2	0	0	0	2	0	1	1	2	0	0	1	1	0	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,438 97.7%	207 99.0%	104 96.3%	188 97.9%	88 97.8%	76 100.0%	35 100.0%	23 100.0%	177 98.9%	33 100.0%	102 99.0%	67 98.5%	120 98.4%	82 100.0%	58 100.0%	146 99.3%	40 97.6%	117 100.0%	205 99.0%	2 100.0%	65 98.5%	142 99.3%	0 ---
Yes	3,139 91.3%	198 95.7%	89 85.6%	162 86.2%	84 95.5%	72 94.7%	34 97.1%	22 95.7%	169 95.5%	33 100.0%	98 96.1%	62 92.5%	116 96.7%	77 93.9%	54 93.1%	141 96.6%	37 92.5%	115 98.3%	196 95.6%	2 100.0%	64 98.5%	134 94.4%	0 ---
No	299 8.7%	9 4.3%	15 14.4%	26 13.8%	4 4.5%	4 5.3%	1 2.9%	1 4.3%	8 4.5%	0 0.0%	4 3.9%	5 7.5%	4 3.3%	5 6.1%	4 6.9%	5 3.4%	3 7.5%	2 1.7%	9 4.4%	0 0.0%	1 1.5%	8 5.6%	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.

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

7127000

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

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	51	2	2	7	2	1	1	2	1	0	2	1	0	1	1	1	0	1	1	0	2	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,257 99.0%	343 99.4%	147 98.7%	289 97.6%	263 99.2%	191 99.5%	134 99.3%	112 98.2%	203 99.5%	27 100.0%	308 99.4%	95 99.0%	184 100.0%	44 97.8%	151 99.3%	123 99.2%	57 100.0%	79 98.8%	187 99.5%	53 100.0%	194 99.0%	101 100.0%	46 100.0%	137 99.3%	101 99.0%	102 100.0%
Yes	2,528 48.1%	133 38.8%	69 46.9%	113 39.1%	99 37.6%	96 50.3%	71 53.0%	59 52.7%	84 41.4%	10 37.0%	121 39.3%	37 38.9%	73 39.7%	15 34.1%	49 32.5%	49 39.8%	31 54.4%	16 20.3%	78 41.7%	25 47.2%	61 31.4%	45 44.6%	27 58.7%	46 33.6%	44 43.6%	43 42.2%
No	2,729 51.9%	210 61.2%	78 53.1%	176 60.9%	164 62.4%	95 49.7%	63 47.0%	53 47.3%	119 58.6%	17 63.0%	187 60.7%	58 61.1%	111 60.3%	29 65.9%	102 67.5%	74 60.2%	26 45.6%	63 79.7%	109 58.3%	28 52.8%	133 68.6%	56 55.4%	19 41.3%	91 66.4%	57 56.4%	59 57.8%
Significantly different from column:*		A			FGH	E	EI	E	G						Q		O	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.

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	51	2	2	7	1	1	0	0	2	1	1	0	0	2	0	2	0	1	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,257 99.0%	343 99.4%	147 98.7%	289 97.6%	133 99.3%	135 99.3%	60 100.0%	37 100.0%	295 99.3%	58 98.3%	179 99.4%	99 100.0%	198 100.0%	138 98.6%	102 100.0%	237 99.2%	57 100.0%	182 99.5%	339 99.4%	4 100.0%	114 99.1%	229 99.6%	0 ---
Yes	2,528 48.1%	133 38.8%	69 46.9%	113 39.1%	58 43.6%	44 32.6%	26 43.3%	13 35.1%	117 39.7%	32 55.2%	61 34.1%	39 39.4%	78 39.4%	54 39.1%	39 38.2%	92 38.8%	28 49.1%	75 41.2%	132 38.9%	1 25.0%	44 38.6%	89 38.9%	0 ---
No	2,729 51.9%	210 61.2%	78 53.1%	176 60.9%	75 56.4%	91 67.4%	34 56.7%	24 64.9%	178 60.3%	26 44.8%	118 65.9%	60 60.6%	120 60.6%	84 60.9%	63 61.8%	145 61.2%	29 50.9%	107 58.8%	207 61.1%	3 75.0%	70 61.4%	140 61.1%	0 ---
Significantly different from column:*		A								K	J												

NA - Not applicable

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

Question 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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	2,528	133	69	113	99	96	71	59	84	10	121	37	73	15	49	49	31	16	78	25	61	45	27	46	44	43
Number missing or multiple answer	17	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,511 99.3%	133 100.0%	68 98.6%	112 99.1%	99 100.0%	96 100.0%	71 100.0%	59 100.0%	84 100.0%	10 100.0%	121 100.0%	37 100.0%	73 100.0%	15 100.0%	49 100.0%	49 100.0%	31 100.0%	16 100.0%	78 100.0%	25 100.0%	61 100.0%	45 100.0%	27 100.0%	46 100.0%	44 100.0%	43 100.0%
Never	75 3.0%	2 1.5%	3 4.4%	4 3.6%	0 0.0%	2 2.1%	0 0.0%	1 1.7%	2 2.4%	1 10.0%	1 0.8%	1 2.7%	1 1.4%	0 0.0%	0 0.0%	2 4.1%	0 0.0%	1 6.3%	1 1.3%	0 0.0%	2 3.3%	0 0.0%	0 0.0%	0 0.0%	1 2.3%	1 2.3%
Sometimes	304 12.1%	14 10.5%	10 14.7%	17 15.2%	5 5.1%	9 9.4%	6 8.5%	8 13.6%	9 10.7%	1 10.0%	13 10.7%	6 16.2%	6 8.2%	2 13.3%	6 12.2%	5 10.2%	3 9.7%	1 6.3%	9 11.5%	3 12.0%	7 11.5%	2 4.4%	5 18.5%	3 6.5%	5 11.4%	6 14.0%
Usually	571 22.7%	24 18.0%	17 25.0%	22 19.6%	17 17.2%	19 19.8%	17 23.9%	11 18.6%	14 16.7%	0 0.0%	23 19.0%	4 10.8%	15 20.5%	2 13.3%	7 14.3%	6 12.2%	9 29.0%	3 18.8%	13 16.7%	5 20.0%	7 11.5%	14 31.1%	3 11.1%	9 19.6%	8 18.2%	7 16.3%
Always	1,561 62.2%	93 69.9%	38 55.9%	69 61.6%	77 77.8%	66 68.8%	48 67.6%	39 66.1%	59 70.2%	8 80.0%	84 69.4%	26 70.3%	51 69.9%	11 73.3%	36 73.5%	36 73.5%	19 61.3%	11 68.8%	55 70.5%	17 68.0%	45 73.8%	29 64.4%	19 70.4%	34 73.9%	30 68.2%	29 67.4%
Significantly different from column:*		C																								
Usually or Always	2,132 84.9%	117 88.0%	55 80.9%	91 81.3%	94 94.9%	85 88.5%	65 91.5%	50 84.7%	73 86.9%	8 80.0%	107 88.4%	30 81.1%	66 90.4%	13 86.7%	43 87.8%	42 85.7%	28 90.3%	14 87.5%	68 87.2%	22 88.0%	52 85.2%	43 95.6%	22 81.5%	43 93.5%	38 86.4%	36 83.7%
Significantly different from column:*					H			E																		

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,528	133	69	113	58	44	26	13	117	32	61	39	78	54	39	92	28	75	132	1	44	89	0
Number missing or multiple answer	17	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	2,511	133	68	112	58	44	26	13	117	32	61	39	78	54	39	92	28	75	132	1	44	89	0
	99.3%	100.0%	98.6%	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%	---
Never	75	2	3	4	1	0	1	0	2	0	1	1	2	0	2	0	0	1	2	0	1	1	0
	3.0%	1.5%	4.4%	3.6%	1.7%	0.0%	3.8%	0.0%	1.7%	0.0%	1.6%	2.6%	2.6%	0.0%	5.1%	0.0%	0.0%	1.3%	1.5%	0.0%	2.3%	1.1%	---
Sometimes	304	14	10	17	7	5	2	2	11	6	5	3	7	7	5	9	7	5	14	0	3	11	0
	12.1%	10.5%	14.7%	15.2%	12.1%	11.4%	7.7%	15.4%	9.4%	18.8%	8.2%	7.7%	9.0%	13.0%	12.8%	9.8%	25.0%	6.7%	10.6%	0.0%	6.8%	12.4%	---
Usually	571	24	17	22	9	8	4	3	19	3	11	9	13	10	12	12	5	13	23	1	10	14	0
	22.7%	18.0%	25.0%	19.6%	15.5%	18.2%	15.4%	23.1%	16.2%	9.4%	18.0%	23.1%	16.7%	18.5%	30.8%	13.0%	17.9%	17.3%	17.4%	100.0%	22.7%	15.7%	---
Always	1,561	93	38	69	41	31	19	8	85	23	44	26	56	37	20	71	16	56	93	0	30	63	0
	62.2%	69.9%	55.9%	61.6%	70.7%	70.5%	73.1%	61.5%	72.6%	71.9%	72.1%	66.7%	71.8%	68.5%	51.3%	77.2%	57.1%	74.7%	70.5%	0.0%	68.2%	70.8%	---
Significantly different from column:*		C													P	O							
Usually or Always	2,132	117	55	91	50	39	23	11	104	26	55	35	69	47	32	83	21	69	116	1	40	77	0
	84.9%	88.0%	80.9%	81.3%	86.2%	88.6%	88.5%	84.6%	88.9%	81.3%	90.2%	89.7%	88.5%	87.0%	82.1%	90.2%	75.0%	92.0%	87.9%	100.0%	90.9%	86.5%	---
Significantly different from column:*																							

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	2,528	133	69	113	99	96	71	59	84	10	121	37	73	15	49	49	31	16	78	25	61	45	27	46	44	43
Number missing or multiple answer	35	2	1	4	1	2	1	0	1	0	2	0	0	2	1	0	1	0	0	0	1	0	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,493 98.6%	131 98.5%	68 98.6%	109 96.5%	98 99.0%	94 97.9%	70 98.6%	59 100.0%	83 98.8%	10 100.0%	119 98.3%	37 100.0%	73 100.0%	13 86.7%	48 98.0%	49 100.0%	30 96.8%	16 100.0%	78 100.0%	25 100.0%	60 98.4%	45 100.0%	26 96.3%	46 100.0%	43 97.7%	42 97.7%
None	101 4.1%	4 3.1%	3 4.4%	4 3.7%	2 2.0%	4 4.3%	2 2.9%	1 1.7%	2 2.4%	0 0.0%	4 3.4%	4 10.8%	0 0.0%	0 0.0%	1 2.1%	3 6.1%	0 0.0%	0 0.0%	3 3.8%	1 4.0%	2 3.3%	1 2.2%	1 3.8%	1 2.2%	2 4.7%	1 2.4%
1 specialist	1,143 45.8%	72 55.0%	41 60.3%	56 51.4%	56 57.1%	46 48.9%	34 48.6%	27 45.8%	42 50.6%	5 50.0%	67 56.3%	21 56.8%	41 56.2%	7 53.8%	30 62.5%	27 55.1%	13 43.3%	13 81.3%	43 55.1%	10 40.0%	40 66.7%	22 48.9%	10 38.5%	32 69.6%	20 46.5%	20 47.6%
2	650 26.1%	40 30.5%	17 25.0%	27 24.8%	27 27.6%	30 31.9%	23 32.9%	23 39.0%	29 34.9%	3 30.0%	37 31.1%	9 24.3%	23 31.5%	5 38.5%	12 25.0%	15 30.6%	13 43.3%	3 18.8%	26 33.3%	7 28.0%	15 25.0%	17 37.8%	8 30.8%	9 19.6%	18 41.9%	13 31.0%
3	322 12.9%	10 7.6%	4 5.9%	13 11.9%	8 8.2%	10 10.6%	6 8.6%	4 6.8%	6 7.2%	2 20.0%	7 5.9%	2 5.4%	6 8.2%	1 7.7%	2 4.2%	3 6.1%	4 13.3%	0 0.0%	4 5.1%	5 20.0%	3 5.0%	4 8.9%	3 11.5%	3 6.5%	3 7.0%	4 9.5%
4	136 5.5%	3 2.3%	1 1.5%	2 1.8%	3 3.1%	3 3.2%	3 4.3%	2 3.4%	2 2.4%	0 0.0%	2 1.7%	0 0.0%	2 2.7%	0 0.0%	2 4.2%	0 0.0%	0 0.0%	0 0.0%	1 1.3%	2 8.0%	0 0.0%	1 2.2%	2 7.7%	1 2.2%	0 0.0%	2 4.8%
5 or more specialists	141 5.7%	2 1.5%	2 2.9%	7 6.4%	2 2.0%	1 1.1%	2 2.9%	2 3.4%	2 2.4%	0 0.0%	2 1.7%	1 2.7%	1 1.4%	0 0.0%	1 2.1%	1 2.0%	0 0.0%	0 0.0%	1 1.3%	0 0.0%	0 0.0%	0 0.0%	2 7.7%	0 0.0%	0 0.0%	2 4.8%
3 or more specialists	599 24.0%	15 11.5%	7 10.3%	22 20.2%	13 13.3%	14 14.9%	11 15.7%	8 13.6%	10 12.0%	2 20.0%	11 9.2%	3 8.1%	9 12.3%	1 7.7%	5 10.4%	4 8.2%	4 13.3%	0 0.0%	6 7.7%	7 28.0%	3 5.0%	5 11.1%	7 26.9%	4 8.7%	3 7.0%	8 19.0%
Significantly different from column:*		A																								

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,528	133	69	113	58	44	26	13	117	32	61	39	78	54	39	92	28	75	132	1	44	89	0
Number missing or multiple answer	35	2	1	4	2	0	0	0	2	0	1	1	2	0	0	1	0	0	2	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	2,493	131	68	109	56	44	26	13	115	32	60	38	76	54	39	91	28	75	130	1	42	89	0
	98.6%	98.5%	98.6%	96.5%	96.6%	100.0%	100.0%	100.0%	98.3%	100.0%	98.4%	97.4%	97.4%	100.0%	100.0%	98.9%	100.0%	100.0%	98.5%	100.0%	95.5%	100.0%	---
None	101	4	3	4	2	1	1	1	3	1	2	1	3	1	2	2	1	3	4	0	1	3	0
	4.1%	3.1%	4.4%	3.7%	3.6%	2.3%	3.8%	7.7%	2.6%	3.1%	3.3%	2.6%	3.9%	1.9%	5.1%	2.2%	3.6%	4.0%	3.1%	0.0%	2.4%	3.4%	---
1 specialist	1,143	72	41	56	32	24	15	7	64	22	33	17	42	30	19	52	15	38	72	0	28	44	0
	45.8%	55.0%	60.3%	51.4%	57.1%	54.5%	57.7%	53.8%	55.7%	68.8%	55.0%	44.7%	55.3%	55.6%	48.7%	57.1%	53.6%	50.7%	55.4%	0.0%	66.7%	49.4%	---
2	650	40	17	27	14	18	7	4	35	7	20	13	27	13	11	29	5	28	39	1	9	31	0
	26.1%	30.5%	25.0%	24.8%	25.0%	40.9%	26.9%	30.8%	30.4%	21.9%	33.3%	34.2%	35.5%	24.1%	28.2%	31.9%	17.9%	37.3%	30.0%	100.0%	21.4%	34.8%	---
3	322	10	4	13	4	1	3	1	8	2	5	2	4	5	4	6	4	5	10	0	4	6	0
	12.9%	7.6%	5.9%	11.9%	7.1%	2.3%	11.5%	7.7%	7.0%	6.3%	8.3%	5.3%	5.3%	9.3%	10.3%	6.6%	14.3%	6.7%	7.7%	0.0%	9.5%	6.7%	---
4	136	3	1	2	2	0	0	0	3	0	0	3	0	3	1	2	2	1	3	0	0	3	0
	5.5%	2.3%	1.5%	1.8%	3.6%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	7.9%	0.0%	5.6%	2.6%	2.2%	7.1%	1.3%	2.3%	0.0%	0.0%	3.4%	---
5 or more specialists	141	2	2	7	2	0	0	0	2	0	0	2	0	2	2	0	1	0	2	0	0	2	0
	5.7%	1.5%	2.9%	6.4%	3.6%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	5.3%	0.0%	3.7%	5.1%	0.0%	3.6%	0.0%	1.5%	0.0%	0.0%	2.2%	---
3 or more specialists	599	15	7	22	8	1	3	1	13	2	5	7	4	10	7	8	7	6	15	0	4	11	0
	24.0%	11.5%	10.3%	20.2%	14.3%	2.3%	11.5%	7.7%	11.3%	6.3%	8.3%	18.4%	5.3%	18.5%	17.9%	8.8%	25.0%	8.0%	11.5%	0.0%	9.5%	12.4%	---
Significantly different from column:*		A											N	M									

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	2,392	127	65	105	96	90	68	58	81	10	115	33	73	13	47	46	30	16	75	24	58	44	25	45	41	41
Number missing or multiple answer	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,380 99.5%	127 100.0%	65 100.0%	105 100.0%	96 100.0%	90 100.0%	68 100.0%	58 100.0%	81 100.0%	10 100.0%	115 100.0%	33 100.0%	73 100.0%	13 100.0%	47 100.0%	46 100.0%	30 100.0%	16 100.0%	75 100.0%	24 100.0%	58 100.0%	44 100.0%	25 100.0%	45 100.0%	41 100.0%	41 100.0%
0 Worst specialist possible	8 0.3%	0 0.0%	1 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 0.0%	0 0.0%	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	6 0.3%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	10 0.4%	2 1.6%	0 0.0%	2 1.9%	1 1.0%	1 1.1%	1 1.5%	0 0.0%	1 1.2%	0 0.0%	2 1.7%	1 3.0%	1 1.4%	0 0.0%	0 0.0%	1 2.2%	1 3.3%	1 6.3%	0 0.0%	1 4.2%	1 1.7%	1 2.3%	0 0.0%	0 0.0%	2 4.9%	0 0.0%
3	11 0.5%	0 0.0%	1 1.5%	2 1.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	13 0.5%	0 0.0%	1 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 0.0%	0 0.0%	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	53 2.2%	2 1.6%	1 1.5%	3 2.9%	1 1.0%	1 1.1%	1 1.5%	1 1.7%	2 2.5%	0 0.0%	2 1.7%	1 3.0%	1 1.4%	0 0.0%	0 0.0%	2 4.3%	0 0.0%	1 6.3%	1 1.3%	0 0.0%	2 3.4%	0 0.0%	0 0.0%	1 2.2%	1 2.4%	0 0.0%
6	46 1.9%	2 1.6%	1 1.5%	2 1.9%	1 1.0%	2 2.2%	1 1.5%	1 1.7%	2 2.5%	0 0.0%	2 1.7%	0 0.0%	2 2.7%	0 0.0%	0 0.0%	1 2.2%	1 3.3%	0 0.0%	0 0.0%	2 8.3%	0 0.0%	2 4.5%	0 0.0%	0 0.0%	0 0.0%	2 4.9%
7	136 5.7%	7 5.5%	5 7.7%	5 4.8%	4 4.2%	4 4.4%	2 2.9%	2 3.4%	3 3.7%	2 20.0%	5 4.3%	1 3.0%	6 8.2%	0 0.0%	1 2.1%	5 10.9%	1 3.3%	3 18.8%	3 4.0%	0 0.0%	5 8.6%	0 0.0%	2 8.0%	4 8.9%	0 0.0%	3 7.3%
8	307 12.9%	12 9.4%	6 9.2%	14 13.3%	10 10.4%	9 10.0%	8 11.8%	6 10.3%	9 11.1%	1 10.0%	11 9.6%	3 9.1%	8 11.0%	1 7.7%	4 8.5%	4 8.7%	4 13.3%	0 0.0%	6 8.0%	5 20.8%	4 6.9%	6 13.6%	2 8.0%	4 8.9%	6 14.6%	2 4.9%
9	375 15.8%	20 15.7%	8 12.3%	12 11.4%	15 15.6%	13 14.4%	13 19.1%	8 13.8%	8 9.9%	3 30.0%	17 14.8%	3 9.1%	11 15.1%	3 23.1%	7 14.9%	5 10.9%	6 20.0%	2 12.5%	13 17.3%	2 8.3%	10 17.2%	8 18.2%	2 8.0%	10 22.2%	7 17.1%	3 7.3%
10 Best specialist possible	1,415 59.5%	82 64.6%	41 63.1%	64 61.0%	64 66.7%	60 66.7%	42 61.8%	40 69.0%	56 69.1%	4 40.0%	76 66.1%	24 72.7%	44 60.3%	9 69.2%	35 74.5%	28 60.9%	17 56.7%	9 56.3%	52 69.3%	14 58.3%	36 62.1%	27 61.4%	19 76.0%	26 57.8%	25 61.0%	31 75.6%

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,392	127	65	105	54	43	25	12	112	31	58	37	73	53	37	89	27	72	126	1	41	86	0
Number missing or multiple answer	12	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	2,380 99.5%	127 100.0%	65 100.0%	105 100.0%	54 100.0%	43 100.0%	25 100.0%	12 100.0%	112 100.0%	31 100.0%	58 100.0%	37 100.0%	73 100.0%	53 100.0%	37 100.0%	89 100.0%	27 100.0%	72 100.0%	126 100.0%	1 100.0%	41 100.0%	86 100.0%	0 ---
0 Worst specialist possible	8 0.3%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
1	6 0.3%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
2	10 0.4%	2 1.6%	0 0.0%	2 1.9%	1 1.9%	1 2.3%	0 0.0%	0 0.0%	2 1.8%	1 3.2%	0 0.0%	1 2.7%	0 0.0%	2 3.8%	1 2.7%	1 1.1%	0 0.0%	1 1.4%	2 1.6%	0 0.0%	1 2.4%	1 1.2%	0 ---
3	11 0.5%	0 0.0%	1 1.5%	2 1.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 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	13 0.5%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
5	53 2.2%	2 1.6%	1 1.5%	3 2.9%	0 0.0%	0 0.0%	2 8.0%	1 8.3%	1 0.9%	0 0.0%	2 3.4%	0 0.0%	1 1.4%	1 1.9%	0 0.0%	2 2.2%	0 0.0%	1 1.4%	2 1.6%	0 0.0%	0 0.0%	2 2.3%	0 ---
6	46 1.9%	2 1.6%	1 1.5%	2 1.9%	1 1.9%	1 2.3%	0 0.0%	0 0.0%	2 1.8%	1 3.2%	1 1.7%	0 0.0%	0 0.0%	2 3.8%	1 2.7%	1 1.1%	2 7.4%	0 0.0%	2 1.6%	0 0.0%	1 2.4%	1 1.2%	0 ---
7	136 5.7%	7 5.5%	5 7.7%	5 4.8%	3 5.6%	1 2.3%	3 12.0%	1 8.3%	5 4.5%	3 9.7%	1 1.7%	3 8.1%	3 4.1%	4 7.5%	6 16.2%	1 1.1%	2 7.4%	1 1.4%	7 5.6%	0 0.0%	4 9.8%	3 3.5%	0 ---
8	307 12.9%	12 9.4%	6 9.2%	14 13.3%	4 7.4%	6 14.0%	2 8.0%	0 0.0%	12 10.7%	2 6.5%	7 12.1%	3 8.1%	7 9.6%	5 9.4%	5 13.5%	7 7.9%	4 14.8%	7 9.7%	12 9.5%	0 0.0%	4 9.8%	8 9.3%	0 ---
9	375 15.8%	20 15.7%	8 12.3%	12 11.4%	11 20.4%	4 9.3%	3 12.0%	3 25.0%	16 14.3%	5 16.1%	11 19.0%	4 10.8%	11 15.1%	9 17.0%	8 21.6%	11 12.4%	6 22.2%	9 12.5%	20 15.9%	0 0.0%	9 22.0%	11 12.8%	0 ---
10 Best specialist possible	1,415 59.5%	82 64.6%	41 63.1%	64 61.0%	34 63.0%	30 69.8%	15 60.0%	7 58.3%	74 66.1%	19 61.3%	36 62.1%	26 70.3%	51 69.9%	30 56.6%	16 43.2%	66 74.2%	13 48.1%	53 73.6%	81 64.3%	1 100.0%	22 53.7%	60 69.8%	0 ---

NA - Not applicable

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	2,392	127	65	105	96	90	68	58	81	10	115	33	73	13	47	46	30	16	75	24	58	44	25	45	41	41
Number missing or multiple answer	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,380 99.5%	127 100.0%	65 100.0%	105 100.0%	96 100.0%	90 100.0%	68 100.0%	58 100.0%	81 100.0%	10 100.0%	115 100.0%	33 100.0%	73 100.0%	13 100.0%	47 100.0%	46 100.0%	30 100.0%	16 100.0%	75 100.0%	24 100.0%	58 100.0%	44 100.0%	25 100.0%	45 100.0%	41 100.0%	41 100.0%
0 to 1	14 0.6%	0 0.0%	1 1.5%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 to 2	24 1.0%	2 1.6%	1 1.5%	3 2.9%	1 1.0%	1 1.1%	1 1.5%	0 0.0%	1 1.2%	0 0.0%	2 1.7%	1 3.0%	1 1.4%	0 0.0%	0 0.0%	1 2.2%	1 3.3%	1 6.3%	0 0.0%	1 4.2%	1 1.7%	1 2.3%	0 0.0%	0 0.0%	2 4.9%	0 0.0%
0 to 7	283 11.9%	13 10.2%	10 15.4%	15 14.3%	7 7.3%	8 8.9%	5 7.4%	4 6.9%	8 9.9%	2 20.0%	11 9.6%	3 9.1%	10 13.7%	0 0.0%	1 2.1%	9 19.6%	3 10.0%	5 31.3%	4 5.3%	3 12.5%	8 13.8%	3 6.8%	2 8.0%	5 11.1%	3 7.3%	5 12.2%
0 to 8	590 24.8%	25 19.7%	16 24.6%	29 27.6%	17 17.7%	17 18.9%	13 19.1%	10 17.2%	17 21.0%	3 30.0%	22 19.1%	6 18.2%	18 24.7%	1 7.7%	5 10.6%	13 28.3%	7 23.3%	5 31.3%	10 13.3%	8 33.3%	12 20.7%	9 20.5%	4 16.0%	9 20.0%	9 22.0%	7 17.1%
8 to 10	2,097 88.1%	114 89.8%	55 84.6%	90 85.7%	89 92.7%	82 91.1%	63 92.6%	54 93.1%	73 90.1%	8 80.0%	104 90.4%	30 90.9%	63 86.3%	13 100.0%	46 97.9%	37 80.4%	27 90.0%	11 68.8%	71 94.7%	21 87.5%	50 86.2%	41 93.2%	23 92.0%	40 88.9%	38 92.7%	36 87.8%
9 to 10	1,790 75.2%	102 80.3%	49 75.4%	76 72.4%	79 82.3%	73 81.1%	55 80.9%	48 82.8%	64 79.0%	7 70.0%	93 80.9%	27 81.8%	55 75.3%	12 92.3%	42 89.4%	33 71.7%	23 76.7%	11 68.8%	65 86.7%	16 66.7%	46 79.3%	35 79.5%	21 84.0%	36 80.0%	32 78.0%	34 82.9%
Significantly different from column:*															P	O										

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,392	127	65	105	54	43	25	12	112	31	58	37	73	53	37	89	27	72	126	1	41	86	0
Number missing or multiple answer	12	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	2,380 99.5%	127 100.0%	65 100.0%	105 100.0%	54 100.0%	43 100.0%	25 100.0%	12 100.0%	112 100.0%	31 100.0%	58 100.0%	37 100.0%	73 100.0%	53 100.0%	37 100.0%	89 100.0%	27 100.0%	72 100.0%	126 100.0%	1 100.0%	41 100.0%	86 100.0%	0 ---
0 to 1	14 0.6%	0 0.0%	1 1.5%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
0 to 2	24 1.0%	2 1.6%	1 1.5%	3 2.9%	1 1.9%	1 2.3%	0 0.0%	0 0.0%	2 1.8%	1 3.2%	0 0.0%	1 2.7%	0 0.0%	2 3.8%	1 2.7%	1 1.1%	0 0.0%	1 1.4%	2 1.6%	0 0.0%	1 2.4%	1 1.2%	0 ---
0 to 7	283 11.9%	13 10.2%	10 15.4%	15 14.3%	5 9.3%	3 7.0%	5 20.0%	2 16.7%	10 8.9%	5 16.1%	4 6.9%	4 10.8%	4 5.5%	9 17.0%	8 21.6%	5 5.6%	4 14.8%	3 4.2%	13 10.3%	0 0.0%	6 14.6%	7 8.1%	0 ---
0 to 8	590 24.8%	25 19.7%	16 24.6%	29 27.6%	9 16.7%	9 20.9%	7 28.0%	2 16.7%	22 19.6%	7 22.6%	11 19.0%	7 18.9%	11 15.1%	14 26.4%	13 35.1%	12 13.5%	8 29.6%	10 13.9%	25 19.8%	0 0.0%	10 24.4%	15 17.4%	0 ---
8 to 10	2,097 88.1%	114 89.8%	55 84.6%	90 85.7%	49 90.7%	40 93.0%	20 80.0%	10 83.3%	102 91.1%	26 83.9%	54 93.1%	33 89.2%	69 94.5%	44 83.0%	29 78.4%	84 94.4%	23 85.2%	69 95.8%	113 89.7%	1 100.0%	35 85.4%	79 91.9%	0 ---
9 to 10	1,790 75.2%	102 80.3%	49 75.4%	76 72.4%	45 83.3%	34 79.1%	18 72.0%	10 83.3%	90 80.4%	24 77.4%	47 81.0%	30 81.1%	62 84.9%	39 73.6%	24 64.9%	77 86.5%	19 70.4%	62 86.1%	101 80.2%	1 100.0%	31 75.6%	71 82.6%	0 ---
Significantly different from column:*															P	O							

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	75	6	1	7	6	3	2	3	3	2	4	2	3	1	2	1	3	2	3	0	4	2	0	2	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,233 98.6%	339 98.3%	148 99.3%	289 97.6%	259 97.7%	189 98.4%	133 98.5%	111 97.4%	201 98.5%	25 92.6%	306 98.7%	94 97.9%	181 98.4%	44 97.8%	150 98.7%	123 99.2%	54 94.7%	78 97.5%	185 98.4%	53 100.0%	192 98.0%	99 98.0%	46 100.0%	136 98.6%	100 98.0%	100 98.0%
Yes	1,704 32.6%	104 30.7%	36 24.3%	102 35.3%	82 31.7%	72 38.1%	45 33.8%	39 35.1%	67 33.3%	5 20.0%	96 31.4%	33 35.1%	47 26.0%	16 36.4%	46 30.7%	39 31.7%	16 29.6%	22 28.2%	55 29.7%	19 35.8%	53 27.6%	34 34.3%	16 34.8%	33 24.3%	35 35.0%	36 36.0%
No	3,529 67.4%	235 69.3%	112 75.7%	187 64.7%	177 68.3%	117 61.9%	88 66.2%	72 64.9%	134 66.7%	20 80.0%	210 68.6%	61 64.9%	134 74.0%	28 63.6%	104 69.3%	84 68.3%	38 70.4%	56 71.8%	130 70.3%	34 64.2%	139 72.4%	65 65.7%	30 65.2%	103 75.7%	65 65.0%	64 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.

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	75	6	1	7	3	3	0	0	6	3	3	0	2	4	3	3	2	1	6	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	5,233 98.6%	339 98.3%	148 99.3%	289 97.6%	131 97.8%	133 97.8%	60 100.0%	37 100.0%	291 98.0%	56 94.9%	177 98.3%	99 100.0%	196 99.0%	136 97.1%	99 97.1%	236 98.7%	55 96.5%	182 99.5%	335 98.2%	4 100.0%	114 99.1%	225 97.8%	0 ---
Yes	1,704 32.6%	104 30.7%	36 24.3%	102 35.3%	39 29.8%	44 33.1%	17 28.3%	12 32.4%	89 30.6%	17 30.4%	54 30.5%	31 31.3%	63 32.1%	39 28.7%	22 22.2%	81 34.3%	18 32.7%	56 30.8%	102 30.4%	2 50.0%	30 26.3%	74 32.9%	0 ---
No	3,529 67.4%	235 69.3%	112 75.7%	187 64.7%	92 70.2%	89 66.9%	43 71.7%	25 67.6%	202 69.4%	39 69.6%	123 69.5%	68 68.7%	133 67.9%	97 71.3%	77 77.8%	155 65.7%	37 67.3%	126 69.2%	233 69.6%	2 50.0%	84 73.7%	151 67.1%	0 ---
Significantly different from column:*															P	O							

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	1,704	104	36	102	82	72	45	39	67	5	96	33	47	16	46	39	16	22	55	19	53	34	16	33	35	36
Number missing or multiple answer	28	2	3	1	2	2	2	2	2	0	2	0	1	1	0	2	0	0	2	0	1	1	0	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,676 98.4%	102 98.1%	33 91.7%	101 99.0%	80 97.6%	70 97.2%	43 95.6%	37 94.9%	65 97.0%	5 100.0%	94 97.9%	33 100.0%	46 97.9%	15 93.8%	46 100.0%	37 94.9%	16 100.0%	22 100.0%	53 96.4%	19 100.0%	52 98.1%	33 97.1%	16 100.0%	33 100.0%	34 97.1%	35 97.2%
Never	33 2.0%	1 1.0%	2 6.1%	4 4.0%	1 1.3%	1 1.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 2.2%	0 0.0%	0 0.0%	1 2.7%	0 0.0%	0 0.0%	0 0.0%	1 5.3%	1 1.9%	0 0.0%	0 0.0%	1 3.0%	0 0.0%	0 0.0%
Sometimes	218 13.0%	8 7.8%	3 9.1%	11 10.9%	5 6.3%	7 10.0%	7 16.3%	2 5.4%	5 7.7%	0 0.0%	8 8.5%	5 15.2%	2 4.3%	1 6.7%	3 6.5%	4 10.8%	1 6.3%	1 4.5%	6 11.3%	1 5.3%	4 7.7%	2 6.1%	2 12.5%	1 3.0%	2 5.9%	5 14.3%
Usually	422 25.2%	26 25.5%	11 33.3%	16 15.8%	19 23.8%	24 34.3%	12 27.9%	9 24.3%	21 32.3%	2 40.0%	22 23.4%	5 15.2%	15 32.6%	4 26.7%	9 19.6%	7 18.9%	8 50.0%	4 18.2%	11 20.8%	8 42.1%	11 21.2%	13 39.4%	2 12.5%	3 9.1%	14 41.2%	9 25.7%
Always	1,003 59.8%	67 65.7%	17 51.5%	70 69.3%	55 68.8%	38 54.3%	24 55.8%	26 70.3%	39 60.0%	3 60.0%	63 67.0%	23 69.7%	28 60.9%	10 66.7%	34 73.9%	25 67.6%	7 43.8%	17 77.3%	36 67.9%	9 47.4%	36 69.2%	18 54.5%	12 75.0%	28 84.8%	18 52.9%	21 60.0%
Significantly different from column:*															Q		O	T		R				YZ	X	X
Usually or Always	1,425 85.0%	93 91.2%	28 84.8%	86 85.1%	74 92.5%	62 88.6%	36 83.7%	35 94.6%	60 92.3%	5 100.0%	85 90.4%	28 84.8%	43 93.5%	14 93.3%	43 93.5%	32 86.5%	15 93.8%	21 95.5%	47 88.7%	17 89.5%	47 90.4%	31 93.9%	14 87.5%	31 93.9%	32 94.1%	30 85.7%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,704	104	36	102	39	44	17	12	89	17	54	31	63	39	22	81	18	56	102	2	30	74	0
Number missing or multiple answer	28	2	3	1	0	1	1	0	2	1	1	0	1	1	0	2	0	2	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,676 98.4%	102 98.1%	33 91.7%	101 99.0%	39 100.0%	43 97.7%	16 94.1%	12 100.0%	87 97.8%	16 94.1%	53 98.1%	31 100.0%	62 98.4%	38 97.4%	22 100.0%	79 97.5%	18 100.0%	54 96.4%	100 98.0%	2 100.0%	29 96.7%	73 98.6%	0 ---
Never	33 2.0%	1 1.0%	2 6.1%	4 4.0%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 1.9%	0 0.0%	1 1.6%	0 0.0%	1 4.5%	0 0.0%	1 5.6%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	1 1.4%	0 ---
Sometimes	218 13.0%	8 7.8%	3 9.1%	11 10.9%	4 10.3%	3 7.0%	1 6.3%	1 8.3%	7 8.0%	0 0.0%	3 5.7%	5 16.1%	4 6.5%	4 10.5%	5 22.7%	3 3.8%	5 27.8%	2 3.7%	8 8.0%	0 0.0%	1 3.4%	7 9.6%	0 ---
Usually	422 25.2%	26 25.5%	11 33.3%	16 15.8%	11 28.2%	8 18.6%	5 31.3%	2 16.7%	22 25.3%	2 12.5%	14 26.4%	9 29.0%	17 27.4%	8 21.1%	11 50.0%	15 19.0%	6 33.3%	13 24.1%	26 26.0%	0 0.0%	7 24.1%	19 26.0%	0 ---
Always	1,003 59.8%	67 65.7%	17 51.5%	70 69.3%	23 59.0%	32 74.4%	10 62.5%	9 75.0%	57 65.5%	14 87.5%	35 66.0%	17 54.8%	40 64.5%	26 68.4%	5 22.7%	61 77.2%	6 33.3%	39 72.2%	65 65.0%	2 100.0%	21 72.4%	46 63.0%	0 ---
Significantly different from column:*										L		J			P	O	R	Q					
Usually or Always	1,425 85.0%	93 91.2%	28 84.8%	86 85.1%	34 87.2%	40 93.0%	15 93.8%	11 91.7%	79 90.8%	16 100.0%	49 92.5%	26 83.9%	57 91.9%	34 89.5%	16 72.7%	76 96.2%	12 66.7%	52 96.3%	91 91.0%	2 100.0%	28 96.6%	65 89.0%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	1,704	104	36	102	82	72	45	39	67	5	96	33	47	16	46	39	16	22	55	19	53	34	16	33	35	36
Number missing or multiple answer	22	1	2	1	1	1	1	1	1	0	1	0	0	1	0	1	0	0	1	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,682 98.7%	103 99.0%	34 94.4%	101 99.0%	81 98.8%	71 98.6%	44 97.8%	38 97.4%	66 98.5%	5 100.0%	95 99.0%	33 100.0%	47 100.0%	15 93.8%	46 100.0%	38 97.4%	16 100.0%	22 100.0%	54 98.2%	19 100.0%	52 98.1%	34 100.0%	16 100.0%	33 100.0%	34 97.1%	36 100.0%
Never	16 1.0%	0 0.0%	1 2.9%	2 2.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	68 4.0%	3 2.9%	3 8.8%	8 7.9%	3 3.7%	1 1.4%	2 4.5%	2 5.3%	1 1.5%	0 0.0%	3 3.2%	3 9.1%	0 0.0%	0 0.0%	2 4.3%	1 2.6%	0 0.0%	0 0.0%	2 3.7%	1 5.3%	1 1.9%	1 2.9%	1 6.3%	1 3.0%	1 2.9%	1 2.8%
Usually	225 13.4%	14 13.6%	4 11.8%	12 11.9%	9 11.1%	13 18.3%	6 13.6%	5 13.2%	8 12.1%	2 40.0%	11 11.6%	5 15.2%	5 10.6%	2 13.3%	3 6.5%	6 15.8%	4 25.0%	1 4.5%	8 14.8%	3 15.8%	9 17.3%	4 11.8%	1 6.3%	5 15.2%	6 17.6%	3 8.3%
Always	1,373 81.6%	86 83.5%	26 76.5%	79 78.2%	69 85.2%	57 80.3%	36 81.8%	31 81.6%	57 86.4%	3 60.0%	81 85.3%	25 75.8%	42 89.4%	13 86.7%	41 89.1%	31 81.6%	12 75.0%	21 95.5%	44 81.5%	15 78.9%	42 80.8%	29 85.3%	14 87.5%	27 81.8%	27 79.4%	32 88.9%
Significantly different from column:*																										
Usually or Always	1,598 95.0%	100 97.1%	30 88.2%	91 90.1%	78 96.3%	70 98.6%	42 95.5%	36 94.7%	65 98.5%	5 100.0%	92 96.8%	30 90.9%	47 100.0%	15 100.0%	44 95.7%	37 97.4%	16 100.0%	22 100.0%	52 96.3%	18 94.7%	51 98.1%	33 97.1%	15 93.8%	32 97.0%	33 97.1%	35 97.2%
Significantly different from column:*		D																								

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,704	104	36	102	39	44	17	12	89	17	54	31	63	39	22	81	18	56	102	2	30	74	0
Number missing or multiple answer	22	1	2	1	0	1	0	0	1	0	1	0	0	1	0	1	0	1	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,682 98.7%	103 99.0%	34 94.4%	101 99.0%	39 100.0%	43 97.7%	17 100.0%	12 100.0%	88 98.9%	17 100.0%	53 98.1%	31 100.0%	63 100.0%	38 97.4%	22 100.0%	80 98.8%	18 100.0%	55 98.2%	101 99.0%	2 100.0%	29 96.7%	74 100.0%	0 ---
Never	16 1.0%	0 0.0%	1 2.9%	2 2.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
Sometimes	68 4.0%	3 2.9%	3 8.8%	8 7.9%	1 2.6%	1 2.3%	1 5.9%	0 0.0%	3 3.4%	1 5.9%	1 1.9%	1 3.2%	2 3.2%	1 2.6%	2 9.1%	1 1.3%	3 16.7%	0 0.0%	3 3.0%	0 0.0%	0 0.0%	3 4.1%	0 ---
Usually	225 13.4%	14 13.6%	4 11.8%	12 11.9%	7 17.9%	4 9.3%	2 11.8%	3 25.0%	9 10.2%	2 11.8%	7 13.2%	4 12.9%	7 11.1%	6 15.8%	7 31.8%	7 8.8%	3 16.7%	8 14.5%	14 13.9%	0 0.0%	6 20.7%	8 10.8%	0 ---
Always	1,373 81.6%	86 83.5%	26 76.5%	79 78.2%	31 79.5%	38 88.4%	14 82.4%	9 75.0%	76 86.4%	14 82.4%	45 84.9%	26 83.9%	54 85.7%	31 81.6%	13 59.1%	72 90.0%	12 66.7%	47 85.5%	84 83.2%	2 100.0%	23 79.3%	63 85.1%	0 ---
Significantly different from column:*																							
Usually or Always	1,598 95.0%	100 97.1%	30 88.2%	91 90.1%	38 97.4%	42 97.7%	16 94.1%	12 100.0%	85 96.6%	16 94.1%	52 98.1%	30 96.8%	61 96.8%	37 97.4%	20 90.9%	79 98.8%	15 83.3%	55 100.0%	98 97.0%	2 100.0%	29 100.0%	71 95.9%	0 ---
Significantly different from column:*		D																					

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	139	6	3	15	6	2	1	0	4	0	6	2	2	2	3	2	1	3	1	2	4	2	0	2	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,169 97.4%	339 98.3%	146 98.0%	281 94.9%	259 97.7%	190 99.0%	134 99.3%	114 100.0%	200 98.0%	27 100.0%	304 98.1%	94 97.9%	182 98.9%	43 95.6%	149 98.0%	122 98.4%	56 98.2%	77 96.3%	187 99.5%	51 96.2%	192 98.0%	99 98.0%	46 100.0%	136 98.6%	98 96.1%	102 100.0%
Yes	1,401 27.1%	93 27.4%	38 26.0%	84 29.9%	69 26.6%	61 32.1%	41 30.6%	30 26.3%	53 26.5%	8 29.6%	85 28.0%	30 31.9%	42 23.1%	15 34.9%	40 26.8%	34 27.9%	18 32.1%	15 19.5%	56 29.9%	14 27.5%	52 27.1%	28 28.3%	12 26.1%	40 29.4%	21 21.4%	32 31.4%
No	3,768 72.9%	246 72.6%	108 74.0%	197 70.1%	190 73.4%	129 67.9%	93 69.4%	84 73.7%	147 73.5%	19 70.4%	219 72.0%	64 68.1%	140 76.9%	28 65.1%	109 73.2%	88 72.1%	38 67.9%	62 80.5%	131 70.1%	37 72.5%	140 72.9%	71 71.7%	34 73.9%	96 70.6%	77 78.6%	70 68.6%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

Question 47

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

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	139	6	3	15	2	3	1	0	6	0	3	3	3	3	2	4	1	2	6	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	5,169 97.4%	339 98.3%	146 98.0%	281 94.9%	132 98.5%	133 97.8%	59 98.3%	37 100.0%	291 98.0%	59 100.0%	177 98.3%	96 97.0%	195 98.5%	137 97.9%	100 98.0%	235 98.3%	56 98.2%	181 98.9%	335 98.2%	4 100.0%	114 99.1%	225 97.8%	0 ---
Yes	1,401 27.1%	93 27.4%	38 26.0%	84 29.9%	32 24.2%	46 34.6%	12 20.3%	8 21.6%	84 28.9%	21 35.6%	44 24.9%	28 29.2%	53 27.2%	40 29.2%	21 21.0%	72 30.6%	17 30.4%	52 28.7%	91 27.2%	2 50.0%	33 28.9%	60 26.7%	0 ---
No	3,768 72.9%	246 72.6%	108 74.0%	197 70.1%	100 75.8%	87 65.4%	47 79.7%	29 78.4%	207 71.1%	38 64.4%	133 75.1%	68 70.8%	142 72.8%	97 70.8%	79 79.0%	163 69.4%	39 69.6%	129 71.3%	244 72.8%	2 50.0%	81 71.1%	165 73.3%	0 ---
Significantly different from column:*						G	F																

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,169	339	146	281	259	190	134	114	200	27	304	94	182	43	149	122	56	77	187	51	192	99	46	136	98	102
Number missing or multiple answer	31	1	2	5	1	0	0	0	0	0	1	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,138 99.4%	338 99.7%	144 98.6%	276 98.2%	258 99.6%	190 100.0%	134 100.0%	114 100.0%	200 100.0%	27 100.0%	303 99.7%	94 100.0%	181 99.5%	43 100.0%	149 100.0%	122 100.0%	55 98.2%	76 98.7%	187 100.0%	51 100.0%	191 99.5%	99 100.0%	46 100.0%	135 99.3%	98 100.0%	102 100.0%
Never	38 0.7%	4 1.2%	1 0.7%	1 0.4%	3 1.2%	4 2.1%	2 1.5%	2 1.8%	3 1.5%	0 0.0%	4 1.3%	1 1.1%	3 1.7%	0 0.0%	0 0.0%	2 1.6%	2 3.6%	0 0.0%	3 1.6%	0 0.0%	4 2.1%	0 0.0%	0 0.0%	0 0.0%	2 2.0%	2 2.0%
Sometimes	211 4.1%	13 3.8%	2 1.4%	13 4.7%	11 4.3%	11 5.8%	10 7.5%	4 3.5%	6 3.0%	5 18.5%	8 2.6%	5 5.3%	5 2.8%	3 7.0%	6 4.0%	5 4.1%	1 1.8%	0 0.0%	8 4.3%	2 3.9%	5 2.6%	7 7.1%	1 2.2%	5 3.7%	3 3.1%	5 4.9%
Usually	405 7.9%	16 4.7%	16 11.1%	22 8.0%	13 5.0%	10 5.3%	5 3.7%	4 3.5%	10 5.0%	1 3.7%	15 5.0%	3 3.2%	6 3.3%	3 7.0%	7 4.7%	7 5.7%	2 3.6%	2 2.6%	10 5.3%	4 7.8%	7 3.7%	7 7.1%	2 4.3%	7 5.2%	2 2.0%	7 6.9%
Always	4,484 87.3%	305 90.2%	125 86.8%	240 87.0%	231 89.5%	165 86.8%	117 87.3%	104 91.2%	181 90.5%	21 77.8%	276 91.1%	85 90.4%	167 92.3%	37 86.0%	136 91.3%	108 88.5%	50 90.9%	74 97.4%	166 88.8%	45 88.2%	175 91.6%	85 85.9%	43 93.5%	123 91.1%	91 92.9%	88 86.3%
Significantly different from column:*																		S	R							
Usually or Always	4,889 95.2%	321 95.0%	141 97.9%	262 94.9%	244 94.6%	175 92.1%	122 91.0%	108 94.7%	191 95.5%	22 81.5%	291 96.0%	88 93.6%	173 95.6%	40 93.0%	143 96.0%	115 94.3%	52 94.5%	76 100.0%	176 94.1%	49 96.1%	182 95.3%	92 92.9%	45 97.8%	130 96.3%	93 94.9%	95 93.1%
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.

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,169	339	146	281	132	133	59	37	291	59	177	96	195	137	100	235	56	181	335	4	114	225	0
Number missing or multiple answer	31	1	2	5	0	1	0	0	1	1	0	0	1	0	1	0	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,138 99.4%	338 99.7%	144 98.6%	276 98.2%	132 100.0%	132 99.2%	59 100.0%	37 100.0%	290 99.7%	58 98.3%	177 100.0%	96 100.0%	194 99.5%	137 100.0%	99 99.0%	235 100.0%	56 100.0%	181 100.0%	334 99.7%	4 100.0%	114 100.0%	224 99.6%	0 ---
Never	38 0.7%	4 1.2%	1 0.7%	1 0.4%	2 1.5%	1 0.8%	1 1.7%	1 2.7%	3 1.0%	1 1.7%	2 1.1%	1 1.0%	2 1.0%	2 1.5%	1 1.0%	3 1.3%	1 1.8%	1 0.6%	4 1.2%	0 0.0%	1 0.9%	3 1.3%	0 ---
Sometimes	211 4.1%	13 3.8%	2 1.4%	13 4.7%	4 3.0%	6 4.5%	1 1.7%	0 0.0%	12 4.1%	4 6.9%	5 2.8%	4 4.2%	9 4.6%	4 2.9%	5 5.1%	8 3.4%	4 7.1%	6 3.3%	13 3.9%	0 0.0%	3 2.6%	10 4.5%	0 ---
Usually	405 7.9%	16 4.7%	16 11.1%	22 8.0%	6 4.5%	8 6.1%	2 3.4%	2 5.4%	14 4.8%	1 1.7%	8 4.5%	7 7.3%	2 1.0%	14 10.2%	6 6.1%	10 4.3%	5 8.9%	9 5.0%	16 4.8%	0 0.0%	9 7.9%	7 3.1%	0 ---
Always	4,484 87.3%	305 90.2%	125 86.8%	240 87.0%	120 90.9%	117 88.6%	55 93.2%	34 91.9%	261 90.0%	52 89.7%	162 91.5%	84 87.5%	181 93.3%	117 85.4%	87 87.9%	214 91.1%	46 82.1%	165 91.2%	301 90.1%	4 100.0%	101 88.6%	204 91.1%	0 ---
Significantly different from column:*													N	M									
Usually or Always	4,889 95.2%	321 95.0%	141 97.9%	262 94.9%	126 95.5%	125 94.7%	57 96.6%	36 97.3%	275 94.8%	53 91.4%	170 96.0%	91 94.8%	183 94.3%	131 95.6%	93 93.9%	224 95.3%	51 91.1%	174 96.1%	317 94.9%	4 100.0%	110 96.5%	211 94.2%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	58	4	2	6	2	1	2	1	1	0	4	1	2	1	2	1	1	1	2	0	4	0	0	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	NA	NA	NA
Usable responses	5,250 98.9%	341 98.8%	147 98.7%	290 98.0%	263 99.2%	191 99.5%	133 98.5%	113 99.1%	203 99.5%	27 100.0%	306 98.7%	95 99.0%	182 98.9%	44 97.8%	150 98.7%	123 99.2%	56 98.2%	79 98.8%	186 98.9%	53 100.0%	192 98.0%	101 100.0%	46 100.0%	137 99.3%	99 97.1%	102 100.0%
0 Worst health plan possible	25 0.5%	1 0.3%	1 0.7%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 0.3%	1 1.1%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%
1	10 0.2%	0 0.0%	0 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%	0 0.0%	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	11 0.2%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	28 0.5%	1 0.3%	0 0.0%	2 0.7%	1 0.4%	1 0.5%	1 0.8%	0 0.0%	1 0.5%	0 0.0%	1 0.3%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.8%	0 0.0%	1 0.5%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%
4	42 0.8%	2 0.6%	1 0.7%	3 1.0%	2 0.8%	1 0.5%	2 1.5%	1 0.9%	2 1.0%	1 3.7%	1 0.3%	0 0.0%	2 1.1%	2 0.0%	0 0.0%	2 1.6%	0 0.0%	0 0.0%	2 1.1%	0 0.0%	0 0.0%	2 4.3%	0 0.0%	0 0.0%	0 0.0%	2 2.0%
5	185 3.5%	8 2.3%	7 4.8%	11 3.8%	6 2.3%	6 3.1%	3 2.3%	3 2.7%	4 2.0%	1 3.7%	7 2.3%	0 0.0%	8 4.4%	0 0.0%	4 2.7%	2 1.6%	2 3.6%	4 5.1%	2 1.1%	1 1.9%	3 1.6%	1 1.0%	4 8.7%	4 2.9%	1 1.0%	3 2.9%
6	155 3.0%	10 2.9%	6 4.1%	3 1.0%	9 3.4%	6 3.1%	5 3.8%	4 3.5%	9 4.4%	1 3.7%	9 2.9%	2 2.1%	7 3.8%	1 2.3%	5 3.3%	2 1.6%	3 5.4%	3 3.8%	5 2.7%	1 1.9%	3 1.6%	4 4.0%	3 6.5%	2 1.5%	4 4.0%	4 3.9%
7	418 8.0%	31 9.1%	10 6.8%	14 4.8%	24 9.1%	22 11.5%	12 9.0%	8 7.1%	20 9.9%	3 11.1%	27 8.8%	10 10.5%	20 11.0%	0 0.0%	8 5.3%	15 12.2%	6 10.7%	5 6.3%	18 9.7%	4 7.5%	12 6.3%	14 13.9%	3 6.5%	8 5.8%	10 10.1%	13 12.7%
8	860 16.4%	49 14.4%	13 8.8%	38 13.1%	38 14.4%	27 14.1%	19 14.3%	15 13.3%	28 13.8%	4 14.8%	45 14.7%	16 16.8%	26 14.3%	4 9.1%	19 12.7%	17 13.8%	12 21.4%	13 16.5%	24 12.9%	10 18.9%	29 15.1%	16 15.8%	4 8.7%	20 14.6%	16 16.2%	13 12.7%
9	861 16.4%	46 13.5%	26 17.7%	35 12.1%	30 11.4%	30 15.7%	19 14.3%	18 15.9%	30 14.8%	8 29.6%	38 12.4%	11 11.6%	23 12.6%	11 25.0%	18 12.0%	20 16.3%	8 14.3%	13 16.5%	24 12.9%	7 13.2%	25 13.0%	16 15.8%	5 10.9%	15 10.9%	18 18.2%	13 12.7%
10 Best health plan possible	2,655 50.6%	193 56.6%	83 56.5%	179 61.7%	153 58.2%	98 51.3%	72 54.1%	64 56.6%	108 53.2%	9 33.3%	177 57.8%	54 56.8%	96 52.7%	28 63.6%	95 63.3%	65 52.8%	24 42.9%	41 51.9%	110 59.1%	30 56.6%	118 61.5%	50 49.5%	25 54.3%	88 64.2%	50 50.5%	52 51.0%

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	58	4	2	6	4	0	0	0	4	2	1	1	3	1	0	0	0	2	4	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,250 98.9%	341 98.8%	147 98.7%	290 98.0%	130 97.0%	136 100.0%	60 100.0%	37 100.0%	293 98.7%	57 96.6%	179 99.4%	98 99.0%	195 98.5%	139 99.3%	102 100.0%	239 100.0%	57 100.0%	181 98.9%	337 98.8%	4 100.0%	113 98.3%	228 99.1%	0 ---
0 Worst health plan possible	25 0.5%	1 0.3%	1 0.7%	1 0.3%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	1 1.8%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	1 0.9%	0 0.0%	0 ---
1	10 0.2%	0 0.0%	0 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
2	11 0.2%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
3	28 0.5%	1 0.3%	0 0.0%	2 0.7%	0 0.0%	0 0.0%	1 1.7%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	1 1.0%	1 0.5%	0 0.0%	1 1.0%	0 0.0%	1 1.8%	0 0.0%	1 0.3%	0 0.0%	1 0.9%	0 0.0%	0 ---
4	42 0.8%	2 0.6%	1 0.7%	3 1.0%	0 0.0%	1 0.7%	1 1.7%	1 2.7%	1 0.3%	0 0.0%	2 1.1%	0 0.0%	2 1.0%	0 0.0%	2 2.0%	0 0.0%	1 1.8%	1 0.6%	2 0.6%	0 0.0%	1 0.9%	1 0.4%	0 ---
5	185 3.5%	8 2.3%	7 4.8%	11 3.8%	2 1.5%	4 2.9%	2 3.3%	1 2.7%	7 2.4%	2 3.5%	5 2.8%	1 1.0%	6 3.1%	2 1.4%	8 7.8%	0 0.0%	3 5.3%	0 0.0%	8 2.4%	0 0.0%	3 2.7%	5 2.2%	0 ---
6	155 3.0%	10 2.9%	6 4.1%	3 1.0%	4 3.1%	6 4.4%	0 0.0%	1 2.7%	8 2.7%	0 0.0%	3 1.7%	7 7.1%	5 2.6%	5 3.6%	10 9.8%	0 0.0%	3 5.3%	3 1.7%	10 3.0%	0 0.0%	3 2.7%	7 3.1%	0 ---
7	418 8.0%	31 9.1%	10 6.8%	14 4.8%	15 11.5%	9 6.6%	5 8.3%	0 0.0%	28 9.6%	4 7.0%	20 11.2%	6 6.1%	14 7.2%	16 11.5%	31 30.4%	0 0.0%	13 22.8%	9 5.0%	31 9.2%	0 0.0%	7 6.2%	24 10.5%	0 ---
8	860 16.4%	49 14.4%	13 8.8%	38 13.1%	21 16.2%	16 11.8%	12 20.0%	6 16.2%	43 14.7%	6 10.5%	31 17.3%	12 12.2%	25 12.8%	24 17.3%	49 48.0%	0 0.0%	17 29.8%	17 9.4%	49 14.5%	0 0.0%	16 14.2%	33 14.5%	0 ---
9	861 16.4%	46 13.5%	26 17.7%	35 12.1%	26 20.0%	12 8.8%	6 10.0%	7 18.9%	38 13.0%	9 15.8%	19 10.6%	18 18.4%	33 16.9%	13 9.4%	0 0.0%	46 19.2%	10 17.5%	21 11.6%	45 13.4%	1 25.0%	19 16.8%	27 11.8%	0 ---
10 Best health plan possible	2,655 50.6%	193 56.6%	83 56.5%	179 61.7%	61 46.9%	88 64.7%	33 55.0%	21 56.8%	166 56.7%	35 61.4%	99 55.3%	53 54.1%	108 55.4%	79 56.8%	0 0.0%	193 80.8%	9 15.8%	130 71.8%	190 56.4%	3 75.0%	62 54.9%	131 57.5%	0 ---

NA - Not applicable

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

7127000

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

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	58	4	2	6	2	1	2	1	1	0	4	1	2	1	2	1	1	1	2	0	4	0	0	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	NA	NA	NA
Usable responses	5,250 98.9%	341 98.8%	147 98.7%	290 98.0%	263 99.2%	191 99.5%	133 98.5%	113 99.1%	203 99.5%	27 100.0%	306 98.7%	95 99.0%	182 98.9%	44 97.8%	150 98.7%	123 99.2%	56 98.2%	79 98.8%	186 98.9%	53 100.0%	192 98.0%	101 100.0%	46 100.0%	137 99.3%	99 97.1%	102 100.0%
0 to 1	35 0.7%	1 0.3%	1 0.7%	4 1.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 0.3%	1 1.1%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%
0 to 2	46 0.9%	1 0.3%	1 0.7%	5 1.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 0.3%	1 1.1%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%
0 to 7	874 16.6%	53 15.5%	25 17.0%	38 13.1%	42 16.0%	36 18.8%	23 17.3%	16 14.2%	37 18.2%	6 22.2%	46 15.0%	14 14.7%	37 20.3%	1 2.3%	18 12.0%	21 17.1%	12 21.4%	12 15.2%	28 15.1%	6 11.3%	20 10.4%	19 18.8%	12 26.1%	14 10.2%	15 15.2%	24 23.5%
0 to 8	1,734 33.0%	102 29.9%	38 25.9%	76 26.2%	80 30.4%	63 33.0%	42 31.6%	31 27.4%	65 32.0%	10 37.0%	91 29.7%	30 31.6%	63 34.6%	5 11.4%	37 24.7%	38 30.9%	24 42.9%	25 31.6%	52 28.0%	16 30.2%	49 25.5%	35 34.7%	16 34.8%	34 24.8%	31 31.3%	37 36.3%
8 to 10	4,376 83.4%	288 84.5%	122 83.0%	252 86.9%	221 84.0%	155 81.2%	110 82.7%	97 85.8%	166 81.8%	21 77.8%	260 85.0%	81 85.3%	145 79.7%	43 97.7%	132 88.0%	102 82.9%	44 78.6%	67 84.8%	158 84.9%	47 88.7%	172 89.6%	82 81.2%	34 73.9%	123 89.8%	84 84.8%	78 76.5%
9 to 10	3,516 67.0%	239 70.1%	109 74.1%	214 73.8%	183 69.6%	128 67.0%	91 68.4%	82 72.6%	138 68.0%	17 63.0%	215 70.3%	65 68.4%	119 65.4%	39 88.6%	113 75.3%	85 69.1%	32 57.1%	54 68.4%	134 72.0%	37 69.8%	143 74.5%	66 65.3%	30 65.2%	103 75.2%	68 68.7%	65 63.7%
Significantly different from column:*												N	N	LM	Q	O										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	58	4	2	6	4	0	0	0	4	2	1	1	3	1	0	0	0	2	4	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,250 98.9%	341 98.8%	147 98.7%	290 98.0%	130 97.0%	136 100.0%	60 100.0%	37 100.0%	293 98.7%	57 96.6%	179 99.4%	98 99.0%	195 98.5%	139 99.3%	102 100.0%	239 100.0%	57 100.0%	181 98.9%	337 98.8%	4 100.0%	113 98.3%	228 99.1%	0 ---
0 to 1	35 0.7%	1 0.3%	1 0.7%	4 1.4%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	1 1.8%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	1 0.9%	0 0.0%	0 ---
0 to 2	46 0.9%	1 0.3%	1 0.7%	5 1.7%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	1 1.8%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	1 0.9%	0 0.0%	0 ---
0 to 7	874 16.6%	53 15.5%	25 17.0%	38 13.1%	22 16.9%	20 14.7%	9 15.0%	3 8.1%	46 15.7%	7 12.3%	30 16.8%	15 15.3%	29 14.9%	23 16.5%	53 52.0%	0 0.0%	21 36.8%	13 7.2%	53 15.7%	0 0.0%	16 14.2%	37 16.2%	0 ---
0 to 8	1,734 33.0%	102 29.9%	38 25.9%	76 26.2%	43 33.1%	36 26.5%	21 35.0%	9 24.3%	89 30.4%	13 22.8%	61 34.1%	27 27.6%	54 27.7%	47 33.8%	102 100.0%	0 0.0%	38 66.7%	30 16.6%	102 30.3%	0 0.0%	32 28.3%	70 30.7%	0 ---
8 to 10	4,376 83.4%	288 84.5%	122 83.0%	252 86.9%	108 83.1%	116 85.3%	51 85.0%	34 91.9%	247 84.3%	50 87.7%	149 83.2%	83 84.7%	166 85.1%	116 83.5%	49 48.0%	239 100.0%	36 63.2%	168 92.8%	284 84.3%	4 100.0%	97 85.8%	191 83.8%	0 ---
9 to 10	3,516 67.0%	239 70.1%	109 74.1%	214 73.8%	87 66.9%	100 73.5%	39 65.0%	28 75.7%	204 69.6%	44 77.2%	118 65.9%	71 72.4%	141 72.3%	92 66.2%	0 0.0%	239 100.0%	19 33.3%	151 83.4%	235 69.7%	4 100.0%	81 71.7%	158 69.3%	0 ---
Significantly different from column:*															P	O	R	Q					

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	31	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,277 99.4%	345 100.0%	149 100.0%	294 99.3%	265 100.0%	192 100.0%	135 100.0%	114 100.0%	204 100.0%	27 100.0%	310 100.0%	96 100.0%	184 100.0%	45 100.0%	152 100.0%	124 100.0%	57 100.0%	80 100.0%	188 100.0%	53 100.0%	196 100.0%	101 100.0%	46 100.0%	138 100.0%	102 100.0%	102 100.0%
Yes	4,056 76.9%	276 80.0%	131 87.9%	246 83.7%	245 92.5%	162 84.4%	111 82.2%	87 76.3%	162 79.4%	23 85.2%	247 79.7%	72 75.0%	147 79.9%	39 86.7%	123 80.9%	95 76.6%	49 86.0%	53 66.3%	152 80.9%	49 92.5%	151 77.0%	87 86.1%	37 80.4%	113 81.9%	83 81.4%	78 76.5%
No	1,221 23.1%	69 20.0%	18 12.1%	48 16.3%	20 7.5%	30 15.6%	24 17.8%	27 23.7%	42 20.6%	4 14.8%	63 20.3%	24 25.0%	37 20.1%	6 13.3%	29 19.1%	29 23.4%	8 14.0%	27 33.8%	36 19.1%	4 7.5%	45 23.0%	14 13.9%	9 19.6%	25 18.1%	19 18.6%	24 23.5%
Significantly different from column:*		C			FGHI	E	E	E	E									ST	RT	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.

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

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

7127000

Question 50

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

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	31	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	5,277 99.4%	345 100.0%	149 100.0%	294 99.3%	134 100.0%	136 100.0%	60 100.0%	37 100.0%	297 100.0%	59 100.0%	180 100.0%	99 100.0%	198 100.0%	140 100.0%	102 100.0%	239 100.0%	57 100.0%	183 100.0%	341 100.0%	4 100.0%	115 100.0%	230 100.0%	0 ---
Yes	4,056 76.9%	276 80.0%	131 87.9%	246 83.7%	105 78.4%	114 83.8%	46 76.7%	23 62.2%	245 82.5%	43 72.9%	147 81.7%	81 81.8%	154 77.8%	117 83.6%	80 78.4%	194 81.2%	47 82.5%	153 83.6%	275 80.6%	1 25.0%	95 82.6%	181 78.7%	0 ---
No	1,221 23.1%	69 20.0%	18 12.1%	48 16.3%	29 21.6%	22 16.2%	14 23.3%	14 37.8%	52 17.5%	16 27.1%	33 18.3%	18 18.2%	44 22.2%	23 16.4%	22 21.6%	45 18.8%	10 17.5%	30 16.4%	66 19.4%	3 75.0%	20 17.4%	49 21.3%	0 ---
Significantly different from column:*		C						I	H														

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	4,056	276	131	246	245	162	111	87	162	23	247	72	147	39	123	95	49	53	152	49	151	87	37	113	83	78
Number missing or multiple answer	22	3	3	2	3	2	0	0	2	0	3	0	3	0	0	2	1	0	2	0	2	0	1	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	NA	NA	NA
Usable responses	4,034 99.5%	273 98.9%	128 97.7%	244 99.2%	242 98.8%	160 98.8%	111 100.0%	87 100.0%	160 98.8%	23 100.0%	244 98.8%	72 100.0%	144 98.0%	39 100.0%	123 100.0%	93 97.9%	48 98.0%	53 100.0%	150 98.7%	49 100.0%	149 98.7%	87 100.0%	36 97.3%	113 100.0%	82 98.8%	76 97.4%
Never	39 1.0%	0 0.0%	2 1.6%	3 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%	0 0.0%	0 0.0%	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	364 9.0%	21 7.7%	5 3.9%	19 7.8%	19 7.9%	13 8.1%	9 8.1%	9 10.3%	11 6.9%	1 4.3%	20 8.2%	11 15.3%	8 5.6%	1 2.6%	11 8.9%	7 7.5%	3 6.3%	5 9.4%	11 7.3%	5 10.2%	9 6.0%	7 8.0%	5 13.9%	7 6.2%	6 7.3%	8 10.5%
Usually	856 21.2%	47 17.2%	27 21.1%	39 16.0%	41 16.9%	34 21.3%	24 21.6%	18 20.7%	29 18.1%	9 39.1%	38 15.6%	15 20.8%	25 17.4%	5 12.8%	14 11.4%	20 21.5%	11 22.9%	7 13.2%	27 18.0%	10 20.4%	28 18.8%	15 17.2%	4 11.1%	18 15.9%	17 20.7%	12 15.8%
Always	2,775 68.8%	205 75.1%	94 73.4%	183 75.0%	182 75.2%	113 70.6%	78 70.3%	60 69.0%	120 75.0%	13 56.5%	186 76.2%	46 63.9%	111 77.1%	33 84.6%	98 79.7%	66 71.0%	34 70.8%	41 77.4%	112 74.7%	34 69.4%	112 75.2%	65 74.7%	27 75.0%	88 77.9%	59 72.0%	56 73.7%
Significantly different from column:*		A								K	J	MN	L	L												
Usually or Always	3,631 90.0%	252 92.3%	121 94.5%	222 91.0%	223 92.1%	147 91.9%	102 91.9%	78 89.7%	149 93.1%	22 95.7%	224 91.8%	61 84.7%	136 94.4%	38 97.4%	112 91.1%	86 92.5%	45 93.8%	48 90.6%	139 92.7%	44 89.8%	140 94.0%	80 92.0%	31 86.1%	106 93.8%	76 92.7%	68 89.5%
Significantly different from column:*												M	L													

NA - Not applicable

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

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,056	276	131	246	105	114	46	23	245	43	147	81	154	117	80	194	47	153	275	1	95	181	0
Number missing or multiple answer	22	3	3	2	0	3	0	0	3	0	2	1	2	1	1	2	0	1	3	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,034 99.5%	273 98.9%	128 97.7%	244 99.2%	105 100.0%	111 97.4%	46 100.0%	23 100.0%	242 98.8%	43 100.0%	145 98.6%	80 98.8%	152 98.7%	116 99.1%	79 98.8%	192 99.0%	47 100.0%	152 99.3%	272 98.9%	1 100.0%	93 97.9%	180 99.4%	0 ---
Never	39 1.0%	0 0.0%	2 1.6%	3 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
Sometimes	364 9.0%	21 7.7%	5 3.9%	19 7.8%	8 7.6%	8 7.2%	5 10.9%	4 17.4%	16 6.6%	5 11.6%	11 7.6%	5 6.3%	11 7.2%	10 8.6%	13 16.5%	8 4.2%	9 19.1%	7 4.6%	21 7.7%	0 0.0%	6 6.5%	15 8.3%	0 ---
Usually	856 21.2%	47 17.2%	27 21.1%	39 16.0%	24 22.9%	11 9.9%	8 17.4%	5 21.7%	39 16.1%	7 16.3%	26 17.9%	13 16.3%	32 21.1%	14 12.1%	25 31.6%	22 11.5%	17 36.2%	20 13.2%	47 17.3%	0 0.0%	17 18.3%	30 16.7%	0 ---
Always	2,775 68.8%	205 75.1%	94 73.4%	183 75.0%	73 69.5%	92 82.9%	33 71.7%	14 60.9%	187 77.3%	31 72.1%	108 74.5%	62 77.5%	109 71.7%	92 79.3%	41 51.9%	162 84.4%	21 44.7%	125 82.2%	204 75.0%	1 100.0%	70 75.3%	135 75.0%	0 ---
Significantly different from column:*		A			F	E									P	O	R	Q					
Usually or Always	3,631 90.0%	252 92.3%	121 94.5%	222 91.0%	97 92.4%	103 92.8%	41 89.1%	19 82.6%	226 93.4%	38 88.4%	134 92.4%	75 93.8%	141 92.8%	106 91.4%	66 83.5%	184 95.8%	38 80.9%	145 95.4%	251 92.3%	1 100.0%	87 93.5%	165 91.7%	0 ---
Significantly different from column:*															P	O							

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	4,056	276	131	246	245	162	111	87	162	23	247	72	147	39	123	95	49	53	152	49	151	87	37	113	83	78
Number missing or multiple answer	78	13	4	8	13	4	4	1	5	0	13	2	10	1	5	4	3	2	8	2	10	2	0	6	5	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	NA	NA	NA
Usable responses	3,978 98.1%	263 95.3%	127 96.9%	238 96.7%	232 94.7%	158 97.5%	107 96.4%	86 98.9%	157 96.9%	23 100.0%	234 94.7%	70 97.2%	137 93.2%	38 97.4%	118 95.9%	91 95.8%	46 93.9%	51 96.2%	144 94.7%	47 95.9%	141 93.4%	85 97.7%	37 100.0%	107 94.7%	78 94.0%	76 97.4%
Yes	2,656 66.8%	179 68.1%	70 55.1%	141 59.2%	154 66.4%	114 72.2%	79 73.8%	68 79.1%	114 72.6%	21 91.3%	155 66.2%	49 70.0%	92 67.2%	26 68.4%	82 69.5%	62 68.1%	30 65.2%	34 66.7%	100 69.4%	30 63.8%	92 65.2%	59 69.4%	28 75.7%	67 62.6%	53 67.9%	57 75.0%
No	1,322 33.2%	84 31.9%	57 44.9%	97 40.8%	78 33.6%	44 27.8%	28 26.2%	18 20.9%	43 27.4%	2 8.7%	79 33.8%	21 30.0%	45 32.8%	12 31.6%	36 30.5%	29 31.9%	16 34.8%	17 33.3%	44 30.6%	17 36.2%	49 34.8%	26 30.6%	9 24.3%	40 37.4%	25 32.1%	19 25.0%
Significantly different from column:*		CD			H			E		K	J															

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,056	276	131	246	105	114	46	23	245	43	147	81	154	117	80	194	47	153	275	1	95	181	0
Number missing or multiple answer	78	13	4	8	4	5	4	0	13	0	10	3	6	7	4	9	0	9	13	0	4	9	0
Number no 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	3,978	263	127	238	101	109	42	23	232	43	137	78	148	110	76	185	47	144	262	1	91	172	0
	98.1%	95.3%	96.9%	96.7%	96.2%	95.6%	91.3%	100.0%	94.7%	100.0%	93.2%	96.3%	96.1%	94.0%	95.0%	95.4%	100.0%	94.1%	95.3%	100.0%	95.8%	95.0%	---
Yes	2,656	179	70	141	72	73	27	13	161	27	97	53	106	71	45	133	34	96	179	0	62	117	0
	66.8%	68.1%	55.1%	59.2%	71.3%	67.0%	64.3%	56.5%	69.4%	62.8%	70.8%	67.9%	71.6%	64.5%	59.2%	71.9%	72.3%	66.7%	68.3%	0.0%	68.1%	68.0%	---
No	1,322	84	57	97	29	36	15	10	71	16	40	25	42	39	31	52	13	48	83	1	29	55	0
	33.2%	31.9%	44.9%	40.8%	28.7%	33.0%	35.7%	43.5%	30.6%	37.2%	29.2%	32.1%	28.4%	35.5%	40.8%	28.1%	27.7%	33.3%	31.7%	100.0%	31.9%	32.0%	---
Significantly different from column:*		CD													P	O							

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	39	2	1	1	2	0	0	0	1	0	2	0	2	0	2	0	0	0	2	0	0	0	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,269 99.3%	343 99.4%	148 99.3%	295 99.7%	263 99.2%	192 100.0%	135 100.0%	114 100.0%	203 99.5%	27 100.0%	308 99.4%	96 100.0%	182 98.9%	45 100.0%	150 98.7%	124 100.0%	57 100.0%	80 100.0%	186 98.9%	53 100.0%	196 100.0%	101 100.0%	46 100.0%	137 99.3%	102 100.0%	101 99.0%
Poor	70 1.3%	4 1.2%	0 0.0%	3 1.0%	2 0.8%	4 2.1%	4 3.0%	1 0.9%	4 2.0%	0 0.0%	4 1.3%	1 1.0%	2 1.1%	1 2.2%	3 2.0%	0 0.0%	1 1.8%	0 0.0%	1 0.5%	2 3.8%	0 0.0%	0 0.0%	4 8.7%	0 0.0%	0 0.0%	4 4.0%
Fair	620 11.8%	42 12.2%	17 11.5%	29 9.8%	36 13.7%	30 15.6%	24 17.8%	18 15.8%	29 14.3%	3 11.1%	38 12.3%	10 10.4%	24 13.2%	4 8.9%	22 14.7%	16 12.9%	3 5.3%	10 12.5%	22 11.8%	6 11.3%	0 0.0%	0 0.0%	42 91.3%	9 6.6%	6 5.9%	27 26.7%
Good	1,663 31.6%	101 29.4%	43 29.1%	97 32.9%	86 32.7%	65 33.9%	47 34.8%	35 30.7%	68 33.5%	7 25.9%	91 29.5%	25 26.0%	57 31.3%	13 28.9%	45 30.0%	34 27.4%	17 29.8%	23 28.8%	52 28.0%	19 35.8%	0 0.0%	101 100.0%	0 0.0%	18 13.1%	44 43.1%	37 36.6%
Very Good	1,851 35.1%	122 35.6%	49 33.1%	105 35.6%	88 33.5%	63 32.8%	44 32.6%	38 33.3%	64 31.5%	13 48.1%	106 34.4%	36 37.5%	61 33.5%	17 37.8%	47 31.3%	47 37.9%	25 43.9%	25 31.3%	70 37.6%	19 35.8%	122 62.2%	0 0.0%	0 0.0%	64 46.7%	36 35.3%	21 20.8%
Excellent	1,065 20.2%	74 21.6%	39 26.4%	61 20.7%	51 19.4%	30 15.6%	16 11.9%	22 19.3%	38 18.7%	4 14.8%	69 22.4%	24 25.0%	38 20.9%	10 22.2%	33 22.0%	27 21.8%	11 19.3%	22 27.5%	41 22.0%	7 13.2%	74 37.8%	0 0.0%	0 0.0%	46 33.6%	16 15.7%	12 11.9%
Significantly different from column:*																					VW	U	U	YZ	X	X
Excellent or Very Good	2,916 55.3%	196 57.1%	88 59.5%	166 56.3%	139 52.9%	93 48.4%	60 44.4%	60 52.6%	102 50.2%	17 63.0%	175 56.8%	60 62.5%	99 54.4%	27 60.0%	80 53.3%	74 59.7%	36 63.2%	47 58.8%	111 59.7%	26 49.1%	196 100.0%	0 0.0%	0 0.0%	110 80.3%	52 51.0%	33 32.7%
Significantly different from column:*																					VW	U	U	YZ	XZ	XY

NA - Not applicable

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

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

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

7127000

Question 53

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

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	39	2	1	1	1	1	0	0	2	0	1	1	1	1	2	0	0	2	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	5,269 99.3%	343 99.4%	148 99.3%	295 99.7%	133 99.3%	135 99.3%	60 100.0%	37 100.0%	295 99.3%	59 100.0%	179 99.4%	98 99.0%	197 99.5%	139 99.3%	100 98.0%	239 100.0%	57 100.0%	181 98.9%	339 99.4%	4 100.0%	115 100.0%	228 99.1%	0 ---
Poor	70 1.3%	4 1.2%	0 0.0%	3 1.0%	2 1.5%	2 1.5%	0 0.0%	0 0.0%	4 1.4%	0 0.0%	2 1.1%	2 2.0%	2 1.0%	2 1.4%	0 0.0%	4 1.7%	0 0.0%	3 1.7%	4 1.2%	0 0.0%	2 1.7%	2 0.9%	0 ---
Fair	620 11.8%	42 12.2%	17 11.5%	29 9.8%	5 3.8%	27 20.0%	8 13.3%	4 10.8%	37 12.5%	5 8.5%	21 11.7%	16 16.3%	22 11.2%	20 14.4%	16 16.0%	26 10.9%	9 15.8%	19 10.5%	41 12.1%	1 25.0%	10 8.7%	32 14.0%	0 ---
Good	1,663 31.6%	101 29.4%	43 29.1%	97 32.9%	29 21.8%	49 36.3%	17 28.3%	8 21.6%	88 29.8%	15 25.4%	53 29.6%	31 31.6%	63 32.0%	36 25.9%	35 35.0%	66 27.6%	25 43.9%	46 25.4%	100 29.5%	1 25.0%	29 25.2%	72 31.6%	0 ---
Very Good	1,851 35.1%	122 35.6%	49 33.1%	105 35.6%	61 45.9%	35 25.9%	21 35.0%	12 32.4%	106 35.9%	23 39.0%	67 37.4%	28 28.6%	68 34.5%	50 36.0%	35 35.0%	85 35.6%	17 29.8%	71 39.2%	121 35.7%	1 25.0%	47 40.9%	75 32.9%	0 ---
Excellent	1,065 20.2%	74 21.6%	39 26.4%	61 20.7%	36 27.1%	22 16.3%	14 23.3%	13 35.1%	60 20.3%	16 27.1%	36 20.1%	21 21.4%	42 21.3%	31 22.3%	14 14.0%	58 24.3%	6 10.5%	42 23.2%	73 21.5%	1 25.0%	27 23.5%	47 20.6%	0 ---
Significantly different from column:*					F	E		I	H						P	O	R	Q					
Excellent or Very Good	2,916 55.3%	196 57.1%	88 59.5%	166 56.3%	97 72.9%	57 42.2%	35 58.3%	25 67.6%	166 56.3%	39 66.1%	103 57.5%	49 50.0%	110 55.8%	81 58.3%	49 49.0%	143 59.8%	23 40.4%	113 62.4%	194 57.2%	2 50.0%	74 64.3%	122 53.5%	0 ---
Significantly different from column:*					FG	EG	EF			L		J					R	Q					

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	46	3	1	2	2	2	3	2	3	0	3	0	2	1	3	0	0	1	2	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	NA	NA	NA	NA	NA
Usable responses	5,262 99.1%	342 99.1%	148 99.3%	294 99.3%	263 99.2%	190 99.0%	132 97.8%	112 98.2%	201 98.5%	27 100.0%	307 99.0%	96 100.0%	182 98.9%	44 97.8%	149 98.0%	124 100.0%	57 100.0%	79 98.8%	186 98.9%	53 100.0%	195 99.5%	99 98.0%	46 100.0%	138 100.0%	102 100.0%	102 100.0%
Poor	280 5.3%	26 7.6%	12 8.1%	12 4.1%	19 7.2%	24 12.6%	16 12.1%	8 7.1%	25 12.4%	3 11.1%	23 7.5%	6 6.3%	13 7.1%	5 11.4%	18 12.1%	6 4.8%	2 3.5%	2 2.5%	12 6.5%	7 13.2%	11 5.6%	6 6.1%	9 19.6%	0 0.0%	0 0.0%	26 25.5%
Fair	1,219 23.2%	76 22.2%	34 23.0%	61 20.7%	57 21.7%	56 29.5%	39 29.5%	27 24.1%	70 34.8%	7 25.9%	67 21.8%	18 18.8%	45 24.7%	8 18.2%	38 25.5%	28 22.6%	8 14.0%	14 17.7%	47 25.3%	11 20.8%	22 11.3%	31 31.3%	22 47.8%	0 0.0%	0 0.0%	76 74.5%
Good	1,716 32.6%	102 29.8%	49 33.1%	94 32.0%	74 28.1%	61 32.1%	37 28.0%	39 34.8%	67 33.3%	8 29.6%	92 30.0%	34 35.4%	45 24.7%	18 40.9%	37 24.8%	41 33.1%	20 35.1%	28 35.4%	49 26.3%	20 37.7%	52 26.7%	44 44.4%	6 13.0%	0 0.0%	102 100.0%	0 0.0%
Very Good	1,166 22.2%	74 21.6%	26 17.6%	66 22.4%	59 22.4%	35 18.4%	27 20.5%	24 21.4%	32 15.9%	6 22.2%	67 21.8%	17 17.7%	43 23.6%	10 22.7%	29 19.5%	27 21.8%	15 26.3%	17 21.5%	41 22.0%	11 20.8%	58 29.7%	12 12.1%	3 6.5%	74 53.6%	0 0.0%	0 0.0%
Excellent	881 16.7%	64 18.7%	27 18.2%	61 20.7%	54 20.5%	14 7.4%	13 9.8%	14 12.5%	7 3.5%	3 11.1%	58 18.9%	21 21.9%	36 19.8%	3 6.8%	27 18.1%	22 17.7%	12 21.1%	18 22.8%	37 19.9%	4 7.5%	52 26.7%	6 6.1%	6 13.0%	64 46.4%	0 0.0%	0 0.0%
Significantly different from column:*					FGI	E	EI	I	EGH			N	N	LM				T	T	RS	V	U		YZ	X	X
Excellent or Very Good	2,047 38.9%	138 40.4%	53 35.8%	127 43.2%	113 43.0%	49 25.8%	40 30.3%	38 33.9%	39 19.4%	9 33.3%	125 40.7%	38 39.6%	79 43.4%	13 29.5%	56 37.6%	49 39.5%	27 47.4%	35 44.3%	78 41.9%	15 28.3%	110 56.4%	18 18.2%	9 19.6%	138 100.0%	0 0.0%	0 0.0%
Significantly different from column:*					FGI	E	EI	I	EGH												VW	U	U	YZ	X	X

NA - Not applicable

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

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

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

7127000

Question 54

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

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	46	3	1	2	0	3	0	0	3	0	2	1	2	1	0	3	0	2	3	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	5,262 99.1%	342 99.1%	148 99.3%	294 99.3%	134 100.0%	133 97.8%	60 100.0%	37 100.0%	294 99.0%	59 100.0%	178 98.9%	98 99.0%	196 99.0%	139 99.3%	102 100.0%	236 98.7%	57 100.0%	181 98.9%	338 99.1%	4 100.0%	114 99.1%	228 99.1%	0 ---
Poor	280 5.3%	26 7.6%	12 8.1%	12 4.1%	14 10.4%	10 7.5%	2 3.3%	1 2.7%	25 8.5%	4 6.8%	9 5.1%	13 13.3%	14 7.1%	12 8.6%	8 7.8%	18 7.6%	7 12.3%	12 6.6%	26 7.7%	0 0.0%	8 7.0%	18 7.9%	0 ---
Fair	1,219 23.2%	76 22.2%	34 23.0%	61 20.7%	21 15.7%	38 28.6%	13 21.7%	6 16.2%	66 22.4%	7 11.9%	38 21.3%	29 29.6%	40 20.4%	34 24.5%	29 28.4%	47 19.9%	21 36.8%	36 19.9%	76 22.5%	0 0.0%	24 21.1%	52 22.8%	0 ---
Good	1,716 32.6%	102 29.8%	49 33.1%	94 32.0%	42 31.3%	37 27.8%	21 35.0%	8 21.6%	92 31.3%	12 20.3%	57 32.0%	32 32.7%	65 33.2%	36 25.9%	31 30.4%	68 28.8%	16 28.1%	53 29.3%	101 29.9%	1 25.0%	35 30.7%	67 29.4%	0 ---
Very Good	1,166 22.2%	74 21.6%	26 17.6%	66 22.4%	36 26.9%	19 14.3%	15 25.0%	11 29.7%	61 20.7%	17 28.8%	43 24.2%	13 13.3%	40 20.4%	33 23.7%	21 20.6%	52 22.0%	10 17.5%	42 23.2%	73 21.6%	1 25.0%	29 25.4%	45 19.7%	0 ---
Excellent	881 16.7%	64 18.7%	27 18.2%	61 20.7%	21 15.7%	29 21.8%	9 15.0%	11 29.7%	50 17.0%	19 32.2%	31 17.4%	11 11.2%	37 18.9%	24 17.3%	13 12.7%	51 21.6%	3 5.3%	38 21.0%	62 18.3%	2 50.0%	18 15.8%	46 20.2%	0 ---
Significantly different from column:*										KL	J	J					R	Q					
Excellent or Very Good	2,047 38.9%	138 40.4%	53 35.8%	127 43.2%	57 42.5%	48 36.1%	24 40.0%	22 59.5%	111 37.8%	36 61.0%	74 41.6%	24 24.5%	77 39.3%	57 41.0%	34 33.3%	103 43.6%	13 22.8%	80 44.2%	135 39.9%	3 75.0%	47 41.2%	91 39.9%	0 ---
Significantly different from column:*								I	H	KL	JL	JK					R	Q					

NA - Not applicable

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

Question 55

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

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	16	2	0	3	0	2	1	0	1	1	1	0	0	2	1	0	1	0	1	0	1	0	1	0	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,292 99.7%	343 99.4%	149 100.0%	293 99.0%	265 100.0%	190 99.0%	134 99.3%	114 100.0%	203 99.5%	26 96.3%	309 99.7%	96 100.0%	184 100.0%	43 95.6%	151 99.3%	124 100.0%	56 98.2%	80 100.0%	187 99.5%	53 100.0%	195 99.5%	101 100.0%	45 97.8%	138 100.0%	102 100.0%	100 98.0%
Yes	4,037 76.3%	265 77.3%	126 84.6%	234 79.9%	265 100.0%	146 76.8%	95 70.9%	74 64.9%	147 72.4%	20 76.9%	238 77.0%	68 70.8%	147 79.9%	34 79.1%	120 79.5%	94 75.8%	41 73.2%	57 71.3%	142 75.9%	45 84.9%	139 71.3%	86 85.1%	38 84.4%	113 81.9%	74 72.5%	76 76.0%
No	1,255 23.7%	78 22.7%	23 15.4%	59 20.1%	0 0.0%	44 23.2%	39 29.1%	40 35.1%	56 27.6%	6 23.1%	71 23.0%	28 29.2%	37 20.1%	9 20.9%	31 20.5%	30 24.2%	15 26.8%	23 28.8%	45 24.1%	8 15.1%	56 28.7%	15 14.9%	7 15.6%	25 18.1%	28 27.5%	24 24.0%
Significantly different from column:*					FGHI	EH	E	EF	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.

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

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

7127000

Question 55

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

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	16	2	0	3	1	0	0	0	1	0	1	0	1	0	0	2	0	1	2	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	5,292 99.7%	343 99.4%	149 100.0%	293 99.0%	133 99.3%	136 100.0%	60 100.0%	37 100.0%	296 99.7%	59 100.0%	179 99.4%	99 100.0%	197 99.5%	140 100.0%	102 100.0%	237 99.2%	57 100.0%	182 99.5%	339 99.4%	4 100.0%	113 98.3%	230 100.0%	0 ---
Yes	4,037 76.3%	265 77.3%	126 84.6%	234 79.9%	94 70.7%	116 85.3%	44 73.3%	26 70.3%	231 78.0%	35 59.3%	143 79.9%	82 82.8%	147 74.6%	113 80.7%	80 78.4%	183 77.2%	45 78.9%	141 77.5%	263 77.6%	2 50.0%	86 76.1%	179 77.8%	0 ---
No	1,255 23.7%	78 22.7%	23 15.4%	59 20.1%	39 29.3%	20 14.7%	16 26.7%	11 29.7%	65 22.0%	24 40.7%	36 20.1%	17 17.2%	50 25.4%	27 19.3%	22 21.6%	54 22.8%	12 21.1%	41 22.5%	76 22.4%	2 50.0%	27 23.9%	51 22.2%	0 ---
Significantly different from column:*					F	EG	F			KL	J	J											

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	4,037	265	126	234	265	146	95	74	147	20	238	68	147	34	120	94	41	57	142	45	139	86	38	113	74	76
Number missing or multiple answer	20	2	1	3	2	2	1	1	2	0	2	0	1	1	1	0	1	0	2	0	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	NA	NA	NA
Usable responses	4,017 99.5%	263 99.2%	125 99.2%	231 98.7%	263 99.2%	144 98.6%	94 98.9%	73 98.6%	145 98.6%	20 100.0%	236 99.2%	68 100.0%	146 99.3%	33 97.1%	119 99.2%	94 100.0%	40 97.6%	57 100.0%	140 98.6%	45 100.0%	138 99.3%	85 98.8%	38 100.0%	113 100.0%	74 100.0%	75 98.7%
Yes	3,878 96.5%	252 95.8%	122 97.6%	219 94.8%	252 95.8%	135 93.8%	87 92.6%	68 93.2%	137 94.5%	18 90.0%	227 96.2%	64 94.1%	141 96.6%	32 97.0%	113 95.0%	89 94.7%	40 100.0%	55 96.5%	133 95.0%	44 97.8%	134 97.1%	83 97.6%	33 86.8%	108 95.6%	70 94.6%	73 97.3%
No	139 3.5%	11 4.2%	3 2.4%	12 5.2%	11 4.2%	9 6.3%	7 7.4%	5 6.8%	8 5.5%	2 10.0%	9 3.8%	4 5.9%	5 3.4%	1 3.0%	6 5.0%	5 5.3%	0 0.0%	2 3.5%	7 5.0%	1 2.2%	4 2.9%	2 2.4%	5 13.2%	5 4.4%	4 5.4%	2 2.7%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,037	265	126	234	94	116	44	26	231	35	143	82	147	113	80	183	45	141	263	2	86	179	0
Number missing or multiple answer	20	2	1	3	0	2	0	0	2	0	2	0	0	2	0	2	0	1	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,017 99.5%	263 99.2%	125 99.2%	231 98.7%	94 100.0%	114 98.3%	44 100.0%	26 100.0%	229 99.1%	35 100.0%	141 98.6%	82 100.0%	147 100.0%	111 98.2%	80 100.0%	181 98.9%	45 100.0%	140 99.3%	261 99.2%	2 100.0%	85 98.8%	178 99.4%	0 ---
Yes	3,878 96.5%	252 95.8%	122 97.6%	219 94.8%	90 95.7%	110 96.5%	41 93.2%	25 96.2%	220 96.1%	34 97.1%	135 95.7%	78 95.1%	140 95.2%	107 96.4%	75 93.8%	175 96.7%	44 97.8%	133 95.0%	250 95.8%	2 100.0%	82 96.5%	170 95.5%	0 ---
No	139 3.5%	11 4.2%	3 2.4%	12 5.2%	4 4.3%	4 3.5%	3 6.8%	1 3.8%	9 3.9%	1 2.9%	6 4.3%	4 4.9%	7 4.8%	4 3.6%	5 6.3%	6 3.3%	1 2.2%	7 5.0%	11 4.2%	0 0.0%	3 3.5%	8 4.5%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,878	252	122	219	252	135	87	68	137	18	227	64	141	32	113	89	40	55	133	44	134	83	33	108	70	73
Number missing or multiple answer	29	2	1	0	2	0	0	2	0	0	2	2	0	0	1	0	1	1	0	1	1	0	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	NA	NA	NA
Usable responses	3,849 99.3%	250 99.2%	121 99.2%	219 100.0%	250 99.2%	135 100.0%	87 100.0%	66 97.1%	137 100.0%	18 100.0%	225 99.1%	62 96.9%	141 100.0%	32 100.0%	112 99.1%	89 100.0%	39 97.5%	54 98.2%	133 100.0%	43 97.7%	133 99.3%	83 100.0%	32 97.0%	107 99.1%	69 98.6%	73 100.0%
Yes	3,783 98.3%	245 98.0%	120 99.2%	216 98.6%	245 98.0%	133 98.5%	85 97.7%	63 95.5%	134 97.8%	18 100.0%	220 97.8%	60 96.8%	139 98.6%	31 96.9%	110 98.2%	89 100.0%	36 92.3%	53 98.1%	129 97.0%	43 100.0%	129 97.0%	82 98.8%	32 100.0%	104 97.2%	69 100.0%	71 97.3%
No	66 1.7%	5 2.0%	1 0.8%	3 1.4%	5 2.0%	2 1.5%	2 2.3%	3 4.5%	3 2.2%	0 0.0%	5 2.2%	2 3.2%	2 1.4%	1 3.1%	2 1.8%	0 0.0%	3 7.7%	1 1.9%	4 3.0%	0 0.0%	4 3.0%	1 1.2%	0 0.0%	3 2.8%	0 0.0%	2 2.7%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,878	252	122	219	90	110	41	25	220	34	135	78	140	107	75	175	44	133	250	2	82	170	0
Number missing or multiple answer	29	2	1	0	0	2	0	0	2	1	1	0	2	0	0	2	1	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	3,849	250	121	219	90	108	41	25	218	33	134	78	138	107	75	173	43	133	248	2	82	168	0
	99.3%	99.2%	99.2%	100.0%	100.0%	98.2%	100.0%	100.0%	99.1%	97.1%	99.3%	100.0%	98.6%	100.0%	100.0%	98.9%	97.7%	100.0%	99.2%	100.0%	100.0%	98.8%	---
Yes	3,783	245	120	216	88	107	39	24	214	32	131	77	136	104	73	170	43	129	243	2	80	165	0
	98.3%	98.0%	99.2%	98.6%	97.8%	99.1%	95.1%	96.0%	98.2%	97.0%	97.8%	98.7%	98.6%	97.2%	97.3%	98.3%	100.0%	97.0%	98.0%	100.0%	97.6%	98.2%	---
No	66	5	1	3	2	1	2	1	4	1	3	1	2	3	2	3	0	4	5	0	2	3	0
	1.7%	2.0%	0.8%	1.4%	2.2%	0.9%	4.9%	4.0%	1.8%	3.0%	2.2%	1.3%	1.4%	2.8%	2.7%	1.7%	0.0%	3.0%	2.0%	0.0%	2.4%	1.8%	---
Significantly different from column:*																							

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	112	11	1	13	9	0	4	2	6	1	10	3	4	4	5	5	1	3	8	0	9	0	1	6	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	NA	NA	NA
Usable responses	5,196 97.9%	334 96.8%	148 99.3%	283 95.6%	256 96.6%	192 100.0%	131 97.0%	112 98.2%	198 97.1%	26 96.3%	300 96.8%	93 96.9%	180 97.8%	41 91.1%	147 96.7%	119 96.0%	56 98.2%	77 96.3%	180 95.7%	53 100.0%	187 95.4%	101 100.0%	45 97.8%	132 95.7%	97 95.1%	102 100.0%
Yes	3,180 61.2%	192 57.5%	86 58.1%	155 54.8%	146 57.0%	192 100.0%	106 80.9%	87 77.7%	144 72.7%	17 65.4%	170 56.7%	51 54.8%	104 57.8%	25 61.0%	90 61.2%	61 51.3%	33 58.9%	25 32.5%	109 60.6%	41 77.4%	93 49.7%	65 64.4%	34 75.6%	49 37.1%	61 62.9%	80 78.4%
No	2,016 38.8%	142 42.5%	62 41.9%	128 45.2%	110 43.0%	0 0.0%	25 19.1%	25 22.3%	54 27.3%	9 34.6%	130 43.3%	42 45.2%	76 42.2%	16 39.0%	57 38.8%	58 48.7%	23 41.1%	52 67.5%	71 39.4%	12 22.6%	94 50.3%	36 35.6%	11 24.4%	83 62.9%	36 37.1%	22 21.6%
Significantly different from column:*					FGHI	EGHI	EF	EF	EF									ST	RT	RS	VW	U	U	YZ	XZ	XY

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	112	11	1	13	7	3	1	0	11	3	4	4	6	5	2	9	2	6	11	0	1	10	0
Number no 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	5,196 97.9%	334 96.8%	148 99.3%	283 95.6%	127 94.8%	133 97.8%	59 98.3%	37 100.0%	286 96.3%	56 94.9%	176 97.8%	95 96.0%	192 97.0%	135 96.4%	100 98.0%	230 96.2%	55 96.5%	177 96.7%	330 96.8%	4 100.0%	114 99.1%	220 95.7%	0 ---
Yes	3,180 61.2%	192 57.5%	86 58.1%	155 54.8%	75 59.1%	72 54.1%	35 59.3%	20 54.1%	165 57.7%	29 51.8%	106 60.2%	53 55.8%	116 60.4%	72 53.3%	63 63.0%	128 55.7%	41 74.5%	108 61.0%	191 57.9%	1 25.0%	68 59.6%	124 56.4%	0 ---
No	2,016 38.8%	142 42.5%	62 41.9%	128 45.2%	52 40.9%	61 45.9%	24 40.7%	17 45.9%	121 42.3%	27 48.2%	70 39.8%	42 44.2%	76 39.6%	63 46.7%	37 37.0%	102 44.3%	14 25.5%	69 39.0%	139 42.1%	3 75.0%	46 40.4%	96 43.6%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

Question 59

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,180	192	86	155	146	192	106	87	144	17	170	51	104	25	90	61	33	25	109	41	93	65	34	49	61	80
Number missing or multiple answer	32	2	1	4	1	2	2	1	2	0	2	1	0	1	0	1	0	1	1	0	1	0	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	NA	NA	NA
Usable responses	3,148 99.0%	190 99.0%	85 98.8%	151 97.4%	145 99.3%	190 99.0%	104 98.1%	86 98.9%	142 98.6%	17 100.0%	168 98.8%	50 98.0%	104 100.0%	24 96.0%	90 100.0%	60 98.4%	33 100.0%	24 96.0%	108 99.1%	41 100.0%	92 98.9%	65 100.0%	33 97.1%	48 98.0%	60 98.4%	80 100.0%
Yes	3,023 96.0%	180 94.7%	83 97.6%	144 95.4%	137 94.5%	180 94.7%	95 91.3%	82 95.3%	135 95.1%	16 94.1%	159 94.6%	47 94.0%	101 97.1%	21 87.5%	84 93.3%	57 95.0%	32 97.0%	23 95.8%	101 93.5%	40 97.6%	87 94.6%	63 96.9%	30 90.9%	45 93.8%	57 95.0%	76 95.0%
No	125 4.0%	10 5.3%	2 2.4%	7 4.6%	8 5.5%	10 5.3%	9 8.7%	4 4.7%	7 4.9%	1 5.9%	9 5.4%	3 6.0%	3 2.9%	3 12.5%	6 6.7%	3 5.0%	1 3.0%	1 4.2%	7 6.5%	1 2.4%	5 5.4%	2 3.1%	3 9.1%	3 6.3%	3 5.0%	4 5.0%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,180	192	86	155	75	72	35	20	165	29	106	53	116	72	63	128	41	108	191	1	68	124	0
Number missing or multiple answer	32	2	1	4	1	0	1	0	2	0	2	0	1	1	1	1	0	1	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,148 99.0%	190 99.0%	85 98.8%	151 97.4%	74 98.7%	72 100.0%	34 97.1%	20 100.0%	163 98.8%	29 100.0%	104 98.1%	53 100.0%	115 99.1%	71 98.6%	62 98.4%	127 99.2%	41 100.0%	107 99.1%	189 99.0%	1 100.0%	67 98.5%	123 99.2%	0 ---
Yes	3,023 96.0%	180 94.7%	83 97.6%	144 95.4%	71 95.9%	66 91.7%	33 97.1%	19 95.0%	154 94.5%	27 93.1%	100 96.2%	49 92.5%	112 97.4%	64 90.1%	58 93.5%	121 95.3%	39 95.1%	101 94.4%	179 94.7%	1 100.0%	65 97.0%	115 93.5%	0 ---
No	125 4.0%	10 5.3%	2 2.4%	7 4.6%	3 4.1%	6 8.3%	1 2.9%	1 5.0%	9 5.5%	2 6.9%	4 3.8%	4 7.5%	3 2.6%	7 9.9%	4 6.5%	6 4.7%	2 4.9%	6 5.6%	10 5.3%	0 0.0%	2 3.0%	8 6.5%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,023	180	83	144	137	180	95	82	135	16	159	47	101	21	84	57	32	23	101	40	87	63	30	45	57	76
Number missing or multiple answer	27	2	1	5	2	2	1	1	0	0	1	0	1	0	0	0	0	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	NA	NA	NA
Usable responses	2,996 99.1%	178 98.9%	82 98.8%	139 96.5%	135 98.5%	178 98.9%	94 98.9%	81 98.8%	135 100.0%	16 100.0%	158 99.4%	47 100.0%	100 99.0%	21 100.0%	84 100.0%	57 100.0%	32 100.0%	23 100.0%	100 99.0%	39 97.5%	86 98.9%	62 98.4%	30 100.0%	44 97.8%	56 98.2%	76 100.0%
Yes	2,958 98.7%	177 99.4%	80 97.6%	137 98.6%	135 100.0%	177 99.4%	93 98.9%	80 98.8%	134 99.3%	16 100.0%	157 99.4%	46 97.9%	100 100.0%	21 100.0%	83 98.8%	57 100.0%	32 100.0%	23 100.0%	99 99.0%	39 100.0%	86 100.0%	62 100.0%	29 96.7%	44 100.0%	56 100.0%	75 98.7%
No	38 1.3%	1 0.6%	2 2.4%	2 1.4%	0 0.0%	1 0.6%	1 1.1%	1 1.2%	1 0.7%	0 0.0%	1 0.6%	1 2.1%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	1 3.3%	0 0.0%	0 0.0%	1 1.3%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,023	180	83	144	71	66	33	19	154	27	100	49	112	64	58	121	39	101	179	1	65	115	0
Number missing or multiple answer	27	2	1	5	0	0	1	0	1	0	1	0	1	0	1	1	0	2	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	2,996 99.1%	178 98.9%	82 98.8%	139 96.5%	71 100.0%	66 100.0%	32 97.0%	19 100.0%	153 99.4%	27 100.0%	99 99.0%	49 100.0%	111 99.1%	64 100.0%	57 98.3%	120 99.2%	39 100.0%	99 98.0%	177 98.9%	1 100.0%	65 100.0%	113 98.3%	0 ---
Yes	2,958 98.7%	177 99.4%	80 97.6%	137 98.6%	71 100.0%	65 98.5%	32 100.0%	19 100.0%	152 99.3%	26 96.3%	99 100.0%	49 100.0%	110 99.1%	64 100.0%	56 98.2%	120 100.0%	38 97.4%	99 100.0%	176 99.4%	1 100.0%	65 100.0%	112 99.1%	0 ---
No	38 1.3%	1 0.6%	2 2.4%	2 1.4%	0 0.0%	1 1.5%	0 0.0%	0 0.0%	1 0.7%	1 3.7%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	1 1.8%	0 0.0%	1 2.6%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 0.9%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

Question 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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	93	11	1	9	10	8	0	3	6	0	6	2	3	1	4	2	0	3	6	1	5	3	2	3	5	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	NA	NA	NA
Usable responses	5,215 98.2%	334 96.8%	148 99.3%	287 97.0%	255 96.2%	184 95.8%	135 100.0%	111 97.4%	198 97.1%	27 100.0%	304 98.1%	94 97.9%	181 98.4%	44 97.8%	148 97.4%	122 98.4%	57 100.0%	77 96.3%	182 96.8%	52 98.1%	191 97.4%	98 97.0%	44 95.7%	135 97.8%	97 95.1%	99 97.1%
Yes	2,384 45.7%	135 40.4%	68 45.9%	103 35.9%	95 37.3%	106 57.6%	135 100.0%	69 62.2%	96 48.5%	10 37.0%	123 40.5%	36 38.3%	77 42.5%	16 36.4%	62 41.9%	42 34.4%	26 45.6%	18 23.4%	77 42.3%	29 55.8%	60 31.4%	47 48.0%	28 63.6%	40 29.6%	37 38.1%	55 55.6%
No	2,831 54.3%	199 59.6%	80 54.1%	184 64.1%	160 62.7%	78 42.4%	0 0.0%	42 37.8%	102 51.5%	17 63.0%	181 59.5%	58 61.7%	104 57.5%	28 63.6%	86 58.1%	80 65.6%	31 54.4%	59 76.6%	105 57.7%	23 44.2%	131 68.6%	51 52.0%	16 36.4%	95 70.4%	60 61.9%	44 44.4%
Significantly different from column:*					FGHI	EG	EFHI	EGI	EGH									ST	R	R	VW	U	U	Z	Z	XY

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	93	11	1	9	2	3	1	1	6	1	5	1	5	2	3	8	2	5	11	0	0	11	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,215 98.2%	334 96.8%	148 99.3%	287 97.0%	132 98.5%	133 97.8%	59 98.3%	36 97.3%	291 98.0%	58 98.3%	175 97.2%	98 99.0%	193 97.5%	138 98.6%	99 97.1%	231 96.7%	55 96.5%	178 97.3%	330 96.8%	4 100.0%	115 100.0%	219 95.2%	0 ---
Yes	2,384 45.7%	135 40.4%	68 45.9%	103 35.9%	49 37.1%	55 41.4%	26 44.1%	14 38.9%	118 40.5%	27 46.6%	65 37.1%	42 42.9%	82 42.5%	52 37.7%	42 42.4%	91 39.4%	27 49.1%	79 44.4%	134 40.6%	1 25.0%	40 34.8%	95 43.4%	0 ---
No	2,831 54.3%	199 59.6%	80 54.1%	184 64.1%	83 62.9%	78 58.6%	33 55.9%	22 61.1%	173 59.5%	31 53.4%	110 62.9%	56 57.1%	111 57.5%	86 62.3%	57 57.6%	140 60.6%	28 50.9%	99 55.6%	196 59.4%	3 75.0%	75 65.2%	124 56.6%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	2,384	135	68	103	95	106	135	69	96	10	123	36	77	16	62	42	26	18	77	29	60	47	28	40	37	55
Number missing or multiple answer	30	2	1	5	1	1	2	0	2	1	1	0	1	1	1	1	0	1	0	0	2	0	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,354 98.7%	133 98.5%	67 98.5%	98 95.1%	94 98.9%	105 99.1%	133 98.5%	69 100.0%	94 97.9%	9 90.0%	122 99.2%	36 100.0%	76 98.7%	15 93.8%	61 98.4%	41 97.6%	26 100.0%	17 94.4%	77 100.0%	29 100.0%	58 96.7%	47 100.0%	28 100.0%	39 97.5%	37 100.0%	54 98.2%
Yes	2,245 95.4%	120 90.2%	67 100.0%	85 86.7%	83 88.3%	97 92.4%	120 90.2%	67 97.1%	85 90.4%	9 100.0%	109 89.3%	31 86.1%	70 92.1%	13 86.7%	52 85.2%	37 90.2%	26 100.0%	15 88.2%	70 90.9%	26 89.7%	52 89.7%	44 93.6%	24 85.7%	36 92.3%	35 94.6%	46 85.2%
No	109 4.6%	13 9.8%	0 0.0%	13 13.3%	11 11.7%	8 7.6%	13 9.8%	2 2.9%	9 9.6%	0 0.0%	13 10.7%	5 13.9%	6 7.9%	2 13.3%	9 14.8%	4 9.8%	0 0.0%	2 11.8%	7 9.1%	3 10.3%	6 10.3%	3 6.4%	4 14.3%	3 7.7%	2 5.4%	8 14.8%
Significantly different from column:*		A			H			E																		

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,384	135	68	103	49	55	26	14	118	27	65	42	82	52	42	91	27	79	134	1	40	95	0
Number missing or multiple answer	30	2	1	5	0	1	1	0	2	0	2	0	1	1	0	2	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	2,354 98.7%	133 98.5%	67 98.5%	98 95.1%	49 100.0%	54 98.2%	25 96.2%	14 100.0%	116 98.3%	27 100.0%	63 96.9%	42 100.0%	81 98.8%	51 98.1%	42 100.0%	89 97.8%	27 100.0%	79 100.0%	132 98.5%	1 100.0%	40 100.0%	93 97.9%	0 ---
Yes	2,245 95.4%	120 90.2%	67 100.0%	85 86.7%	47 95.9%	45 83.3%	23 92.0%	12 85.7%	105 90.5%	24 88.9%	56 88.9%	39 92.9%	74 91.4%	45 88.2%	38 90.5%	80 89.9%	24 88.9%	72 91.1%	119 90.2%	1 100.0%	39 97.5%	81 87.1%	0 ---
No	109 4.6%	13 9.8%	0 0.0%	13 13.3%	2 4.1%	9 16.7%	2 8.0%	2 14.3%	11 9.5%	3 11.1%	7 11.1%	3 7.1%	7 8.6%	6 11.8%	4 9.5%	9 10.1%	3 11.1%	7 8.9%	13 9.8%	0 0.0%	1 2.5%	12 12.9%	0 ---
Significantly different from column:*		A			F	E																	

NA - Not applicable

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

Question 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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	2,245	120	67	85	83	97	120	67	85	9	109	31	70	13	52	37	26	15	70	26	52	44	24	36	35	46
Number missing or multiple answer	22	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,223 99.0%	120 100.0%	66 98.5%	85 100.0%	83 100.0%	97 100.0%	120 100.0%	67 100.0%	85 100.0%	9 100.0%	109 100.0%	31 100.0%	70 100.0%	13 100.0%	52 100.0%	37 100.0%	26 100.0%	15 100.0%	70 100.0%	26 100.0%	52 100.0%	44 100.0%	24 100.0%	36 100.0%	35 100.0%	46 100.0%
Yes	2,199 98.9%	119 99.2%	65 98.5%	83 97.6%	83 100.0%	97 100.0%	119 99.2%	67 100.0%	84 98.8%	9 100.0%	108 99.1%	31 100.0%	69 98.6%	13 100.0%	51 98.1%	37 100.0%	26 100.0%	15 100.0%	70 100.0%	25 96.2%	52 100.0%	44 100.0%	23 95.8%	36 100.0%	35 100.0%	45 97.8%
No	24 1.1%	1 0.8%	1 1.5%	2 2.4%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	1 1.2%	0 0.0%	1 0.9%	0 0.0%	1 1.4%	0 0.0%	1 1.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.8%	0 0.0%	0 0.0%	1 4.2%	0 0.0%	0 0.0%	1 2.2%
Significantly different from column:*																										

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,245	120	67	85	47	45	23	12	105	24	56	39	74	45	38	80	24	72	119	1	39	81	0
Number missing or multiple answer	22	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	2,223 99.0%	120 100.0%	66 98.5%	85 100.0%	47 100.0%	45 100.0%	23 100.0%	12 100.0%	105 100.0%	24 100.0%	56 100.0%	39 100.0%	74 100.0%	45 100.0%	38 100.0%	80 100.0%	24 100.0%	72 100.0%	119 100.0%	1 100.0%	39 100.0%	81 100.0%	0 ---
Yes	2,199 98.9%	119 99.2%	65 98.5%	83 97.6%	47 100.0%	44 97.8%	23 100.0%	12 100.0%	104 99.0%	24 100.0%	55 98.2%	39 100.0%	74 100.0%	44 97.8%	38 100.0%	79 98.8%	24 100.0%	71 98.6%	118 99.2%	1 100.0%	39 100.0%	80 98.8%	0 ---
No	24 1.1%	1 0.8%	1 1.5%	2 2.4%	0 0.0%	1 2.2%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	1 2.2%	0 0.0%	1 1.3%	0 0.0%	1 1.4%	1 0.8%	0 0.0%	0 0.0%	1 1.2%	0 ---
Significantly different from column:*																							

NA - Not applicable

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

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

7127000

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 Anthem National Child Medicaid Average - Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	78	7	1	4	6	5	1	0	1	2	1	0	1	2	3	0	0	2	3	1	5	2	0	3	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	NA	NA	NA
Usable responses	5,230 98.5%	338 98.0%	148 99.3%	292 98.6%	259 97.7%	187 97.4%	134 99.3%	114 100.0%	203 99.5%	25 92.6%	309 99.7%	96 100.0%	183 99.5%	43 95.6%	149 98.0%	124 100.0%	57 100.0%	78 97.5%	185 98.4%	52 98.1%	191 97.4%	99 98.0%	46 100.0%	135 97.8%	101 99.0%	99 97.1%
Yes	2,091 40.0%	114 33.7%	49 33.1%	91 31.2%	74 28.6%	87 46.5%	69 51.5%	114 100.0%	87 42.9%	10 40.0%	102 33.0%	39 40.6%	60 32.8%	11 25.6%	55 36.9%	29 23.4%	25 43.9%	20 25.6%	69 37.3%	17 32.7%	60 31.4%	35 35.4%	19 41.3%	38 28.1%	39 38.6%	35 35.4%
No	3,139 60.0%	224 66.3%	99 66.9%	201 68.8%	185 71.4%	100 53.5%	65 48.5%	0 0.0%	116 57.1%	15 60.0%	207 67.0%	57 59.4%	123 67.2%	32 74.4%	94 63.1%	95 76.6%	32 56.1%	58 74.4%	116 62.7%	35 67.3%	131 68.6%	64 64.6%	27 58.7%	97 71.9%	62 61.4%	64 64.6%
Significantly different from column:*		A			FGHI	EH	EH	EFGI	EH						P	OQ	P									

NA - Not applicable

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

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

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

7127000

Question 64

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

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	78	7	1	4	0	2	0	0	2	0	2	0	1	1	1	6	1	3	7	0	1	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	5,230 98.5%	338 98.0%	148 99.3%	292 98.6%	134 100.0%	134 98.5%	60 100.0%	37 100.0%	295 99.3%	59 100.0%	178 98.9%	99 100.0%	197 99.5%	139 99.3%	101 99.0%	233 97.5%	56 98.2%	180 98.4%	334 97.9%	4 100.0%	114 99.1%	224 97.4%	0 ---
Yes	2,091 40.0%	114 33.7%	49 33.1%	91 31.2%	47 35.1%	44 32.8%	20 33.3%	15 40.5%	96 32.5%	31 52.5%	61 34.3%	21 21.2%	73 37.1%	40 28.8%	31 30.7%	82 35.2%	20 35.7%	66 36.7%	112 33.5%	2 50.0%	39 34.2%	75 33.5%	0 ---
No	3,139 60.0%	224 66.3%	99 66.9%	201 68.8%	87 64.9%	90 67.2%	40 66.7%	22 59.5%	199 67.5%	28 47.5%	117 65.7%	78 78.8%	124 62.9%	99 71.2%	70 69.3%	151 64.8%	36 64.3%	114 63.3%	222 66.5%	2 50.0%	75 65.8%	149 66.5%	0 ---
Significantly different from column:*		A								KL	JL	JK											

NA - Not applicable

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

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	2,091	114	49	91	74	87	69	114	87	10	102	39	60	11	55	29	25	20	69	17	60	35	19	38	39	35
Number missing or multiple answer	20	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,071 99.0%	114 100.0%	49 100.0%	88 96.7%	74 100.0%	87 100.0%	69 100.0%	114 100.0%	87 100.0%	10 100.0%	102 100.0%	39 100.0%	60 100.0%	11 100.0%	55 100.0%	29 100.0%	25 100.0%	20 100.0%	69 100.0%	17 100.0%	60 100.0%	35 100.0%	19 100.0%	38 100.0%	39 100.0%	35 100.0%
Yes	1,933 93.3%	105 92.1%	44 89.8%	71 80.7%	69 93.2%	83 95.4%	67 97.1%	105 92.1%	80 92.0%	10 100.0%	93 91.2%	37 94.9%	56 93.3%	8 72.7%	51 92.7%	24 82.8%	25 100.0%	18 90.0%	62 89.9%	17 100.0%	51 85.0%	35 100.0%	19 100.0%	33 86.8%	36 92.3%	34 97.1%
No	138 6.7%	9 7.9%	5 10.2%	17 19.3%	5 6.8%	4 4.6%	2 2.9%	9 7.9%	7 8.0%	0 0.0%	9 8.8%	2 5.1%	4 6.7%	3 27.3%	4 7.3%	5 17.2%	0 0.0%	2 10.0%	7 10.1%	0 0.0%	9 15.0%	0 0.0%	0 0.0%	5 13.2%	3 7.7%	1 2.9%
Significantly different from column:*		D																								

NA - Not applicable

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

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

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

7127000

Question 65

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

Base: All respondents whose child needs/gets special therapy (Q64)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,091	114	49	91	47	44	20	15	96	31	61	21	73	40	31	82	20	66	112	2	39	75	0
Number missing or multiple answer	20	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,071 99.0%	114 100.0%	49 100.0%	88 96.7%	47 100.0%	44 100.0%	20 100.0%	15 100.0%	96 100.0%	31 100.0%	61 100.0%	21 100.0%	73 100.0%	40 100.0%	31 100.0%	82 100.0%	20 100.0%	66 100.0%	112 100.0%	2 100.0%	39 100.0%	75 100.0%	0 ---
Yes	1,933 93.3%	105 92.1%	44 89.8%	71 80.7%	42 89.4%	41 93.2%	19 95.0%	14 93.3%	88 91.7%	26 83.9%	57 93.4%	21 100.0%	71 97.3%	33 82.5%	29 93.5%	75 91.5%	18 90.0%	61 92.4%	103 92.0%	2 100.0%	38 97.4%	67 89.3%	0 ---
No	138 6.7%	9 7.9%	5 10.2%	17 19.3%	5 10.6%	3 6.8%	1 5.0%	1 6.7%	8 8.3%	5 16.1%	4 6.6%	0 0.0%	2 2.7%	7 17.5%	2 6.5%	7 8.5%	2 10.0%	5 7.6%	9 8.0%	0 0.0%	1 2.6%	8 10.7%	0 ---
Significantly different from column:*		D																					

NA - Not applicable

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

Question 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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	1,933	105	44	71	69	83	67	105	80	10	93	37	56	8	51	24	25	18	62	17	51	35	19	33	36	34
Number missing or multiple answer	14	1	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,919 99.3%	104 99.0%	44 100.0%	70 98.6%	69 100.0%	83 100.0%	66 98.5%	104 99.0%	80 100.0%	10 100.0%	93 100.0%	37 100.0%	56 100.0%	8 100.0%	51 100.0%	24 100.0%	25 100.0%	18 100.0%	61 98.4%	17 100.0%	50 98.0%	35 100.0%	19 100.0%	32 97.0%	36 100.0%	34 100.0%
Yes	1,885 98.2%	103 99.0%	42 95.5%	67 95.7%	68 98.6%	83 100.0%	66 100.0%	103 99.0%	80 100.0%	10 100.0%	92 98.9%	37 100.0%	55 98.2%	8 100.0%	51 100.0%	24 100.0%	24 96.0%	18 100.0%	60 98.4%	17 100.0%	50 100.0%	35 100.0%	18 94.7%	31 96.9%	36 100.0%	34 100.0%
No	34 1.8%	1 1.0%	2 4.5%	3 4.3%	1 1.4%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	0 0.0%	1 4.0%	0 0.0%	1 1.6%	0 0.0%	0 0.0%	0 0.0%	1 5.3%	1 3.1%	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.

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,933	105	44	71	42	41	19	14	88	26	57	21	71	33	29	75	18	61	103	2	38	67	0
Number missing or multiple answer	14	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	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	1,919	104	44	70	42	41	19	14	88	26	57	21	71	33	29	74	18	60	102	2	38	66	0
	99.3%	99.0%	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%	98.7%	100.0%	98.4%	99.0%	100.0%	100.0%	98.5%	---
Yes	1,885	103	42	67	42	40	19	14	87	26	56	21	71	32	29	73	18	59	101	2	37	66	0
	98.2%	99.0%	95.5%	95.7%	100.0%	97.6%	100.0%	100.0%	98.9%	100.0%	98.2%	100.0%	100.0%	97.0%	100.0%	98.6%	100.0%	98.3%	99.0%	100.0%	97.4%	100.0%	---
No	34	1	2	3	0	1	0	0	1	0	1	0	0	1	0	1	0	1	1	0	1	0	0
	1.8%	1.0%	4.5%	4.3%	0.0%	2.4%	0.0%	0.0%	1.1%	0.0%	1.8%	0.0%	0.0%	3.0%	0.0%	1.4%	0.0%	1.7%	1.0%	0.0%	2.6%	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.

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	90	11	1	8	8	6	3	4	0	2	3	2	1	2	5	0	0	3	6	2	8	3	0	5	4	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	NA	NA	NA
Usable responses	5,218 98.3%	334 96.8%	148 99.3%	288 97.3%	257 97.0%	186 96.9%	132 97.8%	110 96.5%	204 100.0%	25 92.6%	307 99.0%	94 97.9%	183 99.5%	43 95.6%	147 96.7%	124 100.0%	57 100.0%	77 96.3%	182 96.8%	51 96.2%	188 95.9%	98 97.0%	46 100.0%	133 96.4%	98 96.1%	100 98.0%
Yes	3,114 59.7%	204 61.1%	88 59.5%	167 58.0%	147 57.2%	144 77.4%	96 72.7%	87 79.1%	204 100.0%	15 60.0%	187 60.9%	54 57.4%	111 60.7%	28 65.1%	97 66.0%	69 55.6%	35 61.4%	41 53.2%	113 62.1%	38 74.5%	102 54.3%	68 69.4%	33 71.7%	39 29.3%	67 68.4%	95 95.0%
No	2,104 40.3%	130 38.9%	60 40.5%	121 42.0%	110 42.8%	42 22.6%	36 27.3%	23 20.9%	0 0.0%	10 40.0%	120 39.1%	40 42.6%	72 39.3%	15 34.9%	50 34.0%	55 44.4%	22 38.6%	36 46.8%	69 37.9%	13 25.5%	86 45.7%	30 30.6%	13 28.3%	94 70.7%	31 31.6%	5 5.0%
Significantly different from column:*					FGHI	EI	EI	EI	EFGH									T		R	VW	U	U	YZ	XZ	XY

NA - Not applicable

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

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

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

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	90	11	1	8	3	1	0	0	4	1	3	0	3	1	1	10	2	6	11	0	3	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,218 98.3%	334 96.8%	148 99.3%	288 97.3%	131 97.8%	135 99.3%	60 100.0%	37 100.0%	293 98.7%	58 98.3%	177 98.3%	99 100.0%	195 98.5%	139 99.3%	101 99.0%	229 95.8%	55 96.5%	177 96.7%	330 96.8%	4 100.0%	112 97.4%	222 96.5%	0 ---
Yes	3,114 59.7%	204 61.1%	88 59.5%	167 58.0%	83 63.4%	85 63.0%	33 55.0%	21 56.8%	181 61.8%	26 44.8%	111 62.7%	67 67.7%	120 61.5%	84 60.4%	65 64.4%	138 60.3%	38 69.1%	112 63.3%	204 61.8%	0 0.0%	74 66.1%	130 58.6%	0 ---
No	2,104 40.3%	130 38.9%	60 40.5%	121 42.0%	48 36.6%	50 37.0%	27 45.0%	16 43.2%	112 38.2%	32 55.2%	66 37.3%	32 32.3%	75 38.5%	55 39.6%	36 35.6%	91 39.7%	17 30.9%	65 36.7%	126 38.2%	4 100.0%	38 33.9%	92 41.4%	0 ---
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.

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

7127000

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)

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	3,114	204	88	167	147	144	96	87	204	15	187	54	111	28	97	69	35	41	113	38	102	68	33	39	67	95
Number missing or multiple answer	40	1	1	1	1	0	0	0	1	0	1	0	1	0	0	1	0	0	1	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,074 98.7%	203 99.5%	87 98.9%	166 99.4%	146 99.3%	144 100.0%	96 100.0%	87 100.0%	203 99.5%	15 100.0%	186 99.5%	54 100.0%	110 99.1%	28 100.0%	97 100.0%	68 98.6%	35 100.0%	41 100.0%	112 99.1%	38 100.0%	101 99.0%	68 100.0%	33 100.0%	39 100.0%	66 98.5%	95 100.0%
Yes	2,993 97.4%	198 97.5%	86 98.9%	163 98.2%	142 97.3%	143 99.3%	95 99.0%	85 97.7%	198 97.5%	15 100.0%	181 97.3%	52 96.3%	107 97.3%	28 100.0%	95 97.9%	66 97.1%	34 97.1%	41 100.0%	108 96.4%	37 97.4%	99 98.0%	67 98.5%	31 93.9%	38 97.4%	65 98.5%	92 96.8%
No	81 2.6%	5 2.5%	1 1.1%	3 1.8%	4 2.7%	1 0.7%	1 1.0%	2 2.3%	5 2.5%	0 0.0%	5 2.7%	2 3.7%	3 2.7%	0 0.0%	2 2.1%	2 2.9%	1 2.9%	0 0.0%	4 3.6%	1 2.6%	2 2.0%	1 1.5%	2 6.1%	1 2.6%	1 1.5%	3 3.2%
Significantly different from column:*																										

NA - Not applicable

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

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,114	204	88	167	83	85	33	21	181	26	111	67	120	84	65	138	38	112	204	0	74	130	0
Number missing or multiple answer	40	1	1	1	0	1	0	0	1	0	0	1	1	0	0	1	0	1	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,074	203	87	166	83	84	33	21	180	26	111	66	119	84	65	137	38	111	203	0	73	130	0
	98.7%	99.5%	98.9%	99.4%	100.0%	98.8%	100.0%	100.0%	99.4%	100.0%	100.0%	98.5%	99.2%	100.0%	100.0%	99.3%	100.0%	99.1%	99.5%	---	98.6%	100.0%	---
Yes	2,993	198	86	163	82	80	33	21	175	26	109	63	117	81	62	135	34	110	198	0	71	127	0
	97.4%	97.5%	98.9%	98.2%	98.8%	95.2%	100.0%	100.0%	97.2%	100.0%	98.2%	95.5%	98.3%	96.4%	95.4%	98.5%	89.5%	99.1%	97.5%	---	97.3%	97.7%	---
No	81	5	1	3	1	4	0	0	5	0	2	3	2	3	3	2	4	1	5	0	2	3	0
	2.6%	2.5%	1.1%	1.8%	1.2%	4.8%	0.0%	0.0%	2.8%	0.0%	1.8%	4.5%	1.7%	3.6%	4.6%	1.5%	10.5%	0.9%	2.5%	---	2.7%	2.3%	---
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	66	7	3	6	5	4	1	1	0	1	0	0	0	1	1	0	0	2	4	1	5	2	0	4	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	NA	NA	NA
Usable responses	5,242 98.8%	338 98.0%	146 98.0%	290 98.0%	260 98.1%	188 97.9%	134 99.3%	113 99.1%	204 100.0%	26 96.3%	310 100.0%	96 100.0%	184 100.0%	44 97.8%	151 99.3%	124 100.0%	57 100.0%	78 97.5%	184 97.9%	52 98.1%	191 97.4%	99 98.0%	46 100.0%	134 97.1%	101 99.0%	100 98.0%
Less than 1 year old	34 0.6%	1 0.3%	2 1.4%	2 0.7%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 0.3%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.5%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	0 0.0%
1 year old	79 1.5%	6 1.8%	1 0.7%	5 1.7%	5 1.9%	2 1.1%	0 0.0%	3 2.7%	2 1.0%	0 0.0%	6 1.9%	3 3.1%	2 1.1%	1 2.3%	1 0.7%	3 2.4%	2 3.5%	1 1.3%	5 2.7%	0 0.0%	5 2.6%	0 0.0%	1 2.2%	6 4.5%	0 0.0%	0 0.0%
2 years old	138 2.6%	10 3.0%	3 2.1%	9 3.1%	5 1.9%	6 3.2%	6 4.5%	6 5.3%	3 1.5%	2 7.7%	8 2.6%	3 3.1%	5 2.7%	1 2.3%	4 2.6%	4 3.2%	2 3.5%	0 0.0%	6 3.3%	3 5.8%	5 2.6%	4 4.0%	1 2.2%	6 4.5%	1 1.0%	3 3.0%
3 years old	167 3.2%	12 3.6%	6 4.1%	11 3.8%	6 2.3%	4 2.1%	5 3.7%	4 3.5%	5 2.5%	1 3.8%	11 3.5%	6 6.3%	5 2.7%	1 2.3%	5 3.3%	3 2.4%	4 7.0%	2 2.6%	8 4.3%	2 3.8%	10 5.2%	2 2.0%	0 0.0%	8 6.0%	2 2.0%	2 2.0%
4 to 6 years old	687 13.1%	50 14.8%	18 12.3%	38 13.1%	29 11.2%	28 14.9%	24 17.9%	31 27.4%	28 13.7%	2 7.7%	48 15.5%	29 30.2%	18 9.8%	3 6.8%	19 12.6%	20 16.1%	10 17.5%	13 16.7%	28 15.2%	3 5.8%	34 17.8%	11 11.1%	5 10.9%	28 20.9%	15 14.9%	7 7.0%
7 to 9 years old	970 18.5%	59 17.5%	32 21.9%	52 17.9%	51 19.6%	34 18.1%	20 14.9%	22 19.5%	35 17.2%	3 11.5%	56 18.1%	23 24.0%	30 16.3%	3 6.8%	33 21.9%	20 16.1%	6 10.5%	10 12.8%	34 18.5%	10 19.2%	31 16.2%	18 18.2%	9 19.6%	24 17.9%	19 18.8%	15 15.0%
10 to 13 years old	1,521 29.0%	101 29.9%	36 24.7%	75 25.9%	82 31.5%	60 31.9%	37 27.6%	26 23.0%	63 30.9%	9 34.6%	91 29.4%	23 24.0%	60 32.6%	13 29.5%	39 25.8%	39 31.5%	20 35.1%	28 35.9%	50 27.2%	18 34.6%	56 29.3%	33 33.3%	12 26.1%	38 28.4%	31 30.7%	31 31.0%
14 to 18 years old	1,646 31.4%	99 29.3%	48 32.9%	98 33.8%	82 31.5%	53 28.2%	42 31.3%	21 18.6%	67 32.8%	9 34.6%	89 28.7%	8 8.3%	64 34.8%	22 50.0%	50 33.1%	34 27.4%	13 22.8%	24 30.8%	52 28.3%	16 30.8%	49 25.7%	31 31.3%	18 39.1%	24 17.9%	32 31.7%	42 42.0%
3 years old or younger	418 8.0%	29 8.6%	12 8.2%	27 9.3%	16 6.2%	13 6.9%	11 8.2%	13 11.5%	11 5.4%	3 11.5%	26 8.4%	13 13.5%	12 6.5%	3 6.8%	10 6.6%	11 8.9%	8 14.0%	3 3.8%	20 10.9%	5 9.6%	21 11.0%	6 6.1%	2 4.3%	20 14.9%	4 4.0%	5 5.0%
Significantly different from column:*								I	H															YZ	X	X

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

7127000

Question 69

What is your child's age?

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	66	7	3	6	0	0	0	0	0	0	0	0	0	0	1	6	1	4	7	0	1	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	5,242 98.8%	338 98.0%	146 98.0%	290 98.0%	134 100.0%	136 100.0%	60 100.0%	37 100.0%	297 100.0%	59 100.0%	180 100.0%	99 100.0%	198 100.0%	140 100.0%	101 99.0%	233 97.5%	56 98.2%	179 97.8%	334 97.9%	4 100.0%	114 99.1%	224 97.4%	0 ---
Less than 1 year old	34 0.6%	1 0.3%	2 1.4%	2 0.7%	0 0.0%	0 0.0%	1 1.7%	0 0.0%	1 0.3%	1 1.7%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	1 0.6%	1 0.3%	0 0.0%	0 0.0%	1 0.4%	0 ---
1 year old	79 1.5%	6 1.8%	1 0.7%	5 1.7%	3 2.2%	3 2.2%	0 0.0%	0 0.0%	6 2.0%	6 10.2%	0 0.0%	0 0.0%	3 1.5%	3 2.1%	1 1.0%	5 2.1%	0 0.0%	5 2.8%	6 1.8%	0 0.0%	1 0.9%	5 2.2%	0 ---
2 years old	138 2.6%	10 3.0%	3 2.1%	9 3.1%	6 4.5%	2 1.5%	2 3.3%	1 2.7%	9 3.0%	10 16.9%	0 0.0%	0 0.0%	3 1.5%	7 5.0%	3 3.0%	7 3.0%	4 7.1%	5 2.8%	10 3.0%	0 0.0%	5 4.4%	5 2.2%	0 ---
3 years old	167 3.2%	12 3.6%	6 4.1%	11 3.8%	6 4.5%	3 2.2%	3 5.0%	2 5.4%	10 3.4%	12 20.3%	0 0.0%	0 0.0%	7 3.5%	5 3.6%	3 3.0%	7 3.0%	2 3.6%	8 4.5%	12 3.6%	0 0.0%	5 4.4%	7 3.1%	0 ---
4 to 6 years old	687 13.1%	50 14.8%	18 12.3%	38 13.1%	21 15.7%	18 13.2%	10 16.7%	7 18.9%	42 14.1%	30 50.8%	20 11.1%	0 0.0%	31 15.7%	19 13.6%	12 11.9%	38 16.3%	5 8.9%	26 14.5%	49 14.7%	1 25.0%	16 14.0%	34 15.2%	0 ---
7 to 9 years old	970 18.5%	59 17.5%	32 21.9%	52 17.9%	26 19.4%	23 16.9%	9 15.0%	8 21.6%	51 17.2%	0 0.0%	59 32.8%	0 0.0%	29 14.6%	30 21.4%	20 19.8%	39 16.7%	6 10.7%	38 21.2%	58 17.4%	1 25.0%	16 14.0%	43 19.2%	0 ---
10 to 13 years old	1,521 29.0%	101 29.9%	36 24.7%	75 25.9%	36 26.9%	45 33.1%	17 28.3%	11 29.7%	89 30.0%	0 0.0%	101 56.1%	0 0.0%	65 32.8%	36 25.7%	35 34.7%	65 27.9%	20 35.7%	47 26.3%	99 29.6%	2 50.0%	35 30.7%	66 29.5%	0 ---
14 to 18 years old	1,646 31.4%	99 29.3%	48 32.9%	98 33.8%	36 26.9%	42 30.9%	18 30.0%	8 21.6%	89 30.0%	0 0.0%	0 0.0%	99 100.0%	59 29.8%	40 28.6%	27 26.7%	71 30.5%	19 33.9%	49 27.4%	99 29.6%	0 0.0%	36 31.6%	63 28.1%	0 ---
3 years old or younger	418 8.0%	29 8.6%	12 8.2%	27 9.3%	15 11.2%	8 5.9%	6 10.0%	3 8.1%	26 8.8%	29 49.2%	0 0.0%	0 0.0%	14 7.1%	15 10.7%	7 6.9%	20 8.6%	6 10.7%	19 10.6%	29 8.7%	0 0.0%	11 9.6%	18 8.0%	0 ---
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.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	64	7	0	5	5	4	1	1	0	1	0	0	0	1	1	0	0	2	4	1	5	2	0	4	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	NA	NA	NA
Usable responses	5,244 98.8%	338 98.0%	149 100.0%	291 98.3%	260 98.1%	188 97.9%	134 99.3%	113 99.1%	204 100.0%	26 96.3%	310 100.0%	96 100.0%	184 100.0%	44 97.8%	151 99.3%	124 100.0%	57 100.0%	78 97.5%	184 97.9%	52 98.1%	191 97.4%	99 98.0%	46 100.0%	134 97.1%	101 99.0%	100 98.0%
Male	3,124 59.6%	198 58.6%	99 66.4%	172 59.1%	147 56.5%	116 61.7%	82 61.2%	73 64.6%	120 58.8%	16 61.5%	182 58.7%	62 64.6%	112 60.9%	20 45.5%	90 59.6%	71 57.3%	34 59.6%	51 65.4%	105 57.1%	28 53.8%	110 57.6%	63 63.6%	24 52.2%	77 57.5%	65 64.4%	54 54.0%
Female	2,120 40.4%	140 41.4%	50 33.6%	119 40.9%	113 43.5%	72 38.3%	52 38.8%	40 35.4%	84 41.2%	10 38.5%	128 41.3%	34 35.4%	72 39.1%	24 54.5%	61 40.4%	53 42.7%	23 40.4%	27 34.6%	79 42.9%	24 46.2%	81 42.4%	36 36.4%	22 47.8%	57 42.5%	36 35.6%	46 46.0%
Significantly different from column:*												N		L												

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

7127000

Question 70

Is your child male or female?

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	64	7	0	5	0	0	0	0	0	0	0	0	0	0	1	6	1	4	7	0	1	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	5,244 98.8%	338 98.0%	149 100.0%	291 98.3%	134 100.0%	136 100.0%	60 100.0%	37 100.0%	297 100.0%	59 100.0%	180 100.0%	99 100.0%	198 100.0%	140 100.0%	101 99.0%	233 97.5%	56 98.2%	179 97.8%	334 97.9%	4 100.0%	114 99.1%	224 97.4%	0 ---
Male	3,124 59.6%	198 58.6%	99 66.4%	172 59.1%	77 57.5%	78 57.4%	38 63.3%	24 64.9%	172 57.9%	32 54.2%	107 59.4%	59 59.6%	198 100.0%	0 0.0%	54 53.5%	141 60.5%	34 60.7%	99 55.3%	194 58.1%	4 100.0%	64 56.1%	134 59.8%	0 ---
Female	2,120 40.4%	140 41.4%	50 33.6%	119 40.9%	57 42.5%	58 42.6%	22 36.7%	13 35.1%	125 42.1%	27 45.8%	73 40.6%	40 40.4%	0 0.0%	140 100.0%	47 46.5%	92 39.5%	22 39.3%	80 44.7%	140 41.9%	0 0.0%	50 43.9%	90 40.2%	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.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	137	11	6	23	8	7	3	3	2	3	2	1	3	1	3	1	0	4	4	1	5	5	1	5	2	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	NA	NA	NA
Usable responses	5,171 97.4%	334 96.8%	143 96.0%	273 92.2%	257 97.0%	185 96.4%	132 97.8%	111 97.4%	202 99.0%	24 88.9%	308 99.4%	95 99.0%	181 98.4%	44 97.8%	149 98.0%	123 99.2%	57 100.0%	76 95.0%	184 97.9%	52 98.1%	191 97.4%	96 95.0%	45 97.8%	133 96.4%	100 98.0%	98 96.1%
Yes, Hispanic or Latino	1,422 27.5%	37 11.1%	12 8.4%	30 11.0%	26 10.1%	20 10.8%	14 10.6%	15 13.5%	21 10.4%	0 0.0%	37 12.0%	13 13.7%	23 12.7%	1 2.3%	23 15.4%	10 8.1%	4 7.0%	9 11.8%	18 9.8%	8 15.4%	25 13.1%	8 8.3%	4 8.9%	22 16.5%	8 8.0%	7 7.1%
No, not Hispanic or Latino	3,749 72.5%	297 88.9%	131 91.6%	243 89.0%	231 89.9%	165 89.2%	118 89.4%	96 86.5%	181 89.6%	24 100.0%	271 88.0%	82 86.3%	158 87.3%	43 97.7%	126 84.6%	113 91.9%	53 93.0%	67 88.2%	166 90.2%	44 84.6%	166 86.9%	88 91.7%	41 91.1%	111 83.5%	92 92.0%	91 92.9%
Significantly different from column:*		A																					Z		X	

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

7127000

Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	137	11	6	23	1	1	1	0	0	1	1	2	2	2	4	7	1	4	11	0	3	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,171 97.4%	334 96.8%	143 96.0%	273 92.2%	133 99.3%	135 99.3%	59 98.3%	37 100.0%	297 100.0%	58 98.3%	179 99.4%	97 98.0%	196 99.0%	138 98.6%	98 96.1%	232 97.1%	56 98.2%	179 97.8%	330 96.8%	4 100.0%	112 97.4%	222 96.5%	0 ---
Yes, Hispanic or Latino	1,422 27.5%	37 11.1%	12 8.4%	30 11.0%	15 11.3%	3 2.2%	17 28.8%	37 100.0%	0 0.0%	6 10.3%	23 12.8%	8 8.2%	24 12.2%	13 9.4%	9 9.2%	28 12.1%	6 10.7%	20 11.2%	33 10.0%	4 100.0%	17 15.2%	20 9.0%	0 ---
No, not Hispanic or Latino	3,749 72.5%	297 88.9%	131 91.6%	243 89.0%	118 88.7%	132 97.8%	42 71.2%	0 0.0%	297 100.0%	52 89.7%	156 87.2%	89 91.8%	172 87.8%	125 90.6%	89 90.8%	204 87.9%	50 89.3%	159 88.8%	297 90.0%	0 0.0%	95 84.8%	202 91.0%	0 ---
Significantly different from column:*		A			FG	EG	EF																

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevent ed from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	227	15	1	12	11	10	5	3	3	1	6	1	4	2	3	2	1	4	8	2	7	6	2	9	2	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	NA	NA	NA
Usable responses	5,081 95.7%	330 95.7%	148 99.3%	284 95.9%	254 95.8%	182 94.8%	130 96.3%	111 97.4%	201 98.5%	26 96.3%	304 98.1%	95 99.0%	180 97.8%	43 95.6%	149 98.0%	122 98.4%	56 98.2%	76 95.0%	180 95.7%	51 96.2%	189 96.4%	95 94.1%	44 95.7%	129 93.5%	100 98.0%	98 96.1%
White	3,387 66.7%	171 51.8%	85 57.4%	147 51.8%	121 47.6%	94 51.6%	63 48.5%	54 48.6%	106 52.7%	19 73.1%	152 50.0%	52 54.7%	90 50.0%	24 55.8%	71 47.7%	60 49.2%	38 67.9%	37 48.7%	92 51.1%	27 52.9%	121 64.0%	40 42.1%	9 20.5%	71 55.0%	58 58.0%	42 42.9%
Black or African-American	1,463 28.8%	168 50.9%	60 40.5%	139 48.9%	144 56.7%	87 47.8%	69 53.1%	51 45.9%	98 48.8%	7 26.9%	161 53.0%	52 54.7%	88 48.9%	21 48.8%	75 50.3%	72 59.0%	21 37.5%	41 53.9%	95 52.8%	24 47.1%	74 39.2%	59 62.1%	34 77.3%	61 47.3%	47 47.0%	57 58.2%
Asian	192 3.8%	7 2.1%	4 2.7%	8 2.8%	6 2.4%	5 2.7%	4 3.1%	3 2.7%	4 2.0%	1 3.8%	6 2.0%	1 1.1%	5 2.8%	1 2.3%	1 0.7%	4 3.3%	1 1.8%	2 2.6%	5 2.8%	0 0.0%	3 1.6%	3 3.2%	1 2.3%	1 0.8%	4 4.0%	2 2.0%
Native Hawaiian or other Pacific Islander	60 1.2%	2 0.6%	0 0.0%	2 0.7%	1 0.4%	1 0.5%	1 0.8%	1 0.9%	1 0.5%	0 0.0%	2 0.7%	1 1.1%	0 0.0%	1 2.3%	0 0.0%	2 1.6%	0 0.0%	1 1.3%	1 0.6%	0 0.0%	1 0.5%	0 0.0%	1 2.3%	1 0.8%	1 1.0%	0 0.0%
American Indian or Alaska Native	170 3.3%	16 4.8%	6 4.1%	16 5.6%	9 3.5%	11 6.0%	9 6.9%	7 6.3%	8 4.0%	1 3.8%	15 4.9%	4 4.2%	10 5.6%	2 4.7%	8 5.4%	7 5.7%	1 1.8%	5 6.6%	9 5.0%	1 2.0%	8 4.2%	5 5.3%	3 6.8%	4 3.1%	8 8.0%	4 4.1%
Other	665 13.1%	29 8.8%	5 3.4%	25 8.8%	19 7.5%	20 11.0%	13 10.0%	12 10.8%	18 9.0%	2 7.7%	27 8.9%	8 8.4%	19 10.6%	2 4.7%	16 10.7%	12 9.8%	1 1.8%	8 10.5%	16 8.9%	4 7.8%	15 7.9%	8 8.4%	6 13.6%	11 8.5%	8 8.0%	10 10.2%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

7127000

Question 72

What is your child's race? Mark one or more.

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	227	15	1	12	0	0	0	2	5	1	4	3	5	3	2	13	4	6	13	2	2	13	0
Number no 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	5,081	330	148	284	134	136	60	35	292	58	176	96	193	137	100	226	53	177	328	2	113	217	0
	95.7%	95.7%	99.3%	95.9%	100.0%	100.0%	100.0%	94.6%	98.3%	98.3%	97.8%	97.0%	97.5%	97.9%	98.0%	94.6%	93.0%	96.7%	96.2%	50.0%	98.3%	94.3%	---
White	3,387	171	85	147	134	0	37	23	146	36	88	47	103	68	58	109	32	87	169	2	65	106	0
	66.7%	51.8%	57.4%	51.8%	100.0%	0.0%	61.7%	65.7%	50.0%	62.1%	50.0%	49.0%	53.4%	49.6%	58.0%	48.2%	60.4%	49.2%	51.5%	100.0%	57.5%	48.8%	---
Black or African-American	1,463	168	60	139	0	136	32	5	162	23	92	53	98	70	47	121	23	95	168	0	47	121	0
	28.8%	50.9%	40.5%	48.9%	0.0%	100.0%	53.3%	14.3%	55.5%	39.7%	52.3%	55.2%	50.8%	51.1%	47.0%	53.5%	43.4%	53.7%	51.2%	0.0%	41.6%	55.8%	---
Asian	192	7	4	8	0	0	7	0	7	1	5	1	4	3	2	5	0	5	7	0	2	5	0
	3.8%	2.1%	2.7%	2.8%	0.0%	0.0%	11.7%	0.0%	2.4%	1.7%	2.8%	1.0%	2.1%	2.2%	2.0%	2.2%	0.0%	2.8%	2.1%	0.0%	1.8%	2.3%	---
Native Hawaiian or other Pacific Islander	60	2	0	2	0	0	2	0	2	1	0	1	1	1	0	2	0	1	2	0	0	2	0
	1.2%	0.6%	0.0%	0.7%	0.0%	0.0%	3.3%	0.0%	0.7%	1.7%	0.0%	1.0%	0.5%	0.7%	0.0%	0.9%	0.0%	0.6%	0.6%	0.0%	0.0%	0.9%	---
American Indian or Alaska Native	170	16	6	16	0	0	16	4	12	1	10	5	10	6	9	7	3	7	16	0	1	15	0
	3.3%	4.8%	4.1%	5.6%	0.0%	0.0%	26.7%	11.4%	4.1%	1.7%	5.7%	5.2%	5.2%	4.4%	9.0%	3.1%	5.7%	4.0%	4.9%	0.0%	0.9%	6.9%	---
Other	665	29	5	25	0	0	29	14	14	4	13	12	18	11	8	21	6	14	29	0	7	22	0
	13.1%	8.8%	3.4%	8.8%	0.0%	0.0%	48.3%	40.0%	4.8%	6.9%	7.4%	12.5%	9.3%	8.0%	8.0%	9.3%	11.3%	7.9%	8.8%	0.0%	6.2%	10.1%	---

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	126	10	1	15	7	5	3	2	4	0	2	0	0	0	0	2	0	4	5	1	6	3	1	4	2	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	NA	NA	NA
Usable responses	5,182 97.6%	335 97.1%	148 99.3%	281 94.9%	258 97.4%	187 97.4%	132 97.8%	112 98.2%	200 98.0%	27 100.0%	308 99.4%	96 100.0%	184 100.0%	45 100.0%	152 100.0%	122 98.4%	57 100.0%	76 95.0%	183 97.3%	52 98.1%	190 96.9%	98 97.0%	45 97.8%	134 97.1%	100 98.0%	98 96.1%
Under 18	245 4.7%	10 3.0%	12 8.1%	30 10.7%	9 3.5%	7 3.7%	3 2.3%	2 1.8%	7 3.5%	1 3.7%	9 2.9%	0 0.0%	0 0.0%	0 0.0%	3 2.0%	6 4.9%	1 1.8%	2 2.6%	4 2.2%	3 5.8%	4 2.1%	3 3.1%	3 6.7%	4 3.0%	3 3.0%	3 3.1%
18 to 24	107 2.1%	7 2.1%	1 0.7%	9 3.2%	3 1.2%	3 1.6%	2 1.5%	0 0.0%	4 2.0%	0 0.0%	7 2.3%	7 7.3%	0 0.0%	0 0.0%	2 1.3%	4 3.3%	1 1.8%	2 2.6%	4 2.2%	0 0.0%	5 2.6%	1 1.0%	1 2.2%	3 2.2%	2 2.0%	2 2.0%
25 to 34	1,177 22.7%	89 26.6%	20 13.5%	70 24.9%	65 25.2%	48 25.7%	34 25.8%	39 34.8%	50 25.0%	3 11.1%	86 27.9%	89 92.7%	0 0.0%	0 0.0%	39 25.7%	39 32.0%	11 19.3%	18 23.7%	55 30.1%	13 25.0%	55 28.9%	24 24.5%	10 22.2%	35 26.1%	32 32.0%	22 22.4%
35 to 44	1,932 37.3%	135 40.3%	52 35.1%	88 31.3%	105 40.7%	74 39.6%	56 42.4%	45 40.2%	80 40.0%	9 33.3%	126 40.9%	0 0.0%	135 73.4%	0 0.0%	55 36.2%	49 40.2%	28 49.1%	25 32.9%	76 41.5%	21 40.4%	74 38.9%	40 40.8%	19 42.2%	64 47.8%	31 31.0%	38 38.8%
45 to 54	1,068 20.6%	49 14.6%	30 20.3%	42 14.9%	42 16.3%	30 16.0%	21 15.9%	15 13.4%	31 15.5%	5 18.5%	44 14.3%	0 0.0%	49 26.6%	0 0.0%	29 19.1%	12 9.8%	8 14.0%	15 19.7%	21 11.5%	11 21.2%	25 13.2%	17 17.3%	7 15.6%	15 11.2%	14 14.0%	20 20.4%
55 to 64	439 8.5%	23 6.9%	22 14.9%	28 10.0%	17 6.6%	12 6.4%	9 6.8%	6 5.4%	13 6.5%	6 22.2%	17 5.5%	0 0.0%	0 0.0%	23 51.1%	14 9.2%	5 4.1%	3 5.3%	7 9.2%	13 7.1%	1 1.9%	18 9.5%	3 3.1%	2 4.4%	8 6.0%	8 8.0%	7 7.1%
65 to 74	178 3.4%	19 5.7%	6 4.1%	9 3.2%	16 6.2%	13 7.0%	7 5.3%	5 4.5%	12 6.0%	3 11.1%	16 5.2%	0 0.0%	0 0.0%	19 42.2%	8 5.3%	6 4.9%	5 8.8%	5 6.6%	10 5.5%	2 3.8%	6 3.2%	10 10.2%	3 6.7%	5 3.7%	8 8.0%	5 5.1%
75 or older	36 0.7%	3 0.9%	5 3.4%	5 1.8%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	3 1.5%	0 0.0%	3 1.0%	0 0.0%	0 0.0%	3 6.7%	2 1.3%	1 0.8%	0 0.0%	2 2.6%	0 0.0%	1 1.9%	3 1.6%	0 0.0%	0 0.0%	0 0.0%	2 2.0%	1 1.0%
35 or older	3,653 70.5%	229 68.4%	115 77.7%	172 61.2%	181 70.2%	129 69.0%	93 70.5%	71 63.4%	139 69.5%	23 85.2%	206 66.9%	0 0.0%	184 100.0%	45 100.0%	108 71.1%	73 59.8%	44 77.2%	54 71.1%	120 65.6%	36 69.2%	126 66.3%	70 71.4%	31 68.9%	92 68.7%	63 63.0%	71 72.4%
Significantly different from column:*		C								K	J	MN	L	L		Q	P									

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

7127000

Question 73

What is your age?

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	126	10	1	15	1	1	0	0	4	0	2	2	2	2	1	9	2	4	10	0	0	10	0
Number no 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	5,182 97.6%	335 97.1%	148 99.3%	281 94.9%	133 99.3%	135 99.3%	60 100.0%	37 100.0%	293 98.7%	59 100.0%	178 98.9%	97 98.0%	196 99.0%	138 98.6%	101 99.0%	230 96.2%	55 96.5%	179 97.8%	331 97.1%	4 100.0%	115 100.0%	220 95.7%	0 ---
Under 18	245 4.7%	10 3.0%	12 8.1%	30 10.7%	4 3.0%	6 4.4%	0 0.0%	0 0.0%	10 3.4%	1 1.7%	6 3.4%	3 3.1%	2 1.0%	8 5.8%	3 3.0%	7 3.0%	1 1.8%	6 3.4%	10 3.0%	0 0.0%	10 8.7%	0 0.0%	0 ---
18 to 24	107 2.1%	7 2.1%	1 0.7%	9 3.2%	2 1.5%	2 1.5%	3 5.0%	0 0.0%	7 2.4%	6 10.2%	0 0.0%	1 1.0%	6 3.1%	1 0.7%	2 2.0%	5 2.2%	1 1.8%	3 1.7%	7 2.1%	0 0.0%	3 2.6%	4 1.8%	0 ---
25 to 34	1,177 22.7%	89 26.6%	20 13.5%	70 24.9%	34 25.6%	37 27.4%	17 28.3%	13 35.1%	75 25.6%	26 44.1%	56 31.5%	7 7.2%	56 28.6%	33 23.9%	28 27.7%	60 26.1%	18 32.7%	50 27.9%	87 26.3%	2 50.0%	16 13.9%	73 33.2%	0 ---
35 to 44	1,932 37.3%	135 40.3%	52 35.1%	88 31.3%	52 39.1%	51 37.8%	29 48.3%	17 45.9%	115 39.2%	18 30.5%	73 41.0%	44 45.4%	84 42.9%	51 37.0%	47 46.5%	87 37.8%	22 40.0%	75 41.9%	134 40.5%	1 25.0%	45 39.1%	90 40.9%	0 ---
45 to 54	1,068 20.6%	49 14.6%	30 20.3%	42 14.9%	21 15.8%	21 15.6%	6 10.0%	6 16.2%	43 14.7%	3 5.1%	26 14.6%	20 20.6%	28 14.3%	21 15.2%	16 15.8%	32 13.9%	8 14.5%	23 12.8%	48 14.5%	1 25.0%	18 15.7%	31 14.1%	0 ---
55 to 64	439 8.5%	23 6.9%	22 14.9%	28 10.0%	12 9.0%	7 5.2%	3 5.0%	0 0.0%	22 7.5%	3 5.1%	5 2.8%	14 14.4%	12 6.1%	10 7.2%	2 2.0%	20 8.7%	2 3.6%	12 6.7%	23 6.9%	0 0.0%	8 7.0%	15 6.8%	0 ---
65 to 74	178 3.4%	19 5.7%	6 4.1%	9 3.2%	6 4.5%	11 8.1%	1 1.7%	0 0.0%	19 6.5%	2 3.4%	11 6.2%	6 6.2%	8 4.1%	11 8.0%	3 3.0%	16 7.0%	3 5.5%	9 5.0%	19 5.7%	0 0.0%	12 10.4%	7 3.2%	0 ---
75 or older	36 0.7%	3 0.9%	5 3.4%	5 1.8%	2 1.5%	0 0.0%	1 1.7%	1 2.7%	2 0.7%	0 0.0%	1 0.6%	2 2.1%	0 0.0%	3 2.2%	0 0.0%	3 1.3%	0 0.0%	1 0.6%	3 0.9%	0 0.0%	3 2.6%	0 0.0%	0 ---
35 or older	3,653 70.5%	229 68.4%	115 77.7%	172 61.2%	93 69.9%	90 66.7%	40 66.7%	24 64.9%	201 68.6%	26 44.1%	116 65.2%	86 88.7%	132 67.3%	96 69.6%	68 67.3%	158 68.7%	35 63.6%	120 67.0%	227 68.6%	2 50.0%	86 74.8%	143 65.0%	0 ---
Significantly different from column:*		C								KL	JL	JK											

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	95	8	0	12	7	5	2	2	2	0	0	0	0	0	0	0	0	3	4	1	4	3	1	4	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	NA	NA	NA
Usable responses	5,213 98.2%	337 97.7%	149 100.0%	284 95.9%	258 97.4%	187 97.4%	133 98.5%	112 98.2%	202 99.0%	27 100.0%	310 100.0%	96 100.0%	184 100.0%	45 100.0%	152 100.0%	124 100.0%	57 100.0%	77 96.3%	184 97.9%	52 98.1%	192 98.0%	98 97.0%	45 97.8%	134 97.1%	100 98.0%	100 98.0%
Male	528 10.1%	27 8.0%	16 10.7%	26 9.2%	20 7.8%	17 9.1%	10 7.5%	10 8.9%	15 7.4%	27 100.0%	0 0.0%	3 3.1%	14 7.6%	9 20.0%	10 6.6%	10 8.1%	7 12.3%	7 9.1%	15 8.2%	3 5.8%	17 8.9%	7 7.1%	3 6.7%	9 6.7%	8 8.0%	10 10.0%
Female	4,685 89.9%	310 92.0%	133 89.3%	258 90.8%	238 92.2%	170 90.9%	123 92.5%	102 91.1%	187 92.6%	0 0.0%	310 100.0%	93 96.9%	170 92.4%	36 80.0%	142 93.4%	114 91.9%	50 87.7%	70 90.9%	169 91.8%	49 94.2%	175 91.1%	91 92.9%	42 93.3%	125 93.3%	92 92.0%	90 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.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

7127000

Question 74

Are you male or female?

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	95	8	0	12	0	0	0	0	2	0	1	1	0	2	1	7	2	3	8	0	0	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,213 98.2%	337 97.7%	149 100.0%	284 95.9%	134 100.0%	136 100.0%	60 100.0%	37 100.0%	295 99.3%	59 100.0%	179 99.4%	98 99.0%	198 100.0%	138 98.6%	101 99.0%	232 97.1%	55 96.5%	180 98.4%	333 97.7%	4 100.0%	115 100.0%	222 96.5%	0 ---
Male	528 10.1%	27 8.0%	16 10.7%	26 9.2%	16 11.9%	7 5.1%	3 5.0%	0 0.0%	24 8.1%	5 8.5%	12 6.7%	9 9.2%	16 8.1%	10 7.2%	10 9.9%	17 7.3%	6 10.9%	12 6.7%	27 8.1%	0 0.0%	11 9.6%	16 7.2%	0 ---
Female	4,685 89.9%	310 92.0%	133 89.3%	258 90.8%	118 88.1%	129 94.9%	57 95.0%	37 100.0%	271 91.9%	54 91.5%	167 93.3%	89 90.8%	182 91.9%	128 92.8%	91 90.1%	215 92.7%	49 89.1%	168 93.3%	306 91.9%	4 100.0%	104 90.4%	206 92.8%	0 ---
Significantly different from column:*					F	E																	

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	141	12	0	16	10	8	5	5	3	0	4	0	3	1	0	0	0	5	5	1	6	5	1	6	4	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	NA	NA	NA
Usable responses	5,167 97.3%	333 96.5%	149 100.0%	280 94.6%	255 96.2%	184 95.8%	130 96.3%	109 95.6%	201 98.5%	27 100.0%	306 98.7%	96 100.0%	181 98.4%	44 97.8%	152 100.0%	124 100.0%	57 100.0%	75 93.8%	183 97.3%	52 98.1%	190 96.9%	96 95.0%	45 97.8%	132 95.7%	98 96.1%	100 98.0%
8th grade or less	284 5.5%	9 2.7%	7 4.7%	14 5.0%	6 2.4%	6 3.3%	4 3.1%	4 3.7%	5 2.5%	2 7.4%	7 2.3%	1 1.0%	5 2.8%	3 6.8%	9 5.9%	0 0.0%	0 0.0%	2 2.7%	5 2.7%	1 1.9%	4 2.1%	3 3.1%	2 4.4%	3 2.3%	3 3.1%	3 3.0%
Some high school, but did not graduate	491 9.5%	37 11.1%	14 9.4%	32 11.4%	31 12.2%	23 12.5%	16 12.3%	12 11.0%	30 14.9%	2 7.4%	35 11.4%	14 14.6%	20 11.0%	2 4.5%	37 24.3%	0 0.0%	0 0.0%	9 12.0%	17 9.3%	6 11.5%	14 7.4%	14 14.6%	9 20.0%	7 5.3%	7 7.1%	22 22.0%
High school graduate or GED	1,545 29.9%	106 31.8%	48 32.2%	98 35.0%	83 32.5%	61 33.2%	42 32.3%	39 35.8%	62 30.8%	6 22.2%	100 32.7%	26 27.1%	59 32.6%	19 43.2%	106 69.7%	0 0.0%	0 0.0%	27 36.0%	61 33.3%	12 23.1%	62 32.6%	28 29.2%	14 31.1%	46 34.8%	27 27.6%	31 31.0%
Some college or 2-year degree	1,858 36.0%	124 37.2%	51 34.2%	90 32.1%	94 36.9%	61 33.2%	42 32.3%	29 26.6%	69 34.3%	10 37.0%	114 37.3%	43 44.8%	61 33.7%	12 27.3%	0 0.0%	124 100.0%	0 0.0%	29 38.7%	67 36.6%	20 38.5%	74 38.9%	34 35.4%	16 35.6%	49 37.1%	41 41.8%	34 34.0%
4-year college graduate	549 10.6%	36 10.8%	15 10.1%	24 8.6%	24 9.4%	22 12.0%	18 13.8%	17 15.6%	23 11.4%	3 11.1%	33 10.8%	9 9.4%	22 12.2%	4 9.1%	0 0.0%	0 0.0%	36 63.2%	5 6.7%	21 11.5%	8 15.4%	21 11.1%	12 12.5%	3 6.7%	18 13.6%	12 12.2%	6 6.0%
More than 4-year college degree	440 8.5%	21 6.3%	14 9.4%	22 7.9%	17 6.7%	11 6.0%	8 6.2%	8 7.3%	12 6.0%	4 14.8%	17 5.6%	3 3.1%	14 7.7%	4 9.1%	0 0.0%	0 0.0%	21 36.8%	3 4.0%	12 6.6%	5 9.6%	15 7.9%	5 5.2%	1 2.2%	9 6.8%	8 8.2%	4 4.0%
4-year college graduate or more	989 19.1%	57 17.1%	29 19.5%	46 16.4%	41 16.1%	33 17.9%	26 20.0%	25 22.9%	35 17.4%	7 25.9%	50 16.3%	12 12.5%	36 19.9%	8 18.2%	0 0.0%	0 0.0%	57 100.0%	8 10.7%	33 18.0%	13 25.0%	36 18.9%	17 17.7%	4 8.9%	27 20.5%	20 20.4%	10 10.0%
Significantly different from column:*															Q	Q	OP	T		R				Z	Z	XY

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

7127000

Question 75

What is the highest grade or level of school that you have completed?

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	141	12	0	16	2	0	1	0	5	1	3	2	3	3	3	9	2	4	12	0	2	10	0
Number no 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	5,167 97.3%	333 96.5%	149 100.0%	280 94.6%	132 98.5%	136 100.0%	59 98.3%	37 100.0%	292 98.3%	58 98.3%	177 98.3%	97 98.0%	195 98.5%	137 97.9%	99 97.1%	230 96.2%	55 96.5%	179 97.8%	329 96.5%	4 100.0%	113 98.3%	220 95.7%	0 ---
8th grade or less	284 5.5%	9 2.7%	7 4.7%	14 5.0%	3 2.3%	2 1.5%	3 5.1%	3 8.1%	5 1.7%	1 1.7%	4 2.3%	4 4.1%	8 4.1%	1 0.7%	1 1.0%	8 3.5%	2 3.6%	4 2.2%	8 2.4%	1 25.0%	3 2.7%	6 2.7%	0 ---
Some high school, but did not graduate	491 9.5%	37 11.1%	14 9.4%	32 11.4%	13 9.8%	20 14.7%	4 6.8%	4 10.8%	33 11.3%	4 6.9%	23 13.0%	10 10.3%	24 12.3%	13 9.5%	9 9.1%	28 12.2%	4 7.3%	19 10.6%	36 10.9%	1 25.0%	10 8.8%	27 12.3%	0 ---
High school graduate or GED	1,545 29.9%	106 31.8%	48 32.2%	98 35.0%	42 31.8%	43 31.6%	19 32.2%	16 43.2%	88 30.1%	18 31.0%	51 28.8%	36 37.1%	58 29.7%	47 34.3%	27 27.3%	77 33.5%	15 27.3%	58 32.4%	104 31.6%	2 50.0%	33 29.2%	73 33.2%	0 ---
Some college or 2-year degree	1,858 36.0%	124 37.2%	51 34.2%	90 32.1%	41 31.1%	54 39.7%	27 45.8%	10 27.0%	113 38.7%	21 36.2%	69 39.0%	34 35.1%	71 36.4%	53 38.7%	38 38.4%	85 37.0%	25 45.5%	62 34.6%	124 37.7%	0 0.0%	38 33.6%	86 39.1%	0 ---
4-year college graduate	549 10.6%	36 10.8%	15 10.1%	24 8.6%	23 17.4%	8 5.9%	4 6.8%	4 10.8%	32 11.0%	8 13.8%	22 12.4%	6 6.2%	25 12.8%	11 8.0%	16 16.2%	19 8.3%	6 10.9%	23 12.8%	36 10.9%	0 0.0%	17 15.0%	19 8.6%	0 ---
More than 4-year college degree	440 8.5%	21 6.3%	14 9.4%	22 7.9%	10 7.6%	9 6.6%	2 3.4%	0 0.0%	21 7.2%	6 10.3%	8 4.5%	7 7.2%	9 4.6%	12 8.8%	8 8.1%	13 5.7%	3 5.5%	13 7.3%	21 6.4%	0 0.0%	12 10.6%	9 4.1%	0 ---
4-year college graduate or more	989 19.1%	57 17.1%	29 19.5%	46 16.4%	33 25.0%	17 12.5%	6 10.2%	4 10.8%	53 18.2%	14 24.1%	30 16.9%	13 13.4%	34 17.4%	23 16.8%	24 24.2%	32 13.9%	9 16.4%	36 20.1%	57 17.3%	0 0.0%	29 25.7%	28 12.7%	0 ---
Significantly different from column:*					FG	E	E								P	O					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.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

7127000

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 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	5,308	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	229	17	13	21	14	10	6	8	9	1	8	1	4	3	4	1	4	6	7	3	9	5	3	8	4	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	NA	NA	NA
Usable responses	5,079 95.7%	328 95.1%	136 91.3%	275 92.9%	251 94.7%	182 94.8%	129 95.6%	106 93.0%	195 95.6%	26 96.3%	302 97.4%	95 99.0%	180 97.8%	42 93.3%	148 97.4%	123 99.2%	53 93.0%	74 92.5%	181 96.3%	50 94.3%	187 95.4%	96 95.0%	43 93.5%	130 94.2%	98 96.1%	98 96.1%
Mother or father	4,474 88.1%	274 83.5%	106 77.9%	221 80.4%	209 83.3%	152 83.5%	111 86.0%	96 90.6%	158 81.0%	21 80.8%	253 83.8%	94 98.9%	159 88.3%	11 26.2%	119 80.4%	107 87.0%	45 84.9%	60 81.1%	150 82.9%	43 86.0%	154 82.4%	82 85.4%	36 83.7%	115 88.5%	82 83.7%	76 77.6%
Grandparent	379 7.5%	25 7.6%	22 16.2%	34 12.4%	19 7.6%	13 7.1%	7 5.4%	4 3.8%	15 7.7%	3 11.5%	22 7.3%	0 0.0%	7 3.9%	18 42.9%	18 12.2%	5 4.1%	1 1.9%	9 12.2%	11 6.1%	3 6.0%	14 7.5%	7 7.3%	4 9.3%	8 6.2%	10 10.2%	6 6.1%
Aunt or uncle	43 0.8%	10 3.0%	1 0.7%	6 2.2%	7 2.8%	7 3.8%	4 3.1%	1 0.9%	6 3.1%	1 3.8%	9 3.0%	0 0.0%	7 3.9%	3 7.1%	7 4.7%	2 1.6%	1 1.9%	2 2.7%	6 3.3%	2 4.0%	6 3.2%	2 2.1%	2 4.7%	2 1.5%	2 2.0%	6 6.1%
Older brother or sister	3 0.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Other relative	8 0.2%	1 0.3%	0 0.0%	2 0.7%	1 0.4%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 2.4%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	0 0.0%
Legal guardian	150 3.0%	15 4.6%	7 5.1%	12 4.4%	12 4.8%	7 3.8%	7 5.4%	4 3.8%	13 6.7%	1 3.8%	14 4.6%	1 1.1%	5 2.8%	9 21.4%	3 2.0%	6 4.9%	6 11.3%	2 2.7%	12 6.6%	1 2.0%	11 5.9%	4 4.2%	0 0.0%	5 3.8%	3 3.1%	7 7.1%
Someone else	22 0.4%	3 0.9%	0 0.0%	0 0.0%	3 1.2%	2 1.1%	0 0.0%	1 0.9%	3 1.5%	0 0.0%	3 1.0%	0 0.0%	2 1.1%	0 0.0%	0 0.0%	3 2.4%	0 0.0%	1 1.4%	1 0.6%	1 2.0%	1 0.5%	1 1.0%	1 2.3%	0 0.0%	0 0.0%	3 3.1%

NA - Not applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

7127000

Question 76

How are you related to the child?

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,308	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	229	17	13	21	6	3	0	1	10	2	8	1	5	6	3	14	3	7	17	0	9	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,079	328	136	275	128	133	60	36	287	57	172	98	193	134	99	225	54	176	324	4	106	222	0
	95.7%	95.1%	91.3%	92.9%	95.5%	97.8%	100.0%	97.3%	96.6%	96.6%	95.6%	99.0%	97.5%	95.7%	97.1%	94.1%	94.7%	96.2%	95.0%	100.0%	92.2%	96.5%	---
Mother or father	4,474	274	106	221	102	113	54	33	238	50	148	76	174	100	87	185	44	149	270	4	81	193	0
	88.1%	83.5%	77.9%	80.4%	79.7%	85.0%	90.0%	91.7%	82.9%	87.7%	86.0%	77.6%	90.2%	74.6%	87.9%	82.2%	81.5%	84.7%	83.3%	100.0%	76.4%	86.9%	---
Grandparent	379	25	22	34	12	10	2	0	25	4	13	8	9	16	1	22	4	10	25	0	12	13	0
	7.5%	7.6%	16.2%	12.4%	9.4%	7.5%	3.3%	0.0%	8.7%	7.0%	7.6%	8.2%	4.7%	11.9%	1.0%	9.8%	7.4%	5.7%	7.7%	0.0%	11.3%	5.9%	---
Aunt or uncle	43	10	1	6	2	4	3	2	7	0	3	6	2	7	6	4	3	5	10	0	3	7	0
	0.8%	3.0%	0.7%	2.2%	1.6%	3.0%	5.0%	5.6%	2.4%	0.0%	1.7%	6.1%	1.0%	5.2%	6.1%	1.8%	5.6%	2.8%	3.1%	0.0%	2.8%	3.2%	---
Older brother or sister	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---
Other relative	8	1	0	2	1	0	0	0	1	0	1	0	1	0	1	0	0	1	1	0	0	1	0
	0.2%	0.3%	0.0%	0.7%	0.8%	0.0%	0.0%	0.0%	0.3%	0.0%	0.6%	0.0%	0.5%	0.0%	1.0%	0.0%	0.0%	0.6%	0.3%	0.0%	0.0%	0.5%	---
Legal guardian	150	15	7	12	9	5	1	1	14	2	6	7	6	9	2	13	3	9	15	0	7	8	0
	3.0%	4.6%	5.1%	4.4%	7.0%	3.8%	1.7%	2.8%	4.9%	3.5%	3.5%	7.1%	3.1%	6.7%	2.0%	5.8%	5.6%	5.1%	4.6%	0.0%	6.6%	3.6%	---
Someone else	22	3	0	0	2	1	0	0	2	1	1	1	1	2	2	1	0	2	3	0	3	0	0
	0.4%	0.9%	0.0%	0.0%	1.6%	0.8%	0.0%	0.0%	0.7%	1.8%	0.6%	1.0%	0.5%	1.5%	2.0%	0.4%	0.0%	1.1%	0.9%	0.0%	2.8%	0.0%	---

NA - Not applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

7127000

Question 77

X727

Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	---	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	---	33	11	32	27	15	10	10	13	0	25	7	13	5	12	4	7	12	14	3	20	10	3	19	8	6
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	312	138	264	238	177	125	104	191	27	285	89	171	40	140	120	50	68	174	50	176	91	43	119	94	96
	---	90.4%	92.6%	89.2%	89.8%	92.2%	92.6%	91.2%	93.6%	100.0%	91.9%	92.7%	92.9%	88.9%	92.1%	96.8%	87.7%	85.0%	92.6%	94.3%	89.8%	90.1%	93.5%	86.2%	92.2%	94.1%
Yes	---	279	117	231	217	162	110	99	173	23	256	81	156	33	127	106	44	60	154	49	153	84	40	106	83	88
	---	89.4%	84.8%	87.5%	91.2%	91.5%	88.0%	95.2%	90.6%	85.2%	89.8%	91.0%	91.2%	82.5%	90.7%	88.3%	88.0%	88.2%	88.5%	98.0%	86.9%	92.3%	93.0%	89.1%	88.3%	91.7%
No	---	33	21	33	21	15	15	5	18	4	29	8	15	7	13	14	6	8	20	1	23	7	3	13	11	8
	---	10.6%	15.2%	12.5%	8.8%	8.5%	12.0%	4.8%	9.4%	14.8%	10.2%	9.0%	8.8%	17.5%	9.3%	11.7%	12.0%	11.8%	11.5%	2.0%	13.1%	7.7%	7.0%	10.9%	11.7%	8.3%
Significantly different from column:*																										

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

7127000

Question 77

Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	---	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	---	33	11	32	11	7	3	5	21	7	13	7	16	11	10	22	6	11	29	4	9	24	0
Number no 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	---	312	138	264	123	129	57	32	276	52	167	92	182	129	92	217	51	172	312	0	106	206	0
	---	90.4%	92.6%	89.2%	91.8%	94.9%	95.0%	86.5%	92.9%	88.1%	92.8%	92.9%	91.9%	92.1%	90.2%	90.8%	89.5%	94.0%	91.5%	0.0%	92.2%	89.6%	---
Yes	---	279	117	231	106	119	53	30	246	45	150	84	167	112	82	196	46	157	279	0	95	184	0
	---	89.4%	84.8%	87.5%	86.2%	92.2%	93.0%	93.8%	89.1%	86.5%	89.8%	91.3%	91.8%	86.8%	89.1%	90.3%	90.2%	91.3%	89.4%	---	89.6%	89.3%	---
No	---	33	21	33	17	10	4	2	30	7	17	8	15	17	10	21	5	15	33	0	11	22	0
	---	10.6%	15.2%	12.5%	13.8%	7.8%	7.0%	6.3%	10.9%	13.5%	10.2%	8.7%	8.2%	13.2%	10.9%	9.7%	9.8%	8.7%	10.6%	---	10.4%	10.7%	---
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 78

X728

Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Type of Chronic Condition					Respondent's Gender (Q74)		Respondent's Age (Q73)			Respondent's Education (Q75)			Child's Doctor Visits in One Year (Q7)			Child's Health Status (Q53)			Child's Mental Health Status (Q54)		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	---	345	149	296	265	192	135	114	204	27	310	96	184	45	152	124	57	80	188	53	196	101	46	138	102	102
Number missing or multiple answer	---	26	9	18	20	11	9	8	6	1	17	5	12	1	9	3	4	8	10	5	14	10	2	14	8	4
Number no experience	---	15	10	12	11	10	7	2	13	0	15	4	6	4	6	5	4	4	8	1	8	4	3	3	3	9
Usable responses	---	304	130	266	234	171	119	104	185	26	278	87	166	40	137	116	49	68	170	47	174	87	41	121	91	89
	---	88.1%	87.2%	89.9%	88.3%	89.1%	88.1%	91.2%	90.7%	96.3%	89.7%	90.6%	90.2%	88.9%	90.1%	93.5%	86.0%	85.0%	90.4%	88.7%	88.8%	86.1%	89.1%	87.7%	89.2%	87.3%
Yes	---	291	127	254	226	165	115	100	177	25	266	82	161	38	130	112	47	63	164	45	165	84	40	117	88	83
	---	95.7%	97.7%	95.5%	96.6%	96.5%	96.6%	96.2%	95.7%	96.2%	95.7%	94.3%	97.0%	95.0%	94.9%	96.6%	95.9%	92.6%	96.5%	95.7%	94.8%	96.6%	97.6%	96.7%	96.7%	93.3%
No	---	13	3	12	8	6	4	4	8	1	12	5	5	2	7	4	2	5	6	2	9	3	1	4	3	6
	---	4.3%	2.3%	4.5%	3.4%	3.5%	3.4%	3.8%	4.3%	3.8%	4.3%	5.7%	3.0%	5.0%	5.1%	3.4%	4.1%	7.4%	3.5%	4.3%	5.2%	3.4%	2.4%	3.3%	3.3%	6.7%
Significantly different from column:*																										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021) --- CCC Population

7127000

Question 78

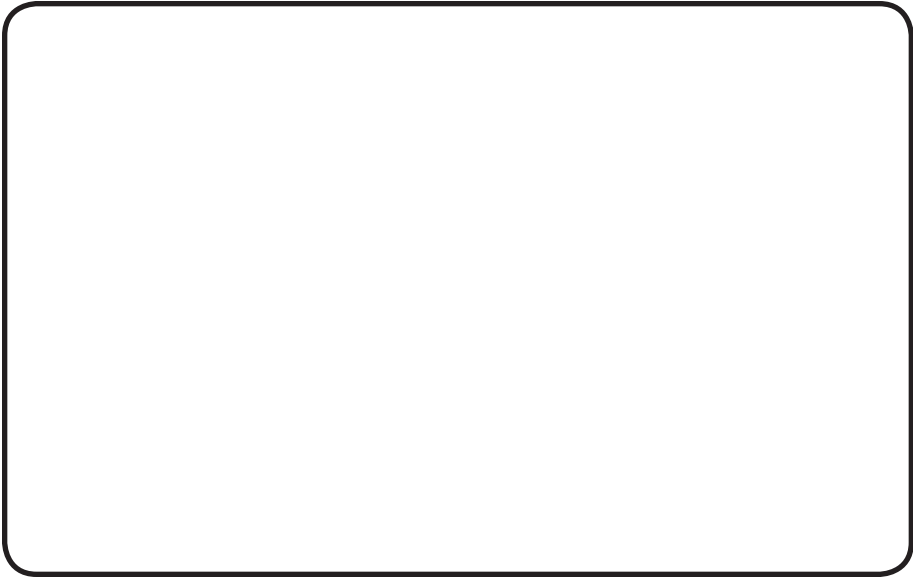
Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?

Base: All respondents

	2021 Anthem National Child Medicaid Average Chronic	2021	2020	2019	Child's Race (Q72)			Child's Ethnicity (Q71)		Child's Age (Q69)			Child's Gender (Q70)		Rating of Health Plan (Q49)		Rating of Health Care (Q9)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 5	6 to 13	14 to 18	Male	Female	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	---	345	149	296	134	136	60	37	297	59	180	99	198	140	102	239	57	183	341	4	115	230	0
Number missing or multiple answer	---	26	9	18	8	6	1	4	15	8	7	5	11	9	7	18	6	9	22	4	5	21	0
Number no experience	---	15	10	12	8	6	1	1	14	0	10	5	9	6	6	8	5	4	15	0	6	9	0
Usable responses	---	304	130	266	118	124	58	32	268	51	163	89	178	125	89	213	46	170	304	0	104	200	0
	---	88.1%	87.2%	89.9%	88.1%	91.2%	96.7%	86.5%	90.2%	86.4%	90.6%	89.9%	89.9%	89.3%	87.3%	89.1%	80.7%	92.9%	89.1%	0.0%	90.4%	87.0%	---
Yes	---	291	127	254	114	118	56	29	259	50	156	85	169	122	84	205	44	164	291	0	97	194	0
	---	95.7%	97.7%	95.5%	96.6%	95.2%	96.6%	90.6%	96.6%	98.0%	95.7%	95.5%	94.9%	97.6%	94.4%	96.2%	95.7%	96.5%	95.7%	---	93.3%	97.0%	---
No	---	13	3	12	4	6	2	3	9	1	7	4	9	3	5	8	2	6	13	0	7	6	0
	---	4.3%	2.3%	4.5%	3.4%	4.8%	3.4%	9.4%	3.4%	2.0%	4.3%	4.5%	5.1%	2.4%	5.6%	3.8%	4.3%	3.5%	4.3%	---	6.7%	3.0%	---
Significantly different from column:*																							

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

APPENDIX D. SURVEY MATERIALS



Presorted
First Class
U.S. Postage
PAID
Permit #5745
Baltimore, MD

**RESPONSE
NEEDED**

CSS Processing
PO Box 3416
Hopkins, MN 55343



HBLLA7_1

How can Healthy Blue serve your family better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide to your child at Healthy Blue. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should fill out the survey.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we are asking only a few people to take the survey, **it is very important that you fill out the survey and return it right away.** Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better for all children.

Sincerely,

Dr. Laura Herrera Scott
VP, Medicaid Clinical Operations
Healthy Blue

Si quiere que CSS le envíe un cuestionario en español, por favor llámenos al 1-800-874-5561.

myhealthybluela.com

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.



HBLLA7_3

About three weeks ago, we sent you a survey about the services we provide to your child at Healthy Blue. If you sent your survey back, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should fill out the survey.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we asked only a few people to take the survey, **it is very important that you fill out the survey and return it right away.** Please return it in the pre-paid envelope.

Thank you for helping to make health care better for all children.

Sincerely,

Dr. Laura Herrera Scott
VP, Medicaid Clinical Operations
Healthy Blue

Si quiere que CSS le envíe un cuestionario en español, por favor llámenos al 1-800-874-5561.

myhealthybluela.com

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.



PRST FIRST CLASS
U.S. POSTAGE
PAID
BALTIMORE, MD
PERMIT 5745

CSS Processing
PO Box 3416
Hopkins, MN 55343

myhealthybluela.com

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

1030545LAMESHBL 10 20

HBL 7

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!

Si quiere que CSS le envíe un cuestionario en español, por favor llámenos al 1-800-874-5561.

SURVEY INSTRUCTIONS

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- ☒₁ Yes → *If Yes, Go to Question 1*
☐₂ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits your child receives. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child is now in Healthy Blue. Is that right?

- ☐₁ Yes → *If Yes, Go to Question 3*
☐₂ No

2. What is the name of your child's health plan?
(Please print)

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care 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?

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

- ☐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?

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she 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

8. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

9. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Worst health care possible					Best health care possible					

10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

11. Is your child now enrolled in any kind of school or daycare?

☐₁ Yes
☐₂ No → ***If No, Go to Question 14***

12. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

☐₁ Yes
☐₂ No → ***If No, Go to Question 14***

13. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

☐₁ Yes
☐₂ No

SPECIALIZED SERVICES

14. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

☐₁ Yes
☐₂ No → ***If No, Go to Question 17***

15. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

16. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

☐₁ Yes
☐₂ No

17. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

☐₁ Yes
☐₂ No → ***If No, Go to Question 20***

18. In the last 6 months, how often was it easy to get this therapy for your child?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

19. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- ☐₁ Yes
☐₂ No

20. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- ☐₁ Yes
☐₂ No → **If No, Go to Question 23**

21. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

22. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- ☐₁ Yes
☐₂ No

23. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- ☐₁ Yes
☐₂ No → **If No, Go to Question 25**

24. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- ☐₁ Yes
☐₂ No

YOUR CHILD'S PERSONAL DOCTOR

25. A personal doctor is the one your child would 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?

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

28. In the last 6 months, how often did your child's personal doctor listen carefully to you?

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

29. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

30. Is your child able to talk with doctors about his or her health care?

- ☐₁ Yes
☐₂ No → **If No, Go to Question 32**

31. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

32. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

33. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

- ☐₁ Yes
- ☐₂ No

34. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

- ☐₁ Yes
- ☐₂ No → **If No, Go to Question 36**

35. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

36. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Worst personal doctor possible					Best personal doctor possible					

37. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

- ☐₁ Yes
- ☐₂ No → **If No, Go to Question 40**

38. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- ☐₁ Yes
- ☐₂ No

39. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- ☐₁ Yes
- ☐₂ No

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, 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?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

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?
- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
46. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
47. In the last 6 months, did your child's health plan give you any forms to fill out?
- ☐₁ Yes
☐₂ No → **If No, Go to Question 49**
48. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
49. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?
- 0 1 2 3 4 5 6 7 8 9 10
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
Worst health plan Best health plan
possible possible

PRESCRIPTION MEDICINES

50. In the last 6 months, did you get or refill any prescription medicines for your child?
- ☐₁ Yes
☐₂ No → **If No, Go to Question 53**
51. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?
- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
52. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?
- ☐₁ Yes
☐₂ No

ABOUT YOUR CHILD AND YOU

53. In general, how would you rate your child's overall health?
- ☐₁ Excellent
☐₂ Very good
☐₃ Good
☐₄ Fair
☐₅ Poor
54. In general, how would you rate your child's overall mental or emotional health?
- ☐₁ Excellent
☐₂ Very good
☐₃ Good
☐₄ Fair
☐₅ Poor
55. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
- ☐₁ Yes
☐₂ No → **If No, Go to Question 58**

56. Is this because of any medical, behavioral, or other health condition?

☐₁ Yes

☐₂ No → ***If No, Go to Question 58***

57. Is this a condition that has lasted or is expected to last for at least 12 months?

☐₁ Yes

☐₂ No

58. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

☐₁ Yes

☐₂ No → ***If No, Go to Question 61***

59. Is this because of any medical, behavioral, or other health condition?

☐₁ Yes

☐₂ No → ***If No, Go to Question 61***

60. Is this a condition that has lasted or is expected to last for at least 12 months?

☐₁ Yes

☐₂ No

61. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

☐₁ Yes

☐₂ No → ***If No, Go to Question 64***

62. Is this because of any medical, behavioral, or other health condition?

☐₁ Yes

☐₂ No → ***If No, Go to Question 64***

63. Is this a condition that has lasted or is expected to last for at least 12 months?

☐₁ Yes

☐₂ No

64. Does your child need or get special therapy such as physical, occupational, or speech therapy?

☐₁ Yes

☐₂ No → ***If No, Go to Question 67***

65. Is this because of any medical, behavioral, or other health condition?

☐₁ Yes

☐₂ No → ***If No, Go to Question 67***

66. Is this a condition that has lasted or is expected to last for at least 12 months?

☐₁ Yes

☐₂ No

67. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

☐₁ Yes

☐₂ No → ***If No, Go to Question 69***

68. Has this problem lasted or is it expected to last for at least 12 months?

☐₁ Yes

☐₂ No

69. What is your child's age?

☐₀₀ Less than 1 year old

_____ YEARS OLD (*write in*)

70. Is your child male or female?

☐₁ Male

☐₂ Female

71. Is your child of Hispanic or Latino origin or descent?

☐₁ Yes, Hispanic or Latino

☐₂ No, not Hispanic or Latino

72. What is your child's race? Mark one or more.

☐_a White

☐_b Black or African-American

☐_c Asian

☐_d Native Hawaiian or other Pacific Islander

☐_e American Indian or Alaska Native

☐_f Other

73. What is your age?

- ☐₀ Under 18
- ☐₁ 18 to 24
- ☐₂ 25 to 34
- ☐₃ 35 to 44
- ☐₄ 45 to 54
- ☐₅ 55 to 64
- ☐₆ 65 to 74
- ☐₇ 75 or older

74. Are you male or female?

- ☐₁ Male
- ☐₂ Female

75. What is the highest grade or level of school that you have completed?

- ☐₁ 8th grade or less
- ☐₂ Some high school, but did not graduate
- ☐₃ High school graduate or GED
- ☐₄ Some college or 2-year degree
- ☐₅ 4-year college graduate
- ☐₆ More than 4-year college degree

76. How are you related to the child?

- ☐₁ Mother or father
- ☐₂ Grandparent
- ☐₃ Aunt or uncle
- ☐₄ Older brother or sister
- ☐₅ Other relative
- ☐₆ Legal guardian
- ☐₇ Someone else

Now we would like to ask a few more questions about the services your child's health plan provides.

77. Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

- ☐₁ Yes
- ☐₂ No

78. Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?

- ☐₁ Yes
- ☐₂ No
- ☐₃ My child did not need an appointment for shots or drops

THANK YOU

Please return the completed survey in the postage-paid envelope to:

**Center for the Study of Services
PO Box 3416
Hopkins, MN 55343**

Please do not include any other correspondence.

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.



Report of Results

for

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue (Adult Population)

2021 (MY2020) CAHPS® 5.1H Medicaid Member Experience Survey

Prepared for:

Anthem

Prepared by:

Center for the Study of Services
1625 K Street NW, Suite 800
Washington, DC 20006

Table of Contents

Introduction.....	4
Executive Summary	5
Results on Key Survey Measures	6
What Is New in 2021	8
CAHPS Survey Updates (Version 5.1H).....	8
Impact of COVID-19 on the 2020 NCQA Quality Compass Datasets	8
Changes in the 2021 NCQA Health Plan Ratings (HPR) Methodology Due to COVID-19	9
Updates to the 2021 CSS CAHPS Survey Results Report	10
About This Report	11
Survey Methodology.....	13
Survey Protocol and Timeline.....	13
Survey Materials.....	14
Sample Selection	14
Data Capture	14
Survey Response Rate.....	16
Satisfaction with the Experience of Care	18
Patient Experience of Care Measures	18
Calculation and Reporting of Results	20
Summary of Survey Results	21
Detailed Performance Charts	23
Effectiveness of Care.....	47

Effectiveness of Care Measures	47
Calculation and Reporting of Results	47
Effectiveness of Care Results.....	48
Membership Profile and Analysis of Plan Ratings by Member Segment	50
Health Status and Demographics	51
Use of Services	56
Key Driver Analysis	60
Objectives.....	60
Technical Approach	60
Industry Key Driver Model	62
Opportunities for Health Plan Quality Improvement.....	62
Health Plan Quality Improvement Resources for Key Drivers.....	65
Appendix A. Scoring Methodology and Glossary	69
NCQA Calculation Guidelines for Rating and Composite Global Proportions	69
NCQA Health Plan Ratings Methodology	71
Glossary of Terms.....	74
Appendix B. Survey Results at a Glance.....	78
Appendix C. Cross-Tabulations	80
Appendix D. Survey Materials	82

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, Anthem contracted with the Center for the Study of Services (CSS), a National Committee for Quality Assurance (NCQA)-certified survey vendor, to administer the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.1H 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue between February 11 and May 13, 2021.

The final survey sample for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue included 1,755 members. During the survey fielding period, 242 sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 13.89 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 trending¹. 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 Ratings². 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	Rating of Health Plan (from 76.83% to 63.95% [-12.88 points])

* 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): Rating of Specialist Seen Most Often, Coordination of Care, Customer Service.

STATISTICALLY SIGNIFICANT DIFFERENCES IN PERFORMANCE COMPARED TO NATIONAL BENCHMARKS

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
2021 Anthem National Adult Medicaid Average	
None	None
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): Rating of Specialist Seen Most Often, Coordination of Care, Customer Service.

ESTIMATED 2021 NCQA HEALTH PLAN RATINGS

Estimated* 2021 NCQA Health Plan Rating	
★★★★☆	Rating of Specialist Seen Most Often, Rating of All Health Care
★★★☆☆	Getting Needed Care, Rating of Personal Doctor, Coordination of Care, Rating of Health Plan
★★☆☆☆	Getting Care Quickly

* 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue. 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 member access to care (ease of getting needed care, tests, or treatment)
3. Improving health plan provider network (highly-rated specialists)
4. 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) METHODOLOGY³ 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 <i>Usually</i> or <i>Always</i>)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (percent 9 or 10) Coordination of Care (percent <i>Usually</i> or <i>Always</i>)
Satisfaction with Plan Services	Rating of Health Plan (percent 9 or 10)
Effectiveness of Care	Flu Vaccinations for Adults Ages 18-64 (percent <i>Yes</i>) Medical Assistance with Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit (percent <i>Sometimes, Usually, or Always</i>)

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 2021⁴. 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 Anthem, 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 Anthem, 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue survey results are compared to national benchmark scores, represented by the 2021 Anthem National Adult Medicaid Average, 2021 CSS Adult Medicaid Average, and the 2020 NCQA Quality Compass Adult Medicaid National Average for All Lines of Business (LOBs). The 2021 Anthem National Adult Medicaid Average was calculated by pooling survey responses across 25 Adult Medicaid plans identified by Anthem. 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue, including estimated 2021 HPR star ratings. This section highlights the areas where Community Care Health Plan of Louisiana, Inc. dba Healthy Blue performs significantly above or below national benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Top organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.
- *Summary of Survey Results* presents the 2021 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results are compared to the 2021 Anthem National Adult Medicaid Average and 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 Anthem National Adult Medicaid Average and 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results on each key driver are compared to the highest score among the 25 plans contributing to the 2021 Anthem National Adult Medicaid Average, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the Community Care Health Plan of Louisiana, Inc. dba Healthy Blue *Rating of Health Plan* score due to improved performance on the key driver 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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).

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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 11.
- An initial reminder/thank-you postcard was mailed on February 25.
- A replacement survey package was mailed on March 31.
- 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 1.
- 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 Anthem 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 nine 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. Community Care Health Plan of Louisiana, Inc. dba Healthy Blue chose to oversample by 30 percent. The final survey sample for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue included 1,755 members.

DATA CAPTURE

Returned questionnaires were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual responses

on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a 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. Members were able to complete the telephone interview in either English or Spanish. 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, 242 sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 13.89 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 $\pm 6.30\%$. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 1.

EXHIBIT 1. 2021 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE ADULT MEDICAID CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	2021 Your Organization		2021 Anthem National Adult Medicaid Average	2021 CSS Adult Medicaid Average
	Number	Percent of Initial Sample	Percent of Total Initial Sample	
Initial Sample	1,755	100.0%	100.0%	100.0%
Complete and Eligible - Mail	177	10.1%	12.5%	11.7%
Complete and Eligible - Phone*	65	3.7%	3.7%	4.0%
Complete and Eligible - Internet**	0	0.0%	0.0%	0.1%
Complete and Eligible - Total	242	13.8%	16.2%	15.8%
Does not meet Eligible Population criteria	7	0.4%	0.6%	0.6%
Incomplete (but Eligible)	39	2.2%	2.3%	2.1%
Language barrier	4	0.2%	0.3%	1.4%
Mentally or physically incapacitated	1	0.1%	0.3%	0.2%
Deceased	1	0.1%	0.1%	0.1%
Refusal	48	2.7%	2.8%	3.3%
Nonresponse after maximum attempts	1,406	80.1%	76.7%	75.8%
Added to Do Not Call (DNC) list	7	0.4%	0.7%	0.7%
NCQA Response Rate***		13.89%	16.38%	16.21%

7123000

* Applies to plans following mixed methodology.

** The Internet response option was not offered for this plan.

*** NCQA response rate = Complete and Eligible Surveys / [Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

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. Members were able to complete the telephone interview in either English or Spanish.

**EXHIBIT 2. 2021 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE ADULT MEDICAID CAHPS SURVEY:
COMPLETED SURVEYS BY LANGUAGE**

Survey Language	2021 Your Organization	
	Number	Percent
Complete and Eligible - English	242	100.0%
Complete and Eligible - Total	242	100.0%

7123000

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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results are compared to the 2021 Anthem National Adult Medicaid Average, 2021 CSS Adult Medicaid Average, as well as to the 2020 NCQA Quality Compass Adult Medicaid National Average (All LOBs). The 2021 Anthem National Adult Medicaid Average was calculated by pooling survey responses across 25 Adult Medicaid plans identified by Anthem. 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE 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 Anthem National Adult Medicaid Average		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.	Rate	Point Diff.	
Patient Experience Measures Reported in NCQA Health Plan Ratings													★★★★☆
Getting Care													★★★★☆
Getting Needed Care (% Always or Usually)	83.74%	(122)	90.43%	[-6.69]	81.65%	[+2.09]	84.54%	[-0.80]	83.47%	[+0.26]	82.96%	[+0.78]	★★★★☆
Getting Care Quickly (% Always or Usually)	78.71%	(103)	81.36%	[-2.65]	78.42%	[+0.29]	82.88%	[-4.17]	81.20%	[-2.49]	82.35%	[-3.64]	★★★★☆
Satisfaction With Plan Physicians													★★★★☆
Rating of Personal Doctor (% 9 or 10)	68.64%	(169)	76.03%	[-7.39]	71.62%	[-2.98]	67.80%	[+0.84]	67.20%	[+1.43]	69.24%	[-0.60]	★★★★☆
Rating of Specialist Seen Most Often (% 9 or 10)	73.33%	(90)	85.00%	[-11.67]	70.43%	[+2.90]	67.86%	[+5.48]	67.36%	[+5.97]	69.47%	[+3.86]	★★★★☆
Rating of All Health Care (% 9 or 10)	63.16%	(152)	69.92%	[-6.76]	58.37%	[+4.79]	57.70%	[+5.46]	56.74%	[+6.42]	57.67%	[+5.49]	★★★★☆
Coordination of Care (% Always or Usually)	86.84%	(76)	88.24%	[-1.39]	79.59%	[+7.25]	83.88%	[+2.97]	82.73%	[+4.12]	85.14%	[+1.70]	★★★★☆
Satisfaction With Plan Services													★★★★☆
Rating of Health Plan (% 9 or 10)	63.95%	(233)	76.83%	[-12.88] ✓	65.40%	[-1.45]	59.68%	[+4.27]	59.09%	[+4.85]	62.23%	[+1.72]	★★★★☆
Additional Measures NOT Reported in NCQA Health Plan Ratings													
How Well Drs. Communicate (% Always or Usually)	93.15%	(128)	97.49%	[-4.34]	94.11%	[-0.96]	92.39%	[+0.75]	91.65%	[+1.50]	93.16%	[-0.01]	
Customer Service (% Always or Usually)	91.70%	(73)	88.99%	[+2.71]	90.66%	[+1.04]	89.25%	[+2.44]	88.51%	[+3.18]	89.27%	[+2.43]	
Rating of All Health Care (% 8, 9 or 10)	82.24%	(152)	85.37%	[-3.13]	78.11%	[+4.13]	77.43%	[+4.81]	77.16%	[+5.07]	76.43%	[+5.81]	
Rating of Personal Doctor (% 8, 9 or 10)	82.84%	(169)	87.60%	[-4.76]	83.78%	[-0.94]	82.83%	[+0.01]	82.25%	[+0.59]	83.46%	[-0.62]	
Rating of Specialist Seen Most Often (% 8, 9 or 10)	84.44%	(90)	90.00%	[-5.56]	87.83%	[-3.38]	82.96%	[+1.48]	82.64%	[+1.80]	83.93%	[+0.51]	
Rating of Health Plan (% 8, 9 or 10)	79.40%	(233)	85.98%	[-6.58]	80.00%	[-0.60]	75.92%	[+3.48]	75.76%	[+3.63]	78.50%	[+0.90]	

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.

7123000

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.

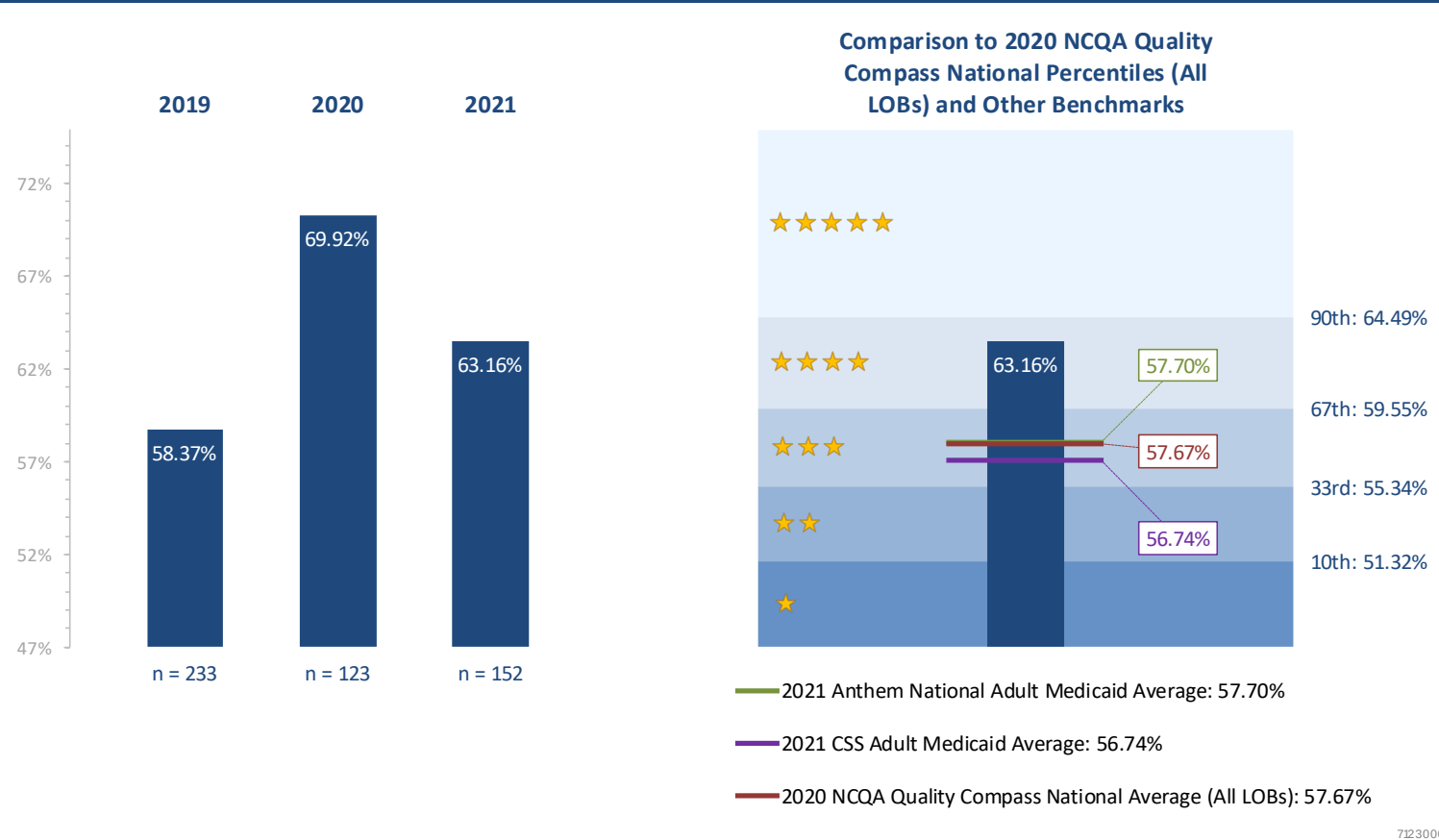
COMPARISON TO NATIONAL BENCHMARKS AND NCQA QUALITY COMPASS PERCENTILES

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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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 Anthem National Adult Medicaid Average, 2021 CSS Adult Medicaid Average, as well as the 2020 NCQA Quality Compass Adult Medicaid National Average (All LOBs). If the 2021 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue score is significantly different from any of these benchmark scores at the 95% confidence level, a checkmark appears next to the relevant score.

Rating of All Health Care

Percent Responding 9 or 10



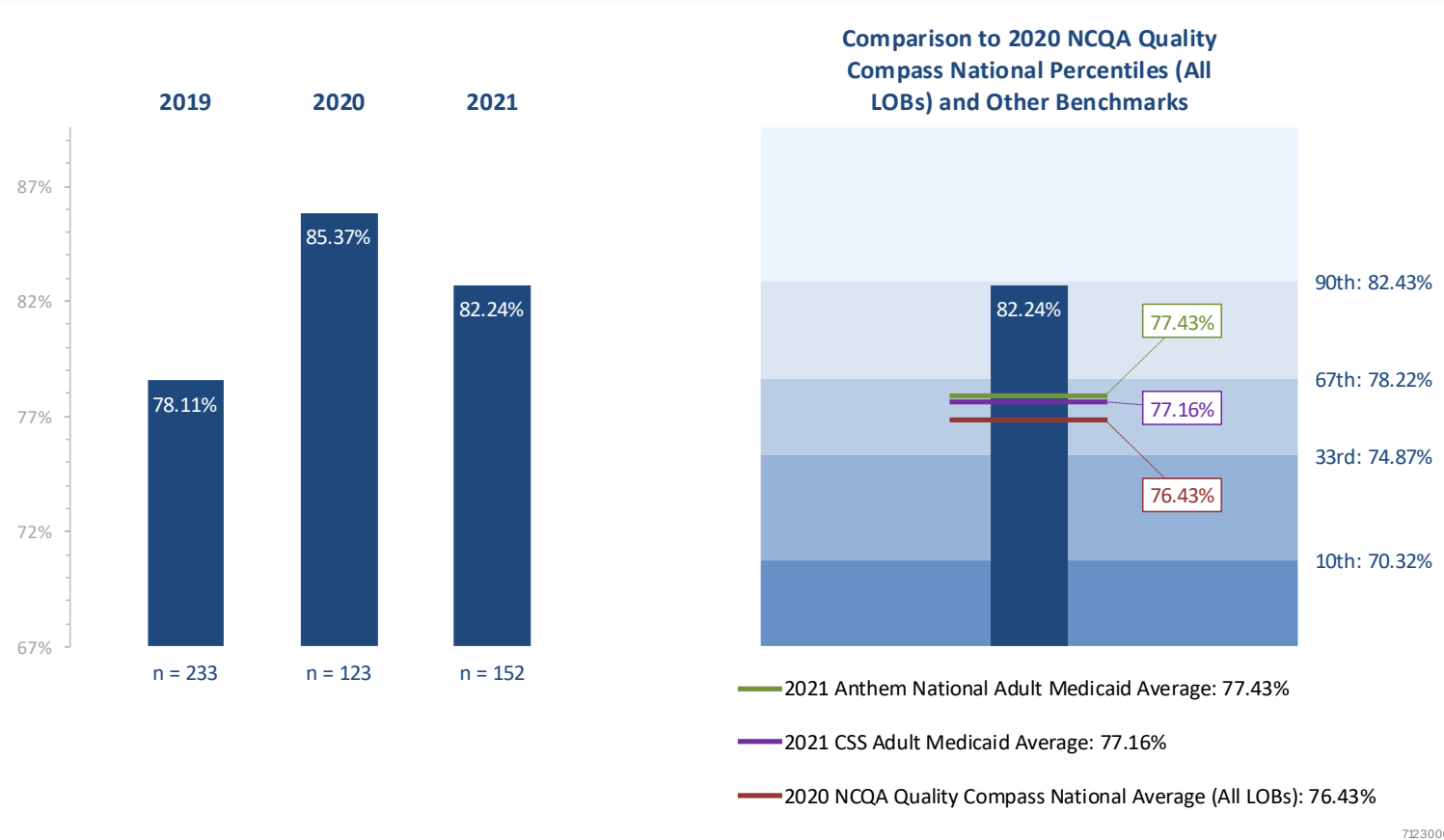
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly 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



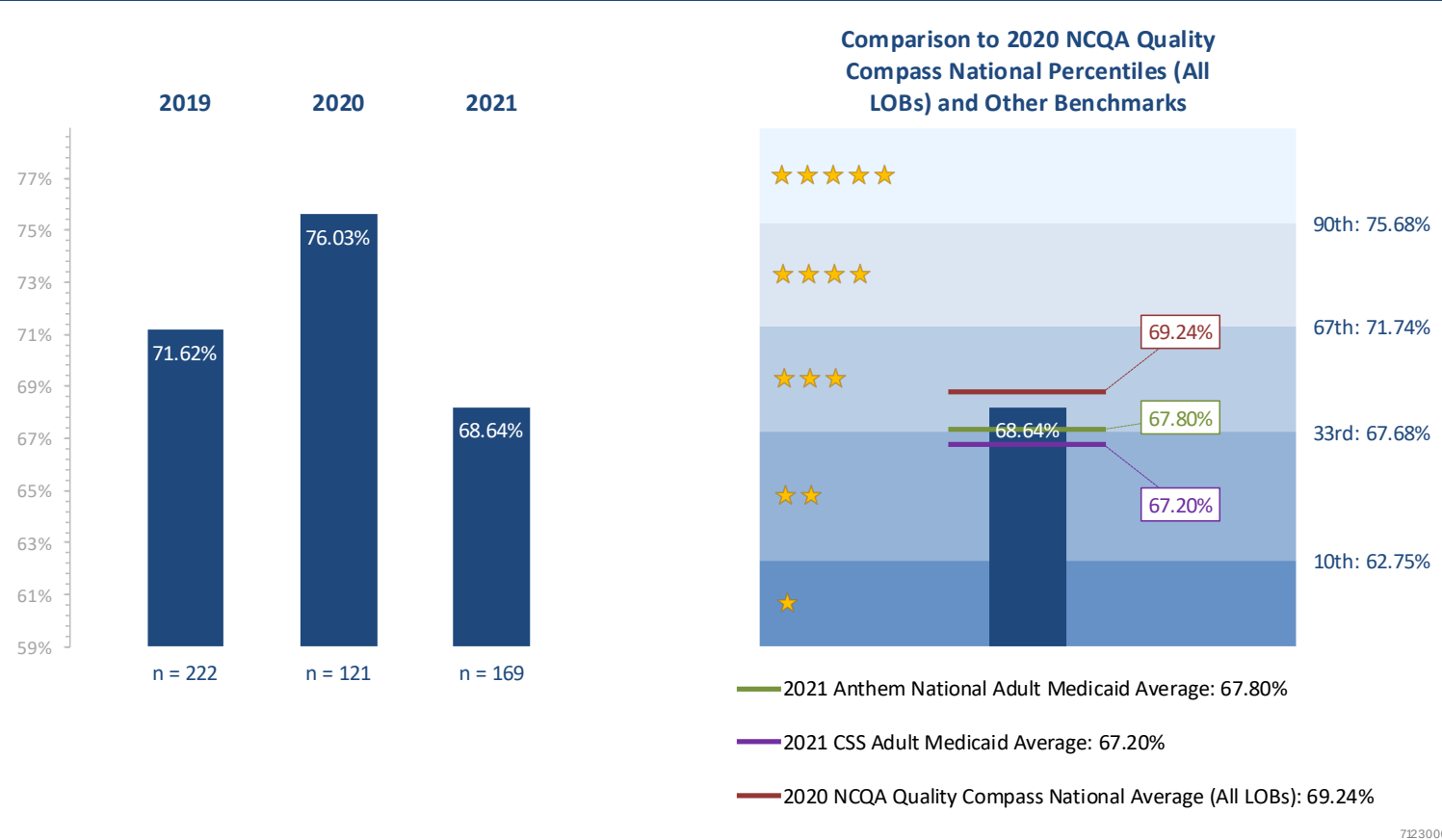
This measure is not included in NCQA's Health Plan Ratings.

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



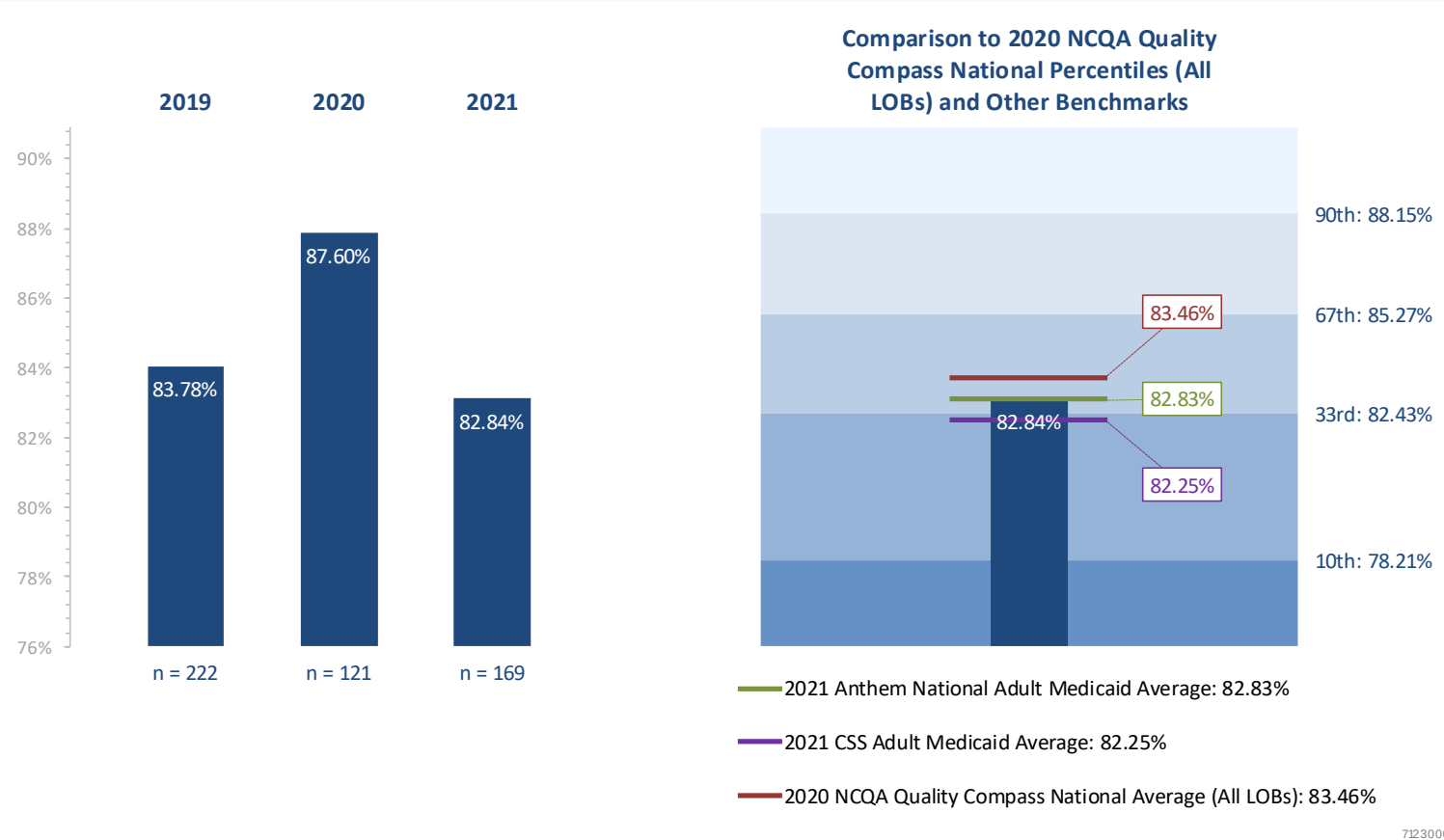
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

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 8, 9 or 10



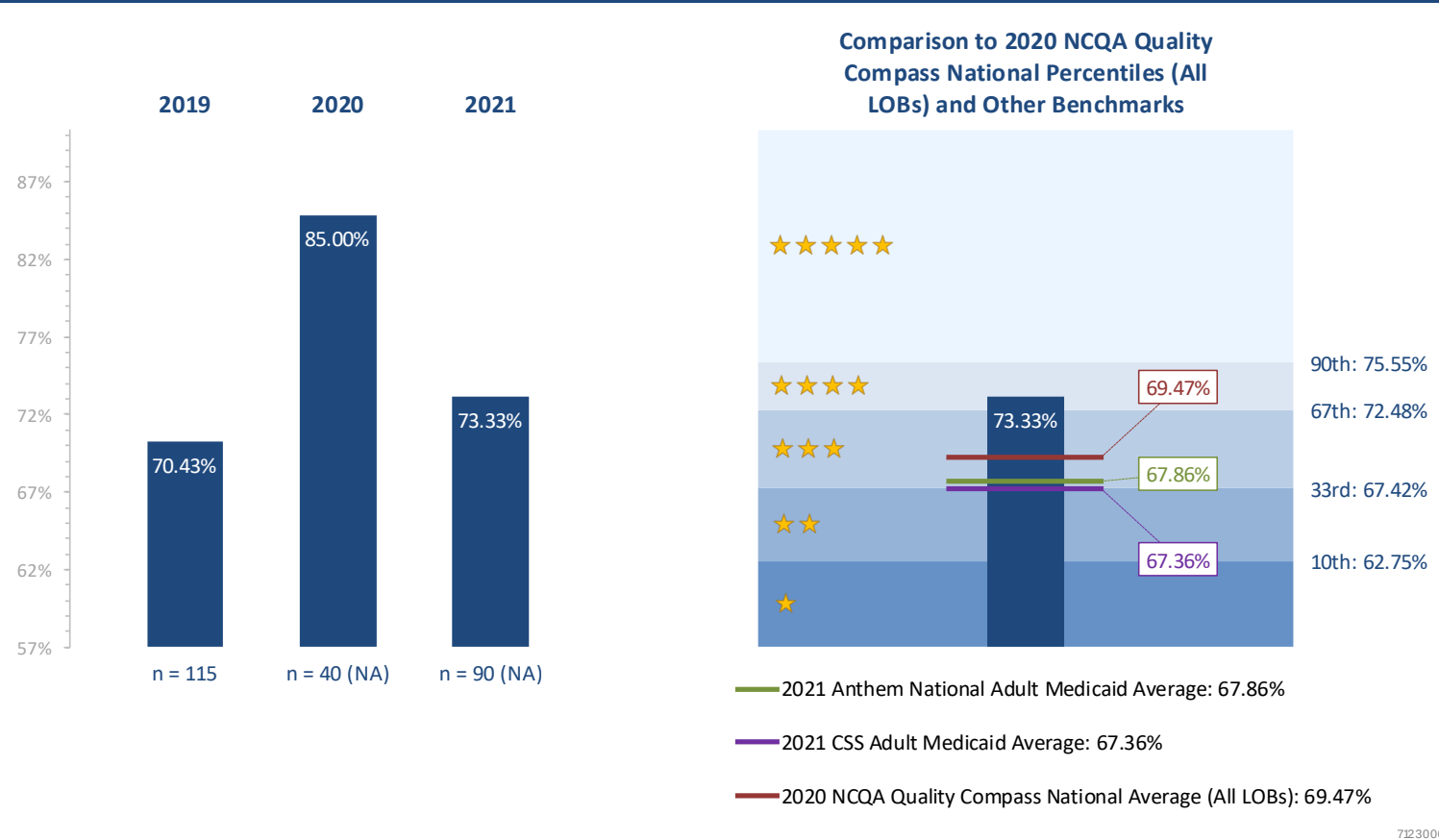
This measure is not included in NCQA's Health Plan Ratings.

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 Specialist Seen Most Often

Percent Responding 9 or 10



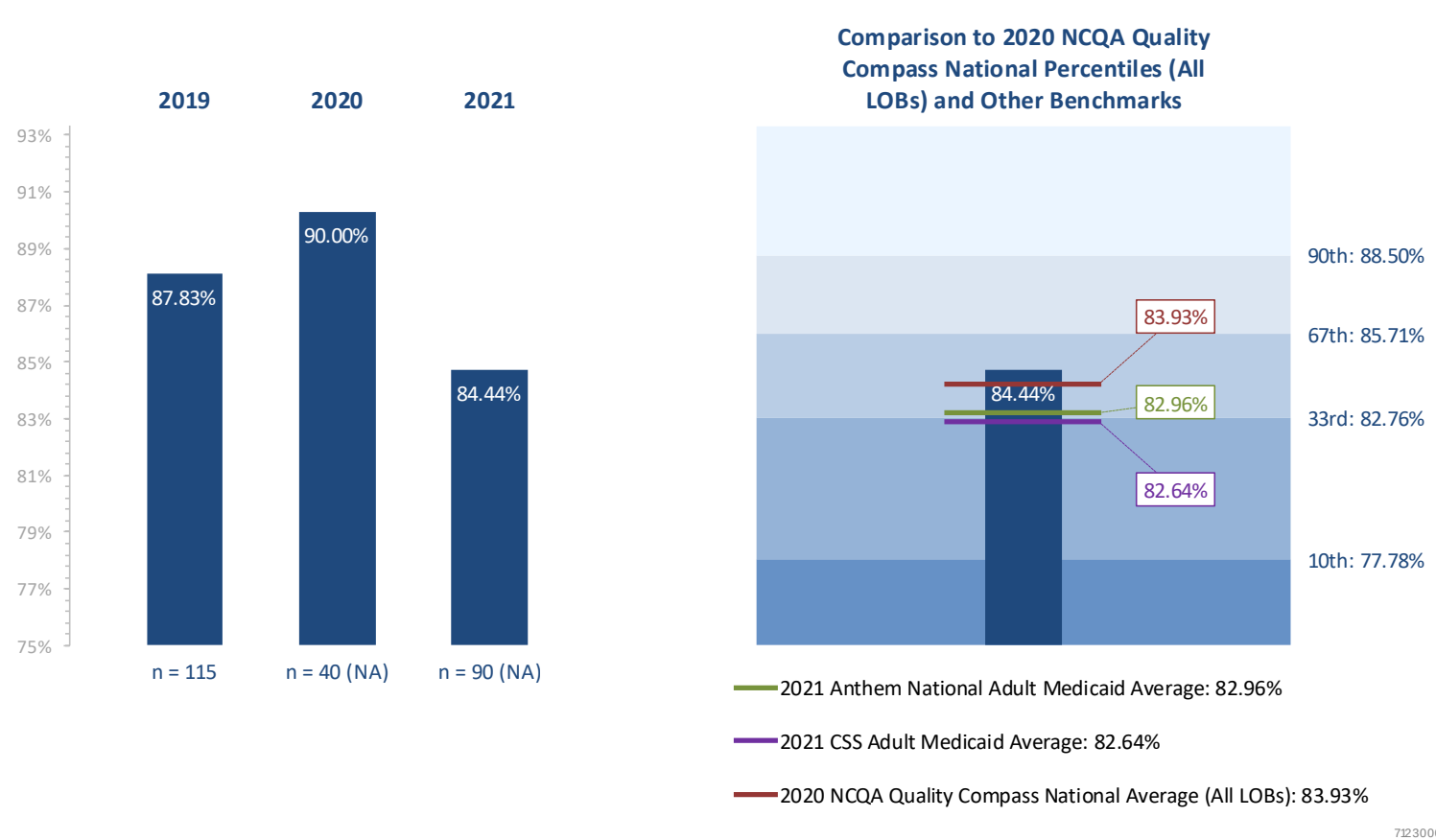
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly 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



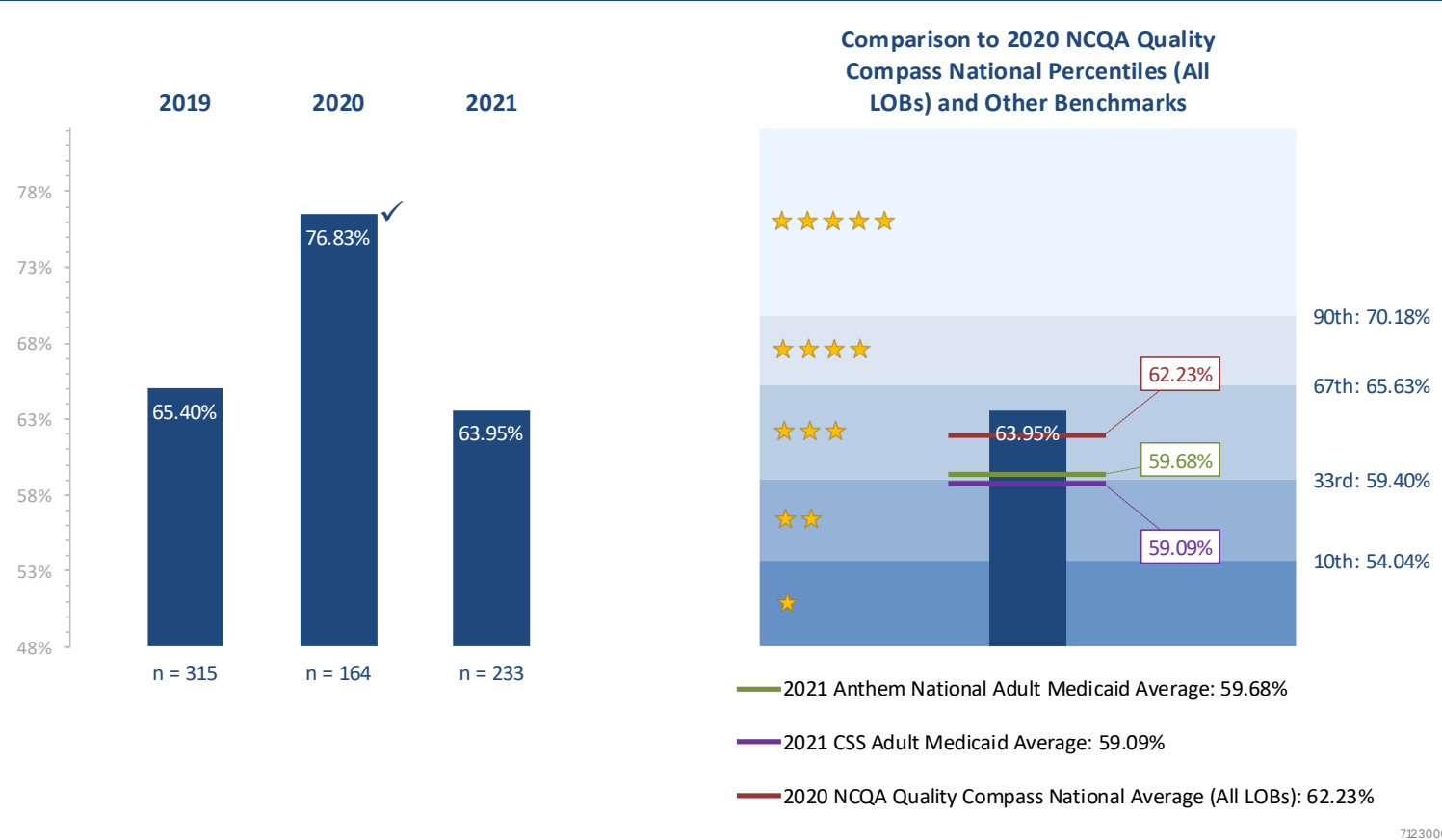
This measure is not included in NCQA's Health Plan Ratings.

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



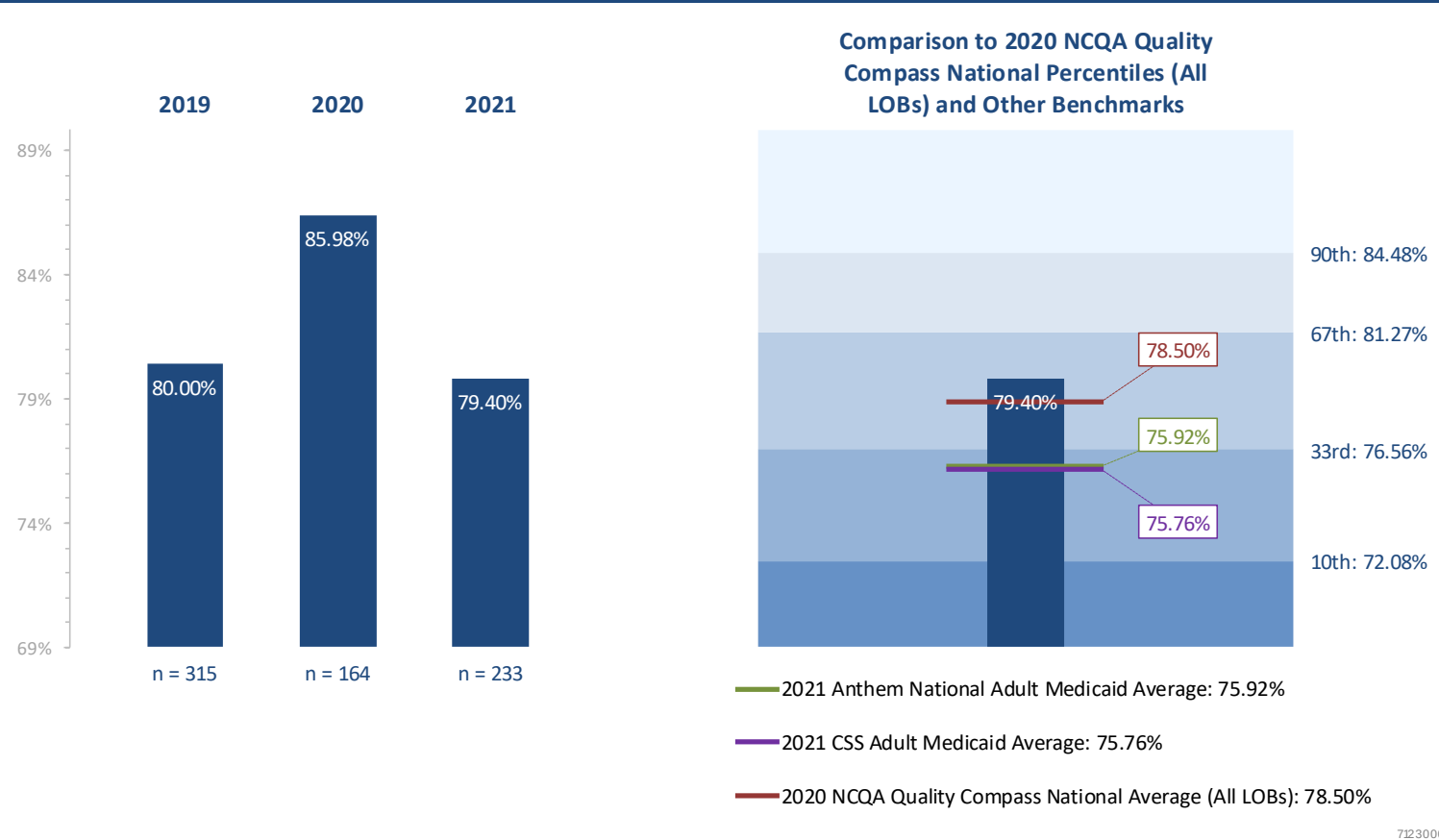
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly 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



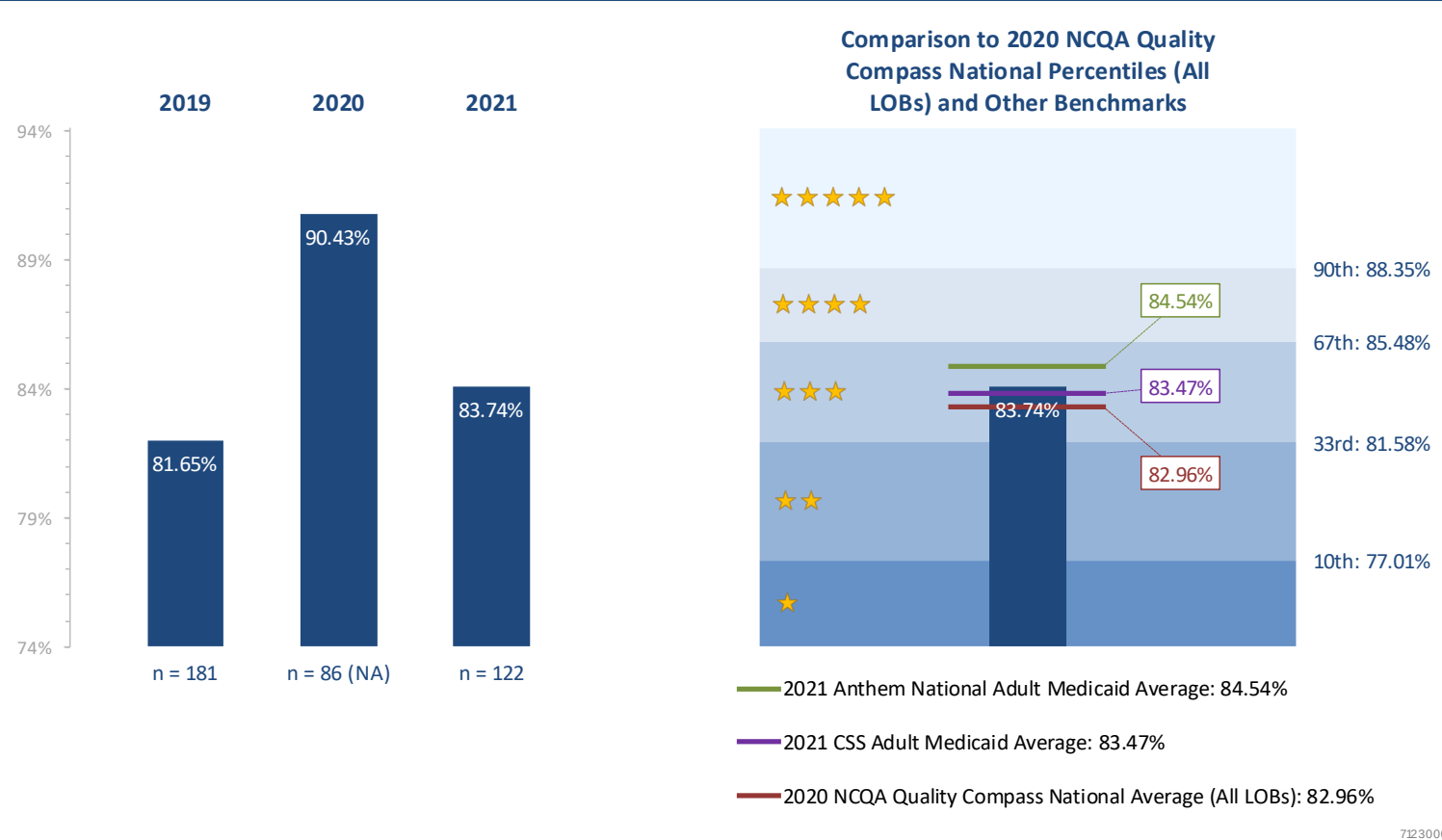
This measure is not included in NCQA's Health Plan Ratings.

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

Percent Responding Always or Usually



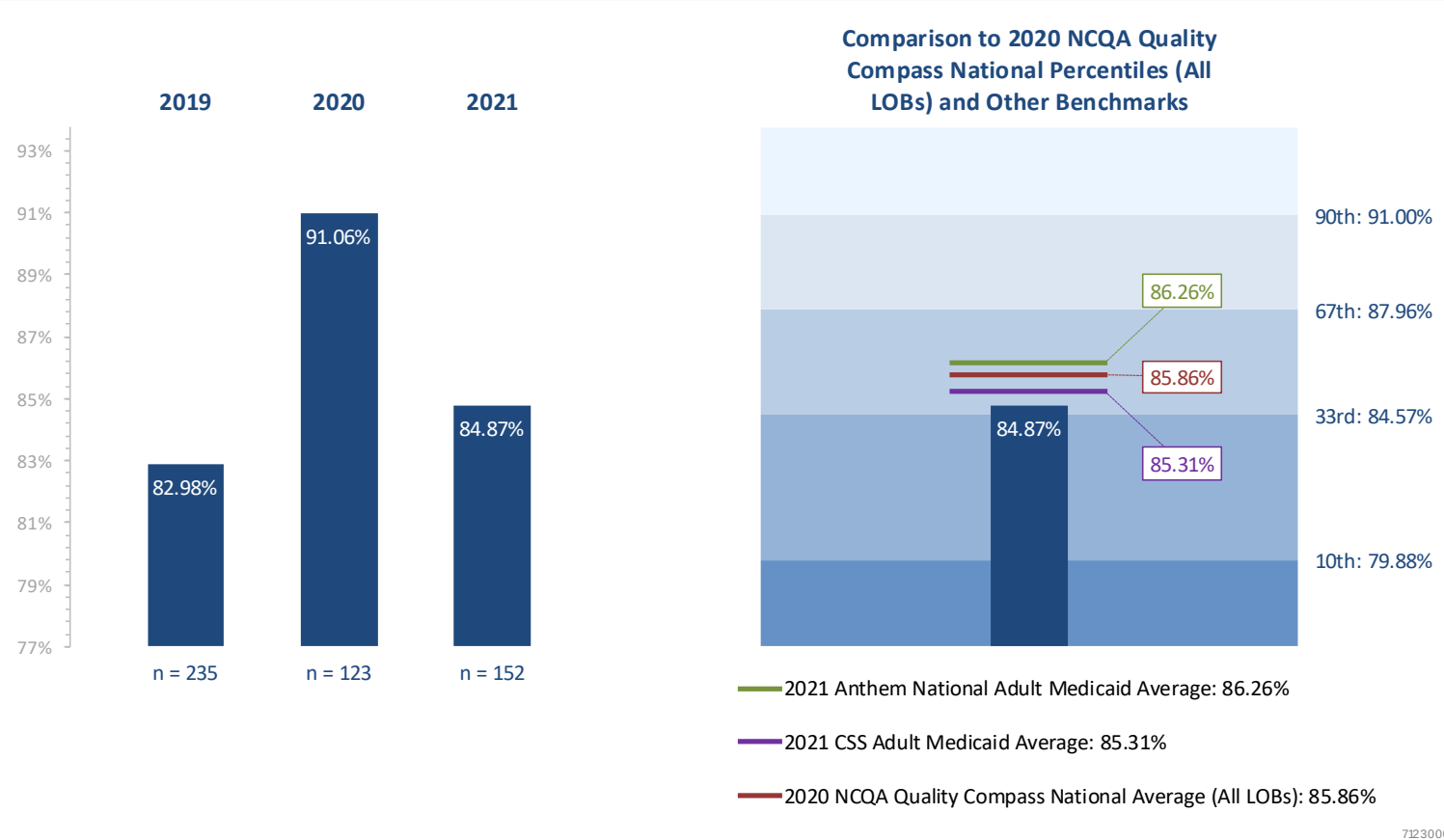
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly 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 Needed Care: Ease of Getting Needed Care (Q9)

Percent Responding Always or Usually



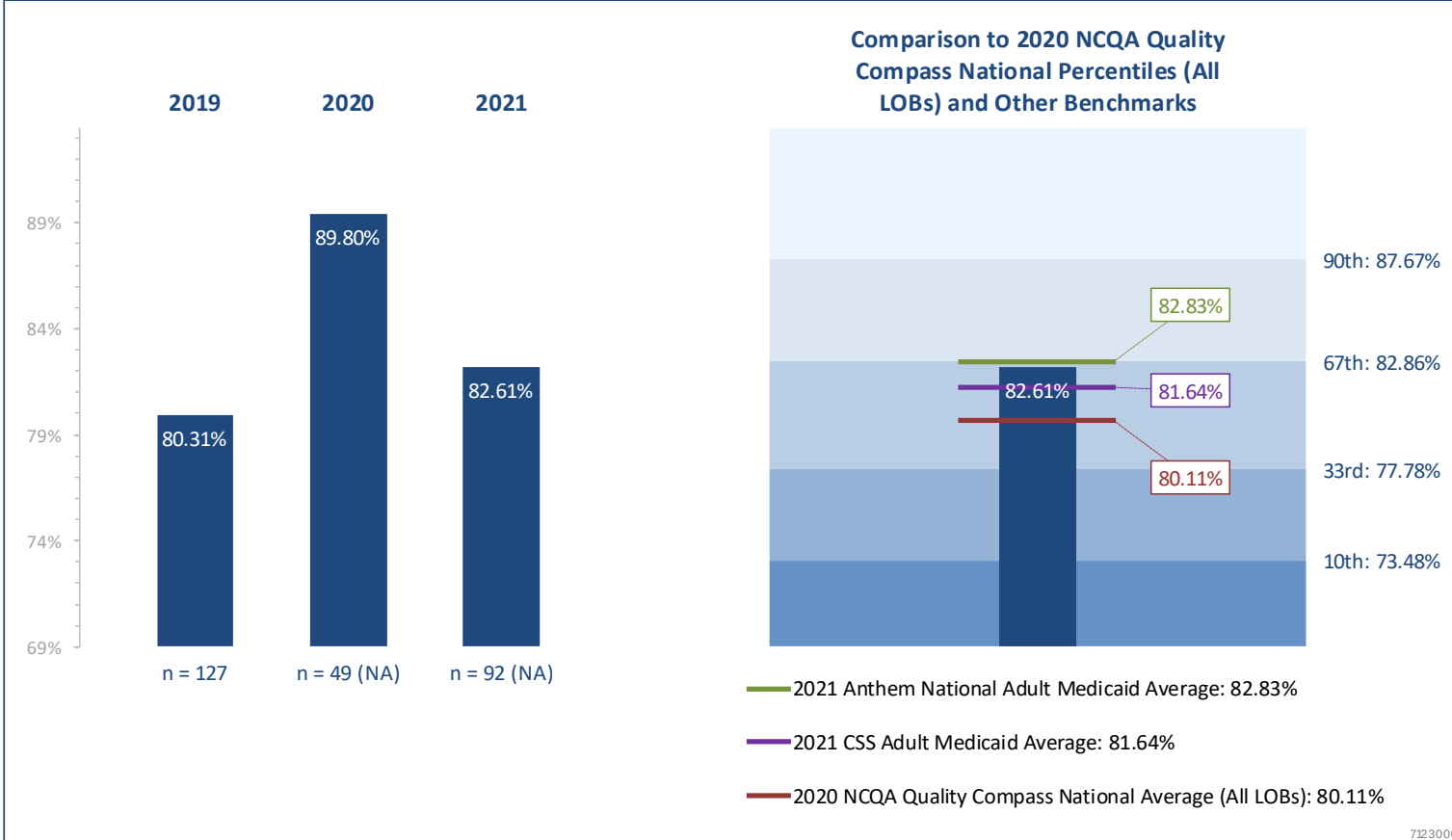
This measure is not included in NCQA's Health Plan Ratings.

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 (Q20)

Percent Responding Always or Usually



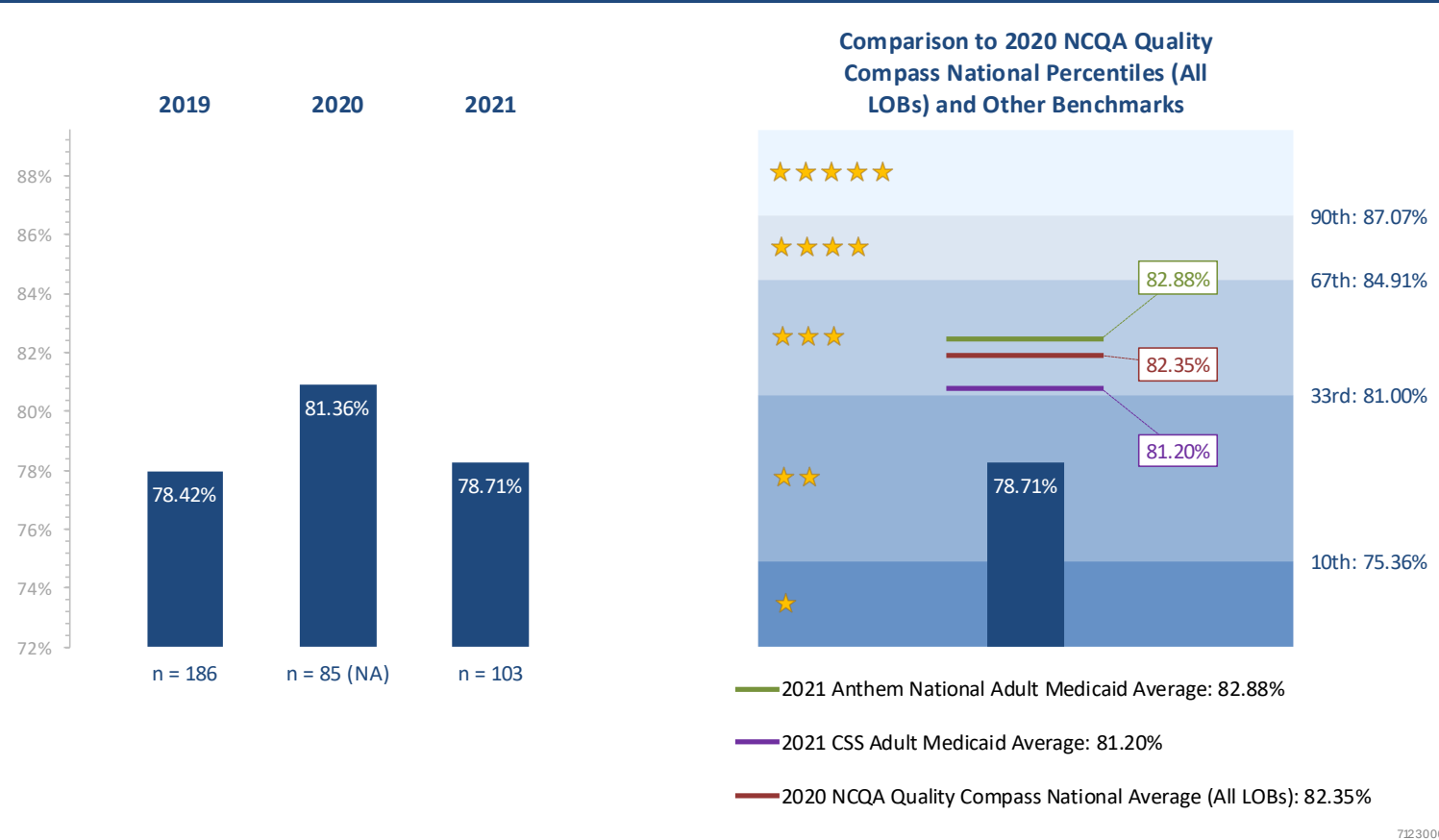
This measure is not included in NCQA's Health Plan Ratings.

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



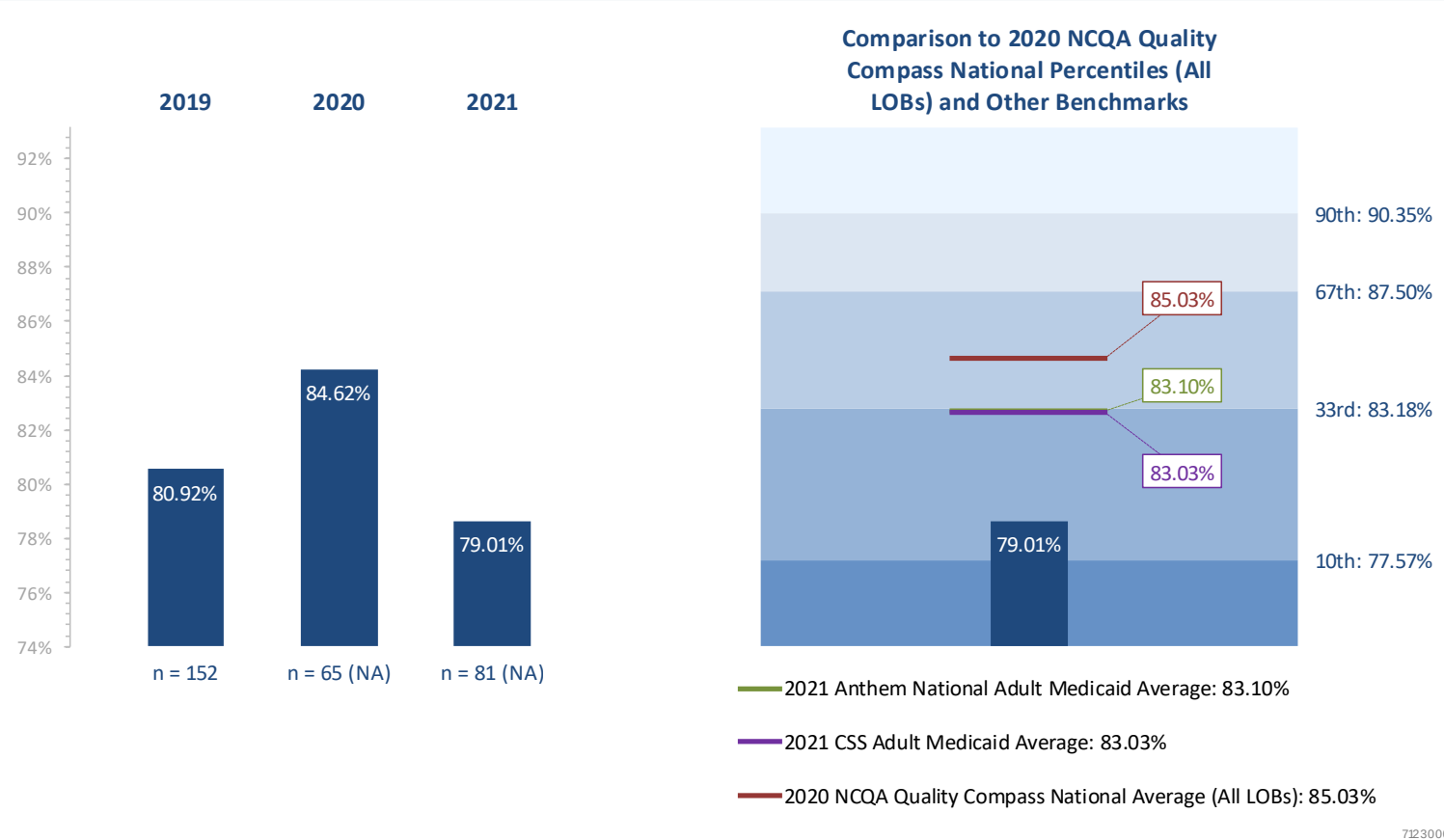
Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly 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



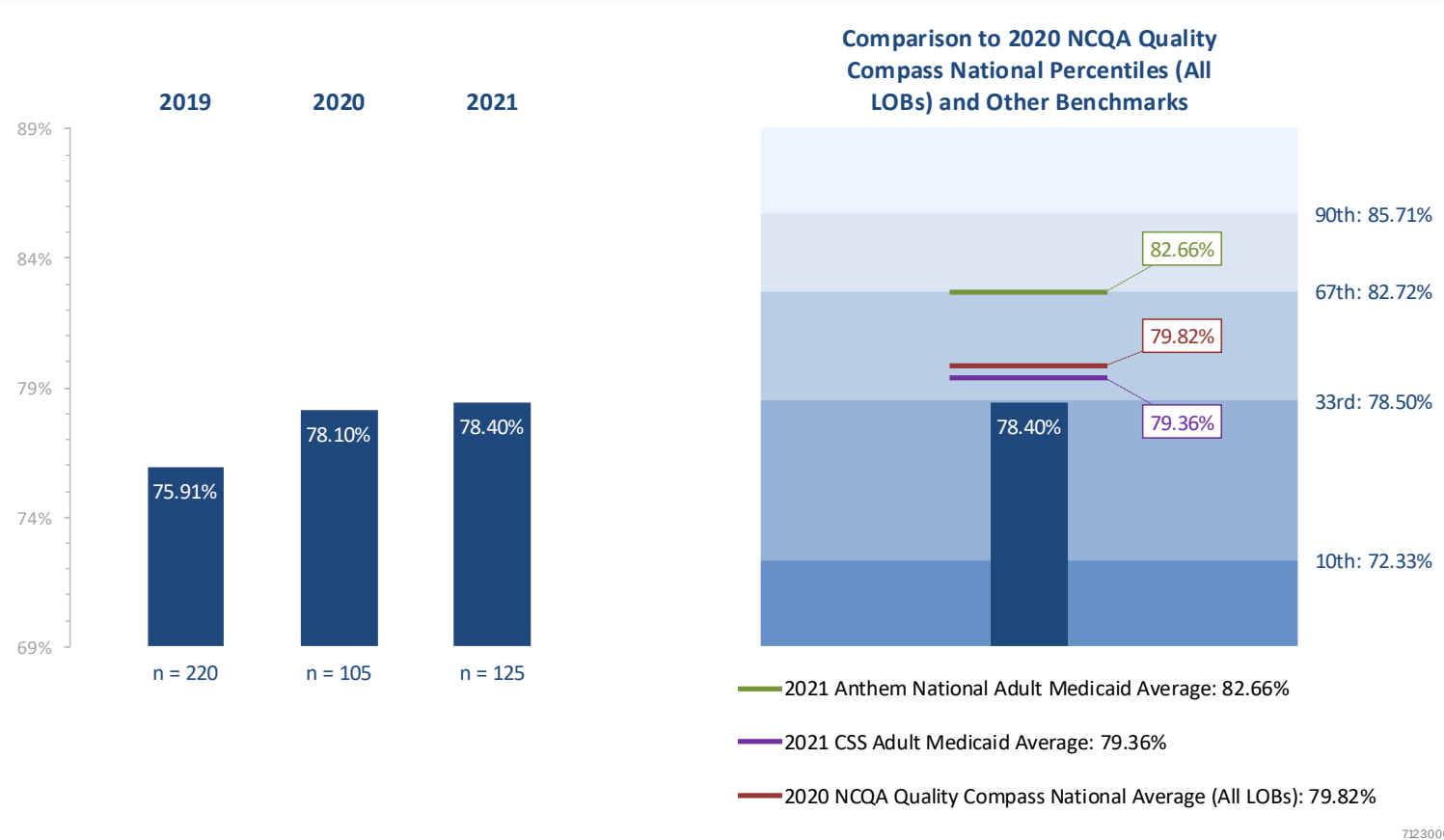
This measure is not included in NCQA's Health Plan Ratings.

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



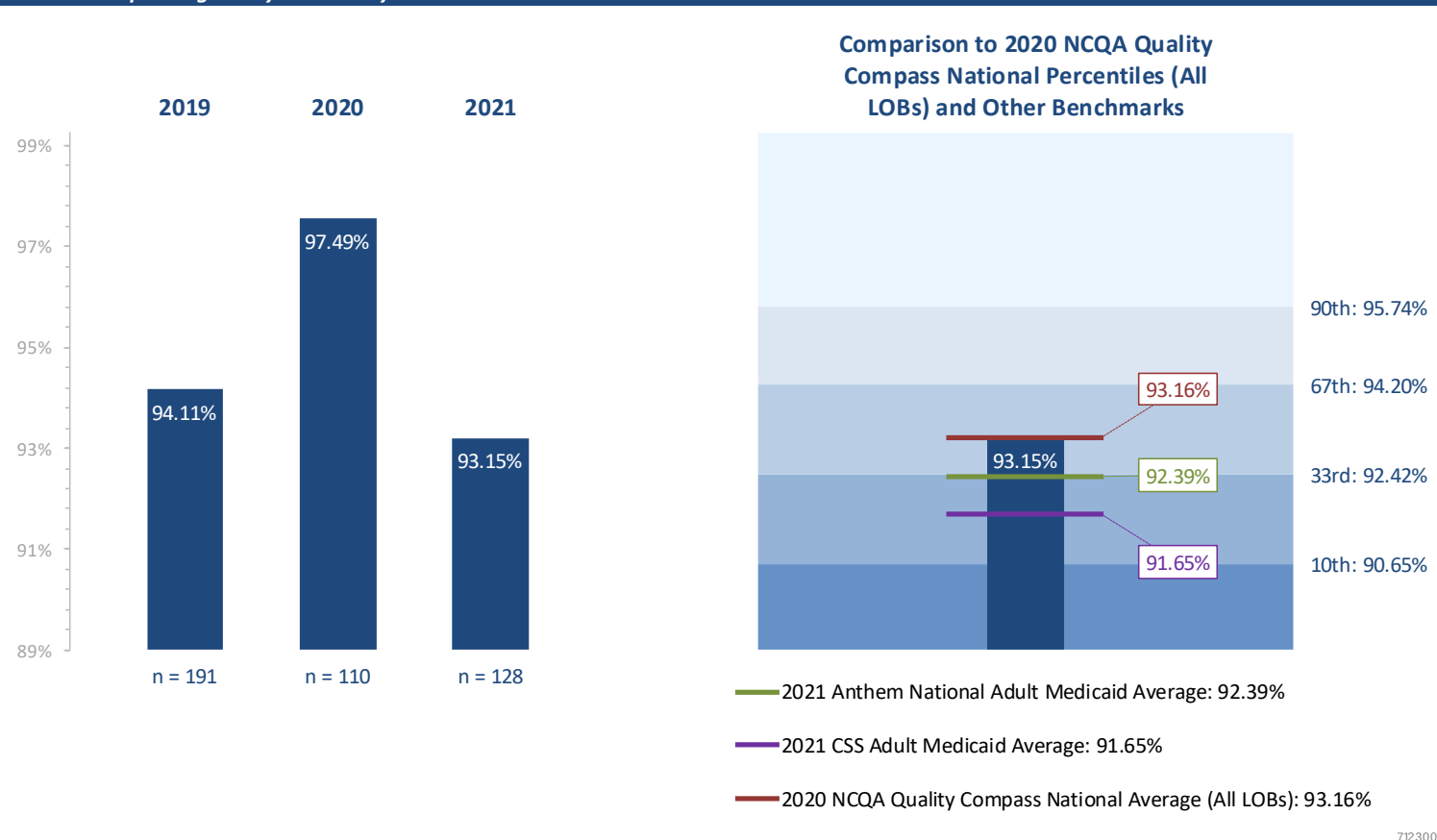
This measure is not included in NCQA's Health Plan Ratings.

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



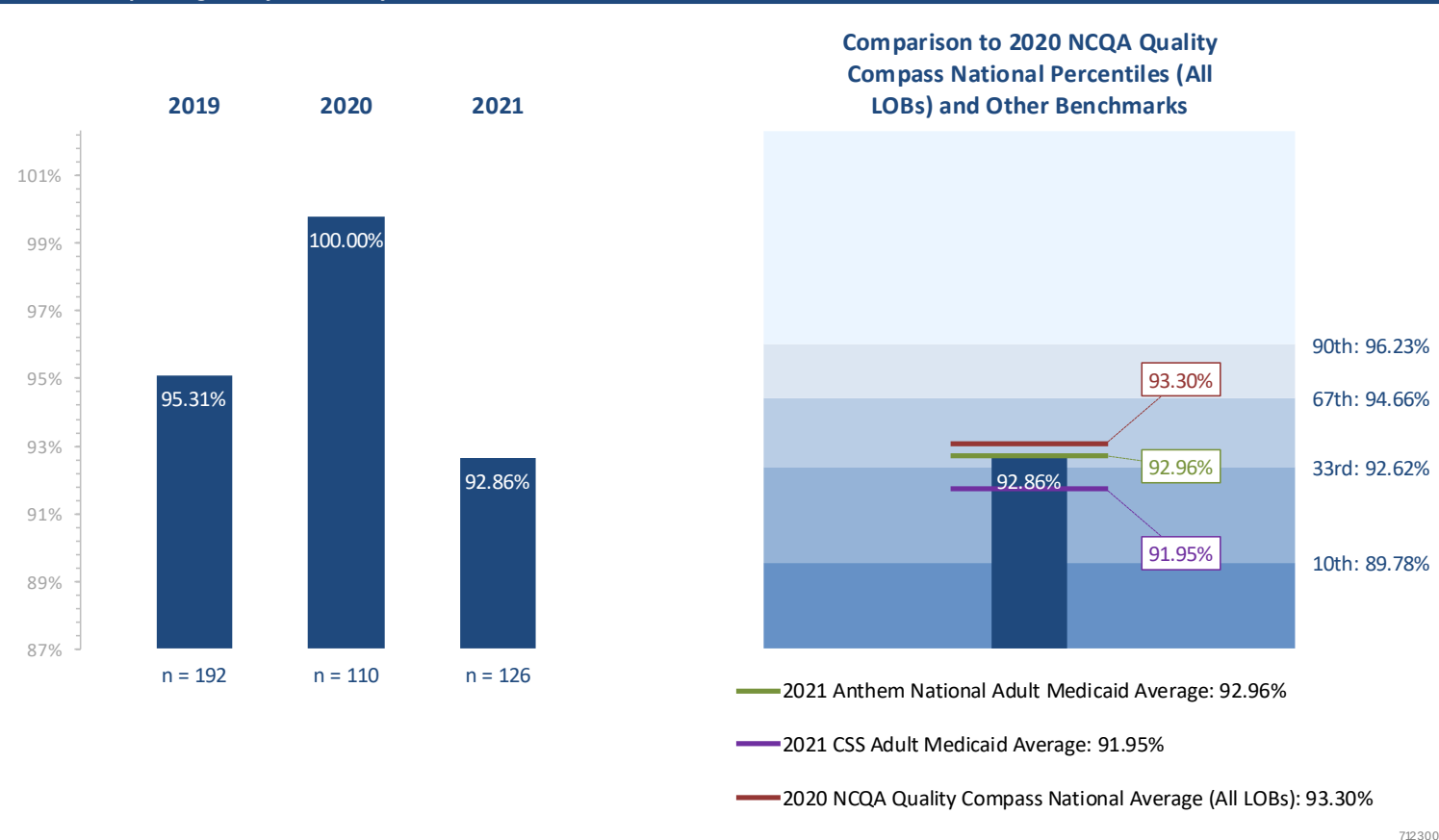
This measure is not included in NCQA's Health Plan Ratings.

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 (Q12)

Percent Responding Always or Usually



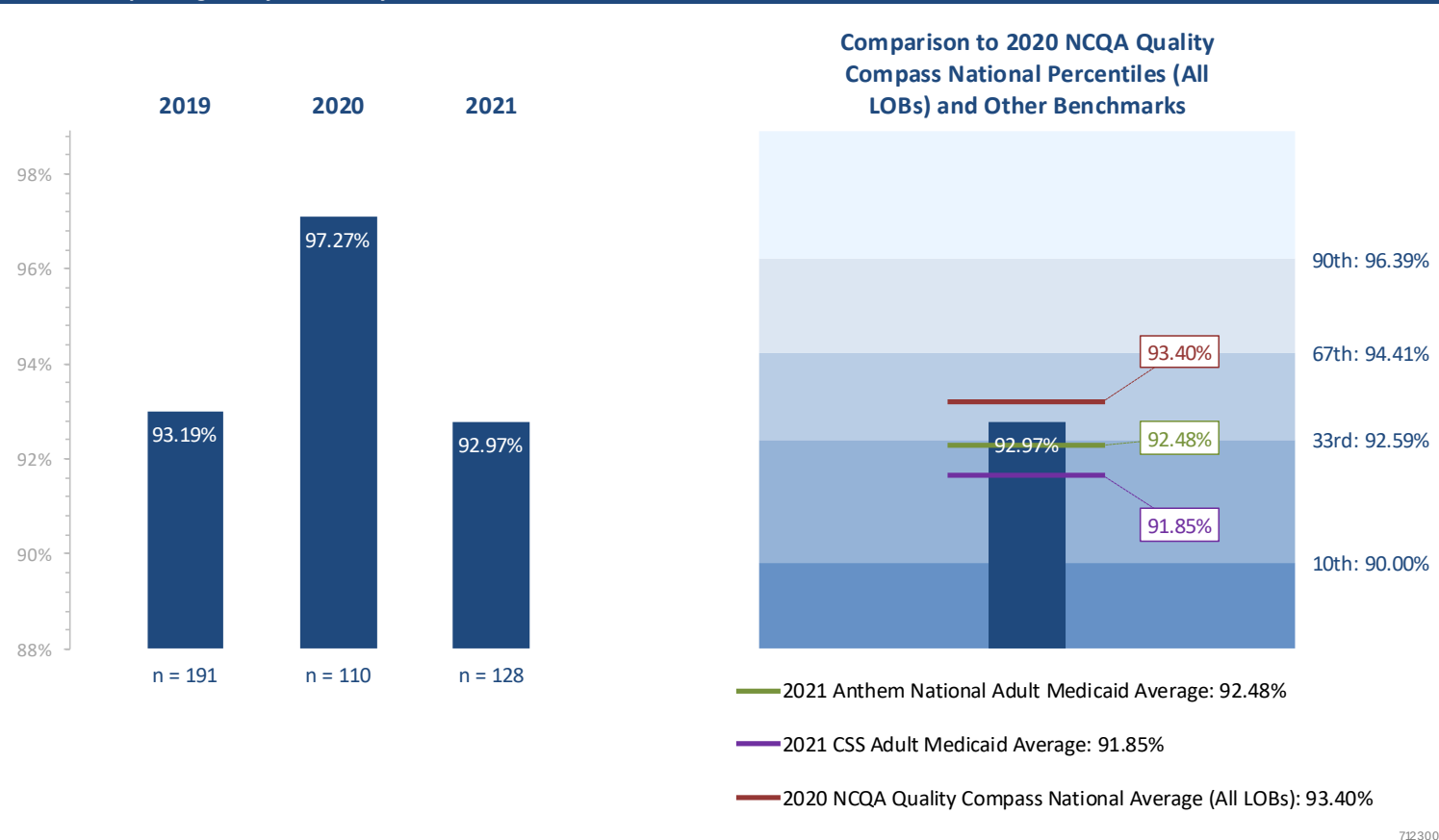
This measure is not included in NCQA's Health Plan Ratings.

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 Listened Carefully (Q13)

Percent Responding Always or Usually



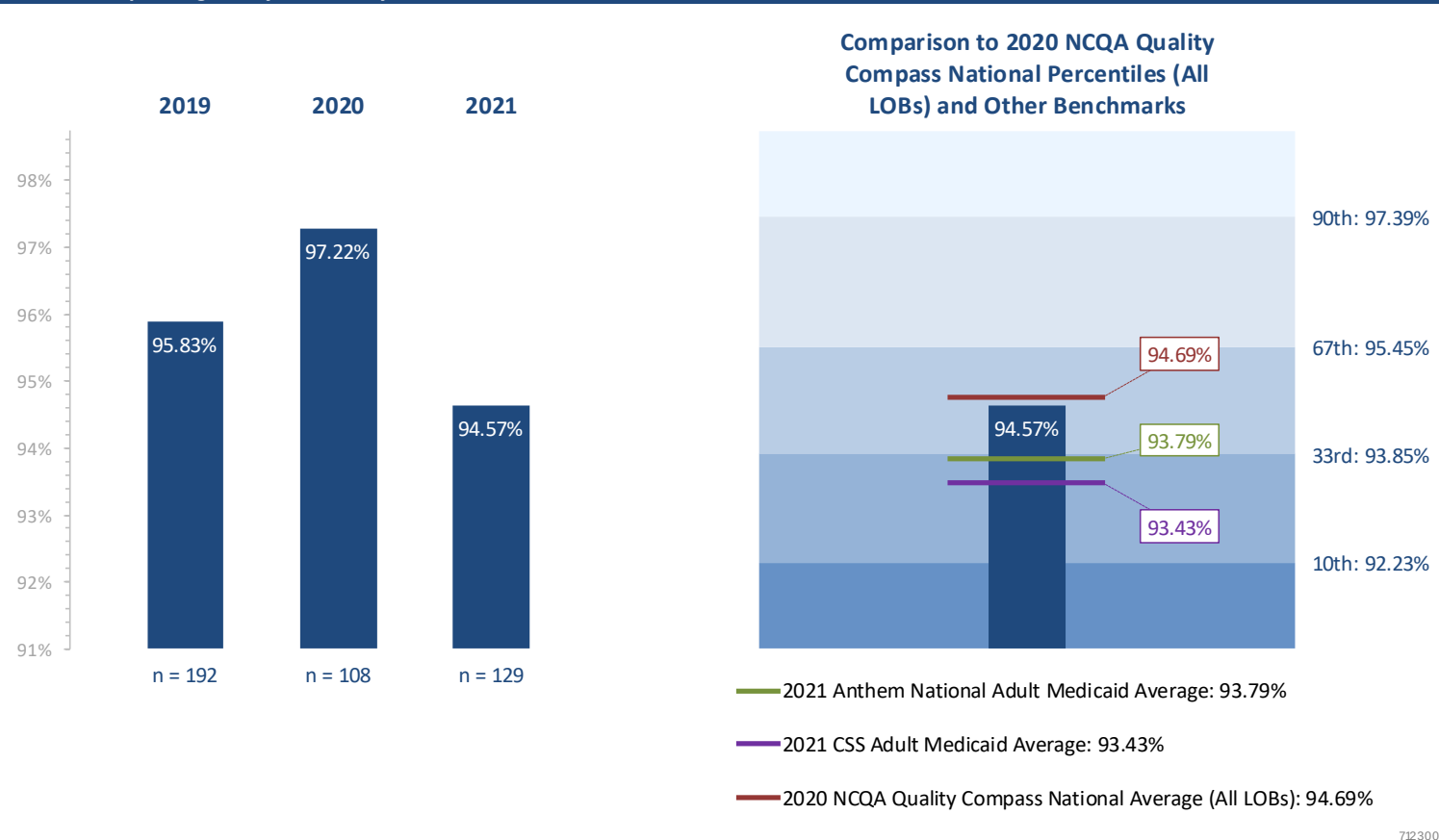
This measure is not included in NCQA's Health Plan Ratings.

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.

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 Showed Respect (Q14)

Percent Responding Always or Usually



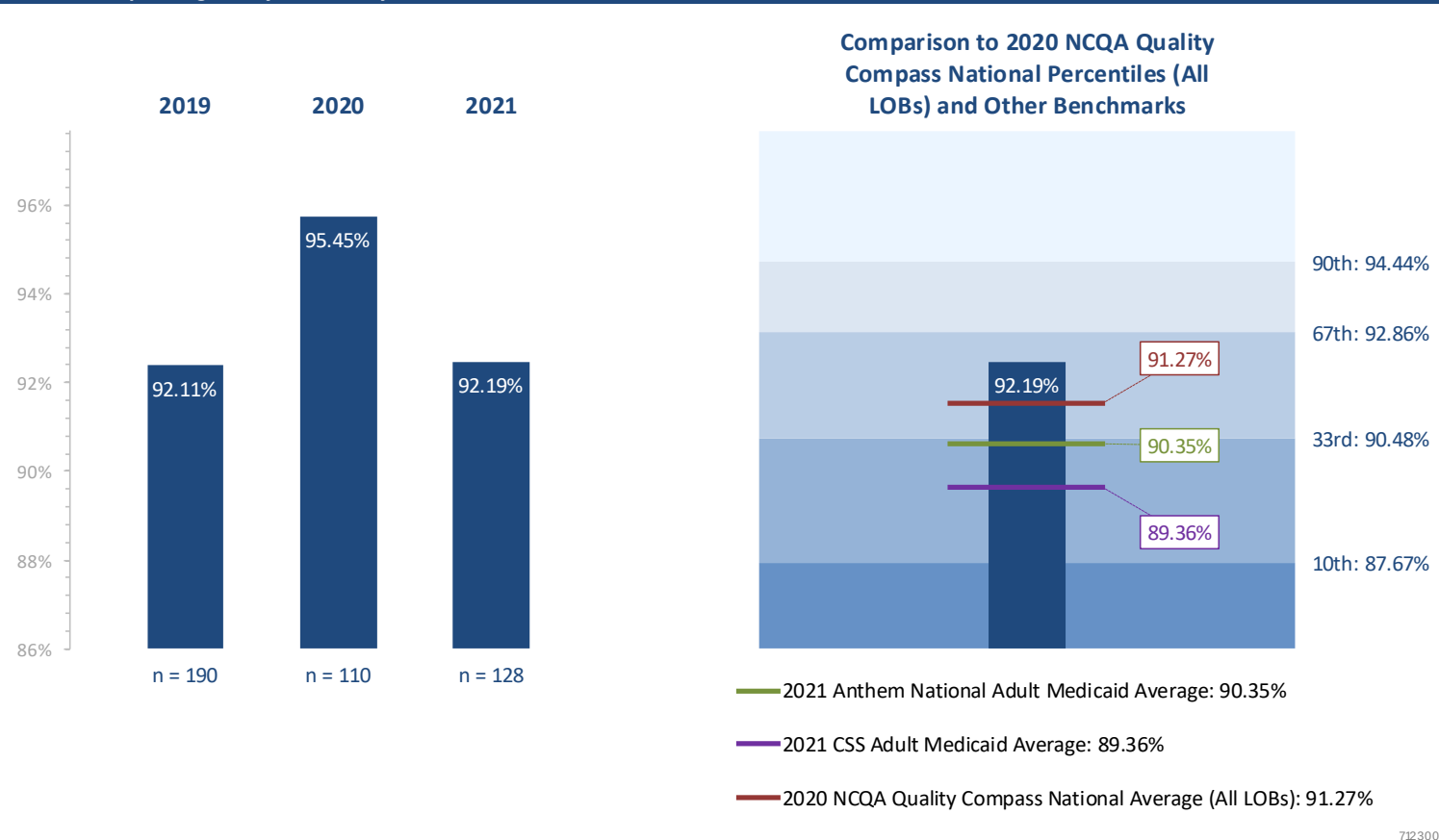
This measure is not included in NCQA's Health Plan Ratings.

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 Spent Enough Time (Q15)

Percent Responding Always or Usually



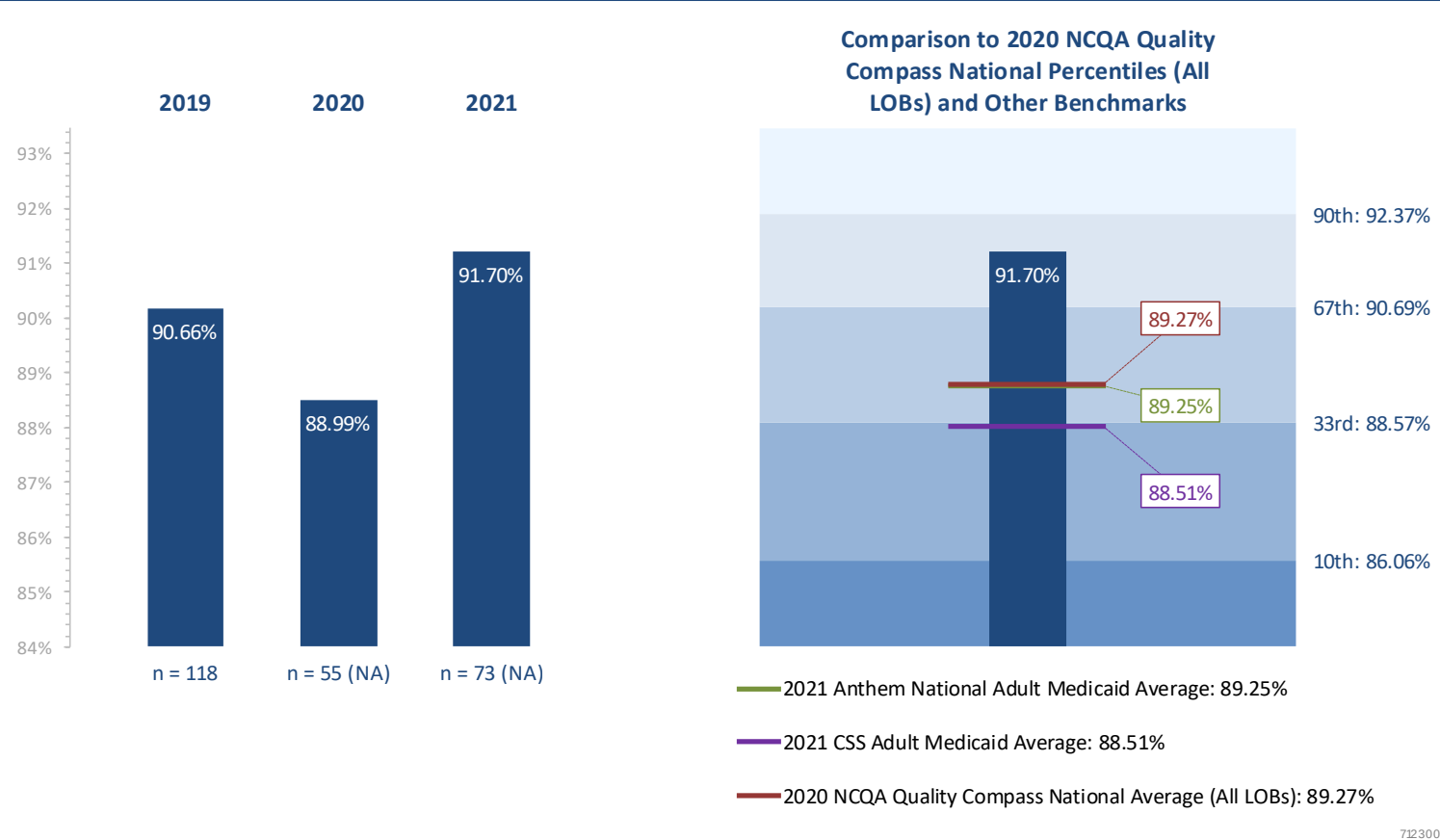
This measure is not included in NCQA's Health Plan Ratings.

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.

Customer Service

Percent Responding Always or Usually



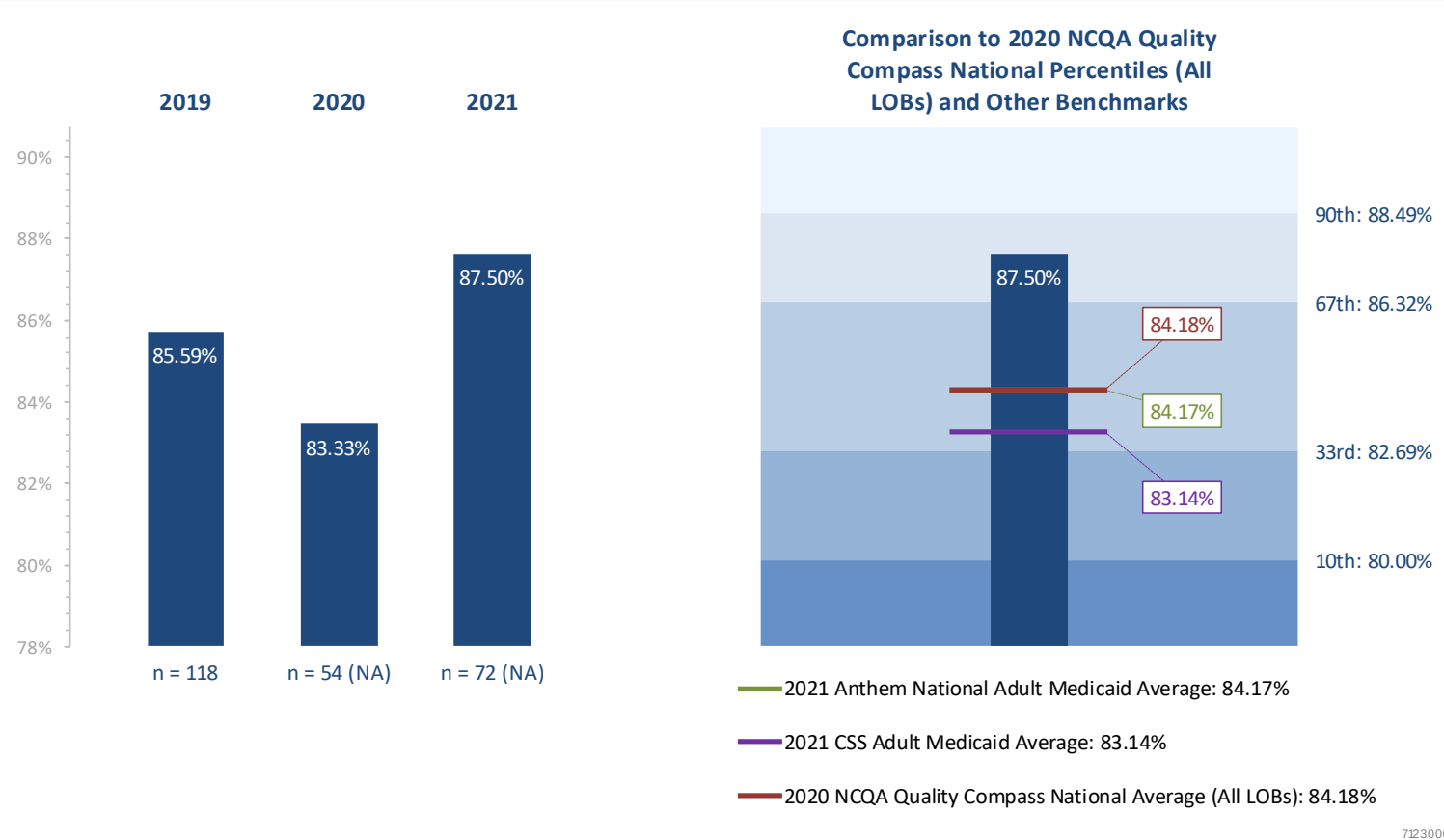
This measure is not included in NCQA's Health Plan Ratings.

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.

Customer Service: Customer Service Provided Information/Help (Q24)

Percent Responding Always or Usually



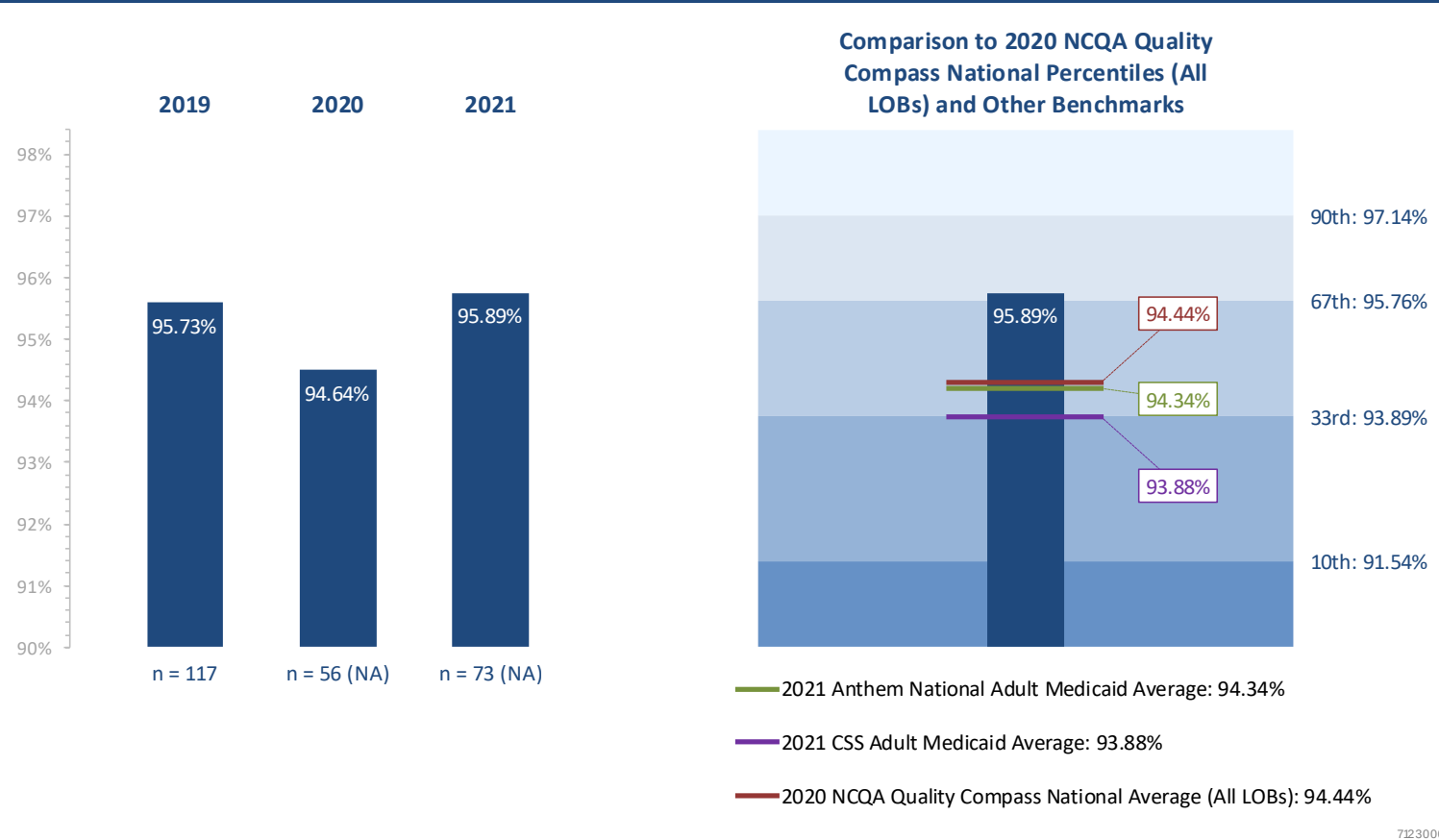
This measure is not included in NCQA's Health Plan Ratings.

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.

Customer Service: Customer Service Was Courteous/Respectful (Q25)

Percent Responding Always or Usually



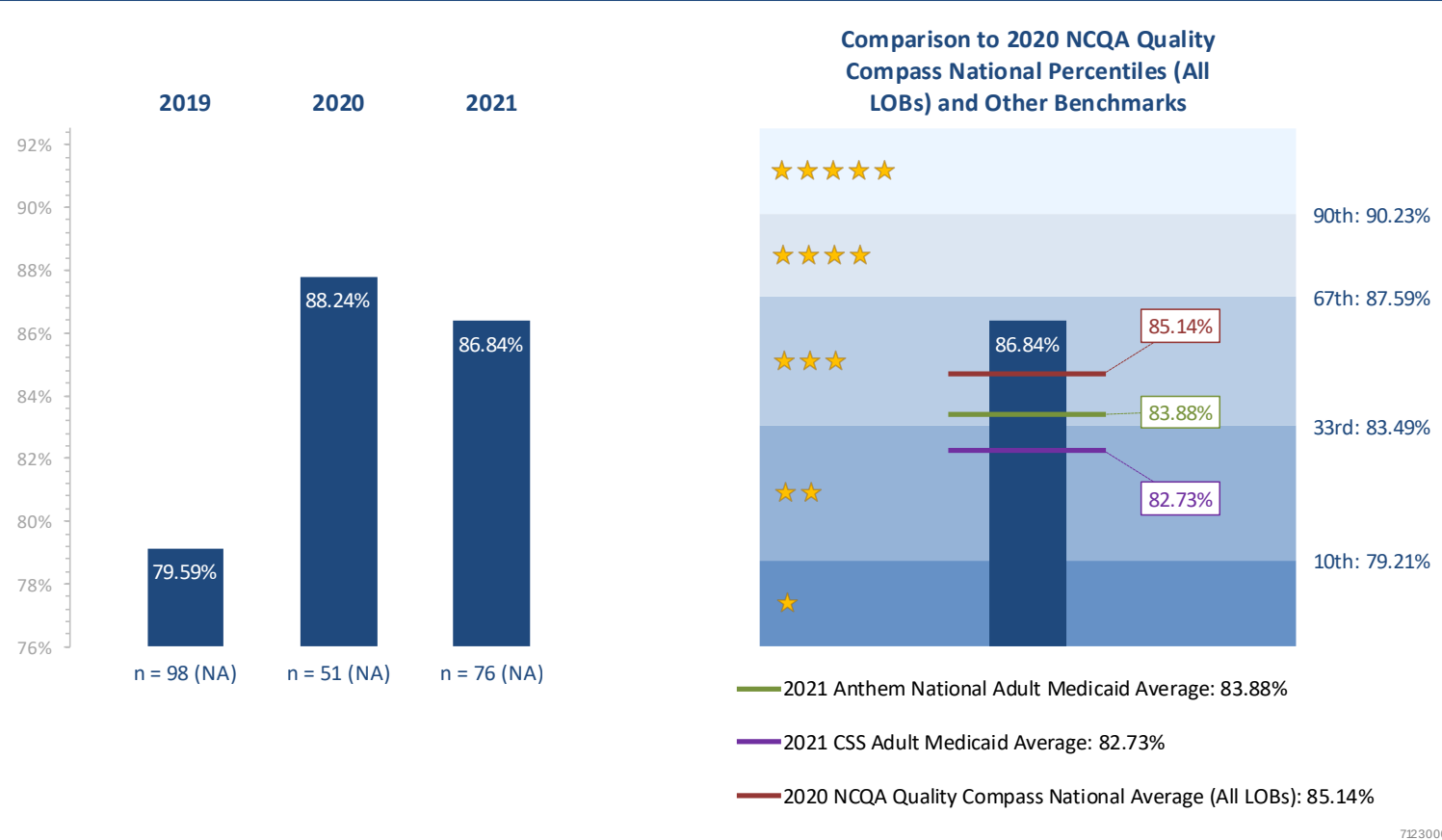
This measure is not included in NCQA's Health Plan Ratings.

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.

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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue results on HEDIS *Effectiveness of Care* measures. Comparisons to prior-year rates (if available) as well as to the 2021 Anthem National Adult Medicaid Average and 2021 CSS Adult Medicaid Average rates with statistical significance tests are included.

EXHIBIT 4. 2021 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE 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 Anthem National Adult Medicaid Average		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.	Rate	Point Diff.	
Flu Vaccinations for Adults (FVA)													
Flu Vaccinations for Adults (% Yes)	32.43%	(222)	39.87%	[-7.44]	35.28%	[-2.84]	40.07%	[-7.63] ✓	39.10%	[-6.66] ✓	43.83%	[-11.40] ✓	★☆☆☆☆
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)													
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	71.97%	(157)	75.82%	[-3.85]	no data		73.24%	[-1.26]	71.82%	[+0.16]	77.20%	[-5.23]	★☆☆☆☆
Discussing Cessation Medications (% Sometimes, Usually, or Always)	41.40%	(157)	43.96%	[-2.55]	no data		48.25%	[-6.85]	50.30%	[-8.90] ✓	54.47%	[-13.07] ✓	Not calculated
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	43.59%	(156)	45.86%	[-2.27]	no data		41.85%	[+1.74]	43.96%	[-0.37]	48.67%	[-5.08]	

7123000

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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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.

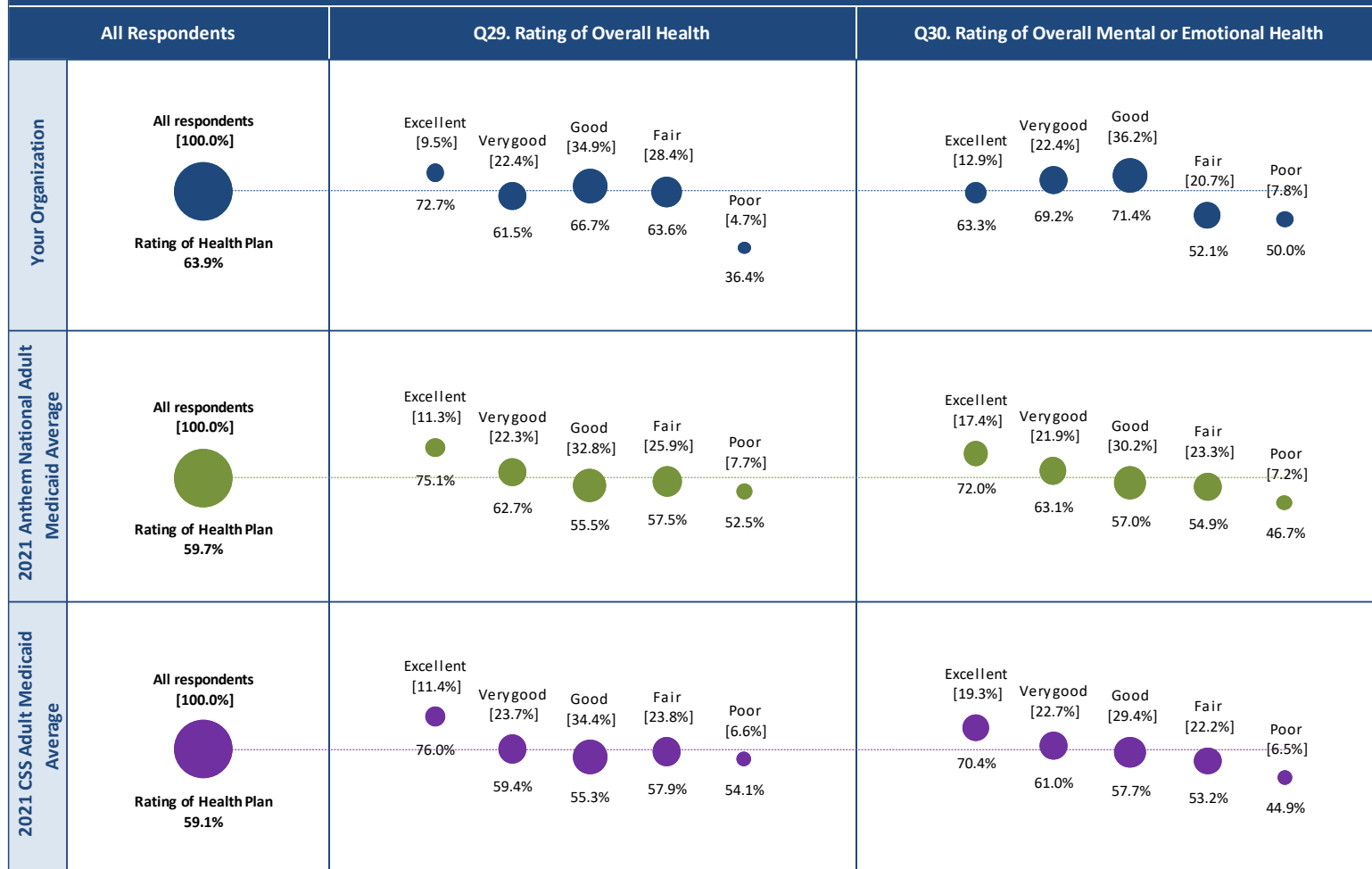
The charts on the following pages show how *Rating of Health Plan* (% 9 or 10) varies by the member subgroup of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue compared to the relevant national benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. The label above the bubble and the percentage in square brackets below it identify the subgroup and its size. The area of the bubble 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:

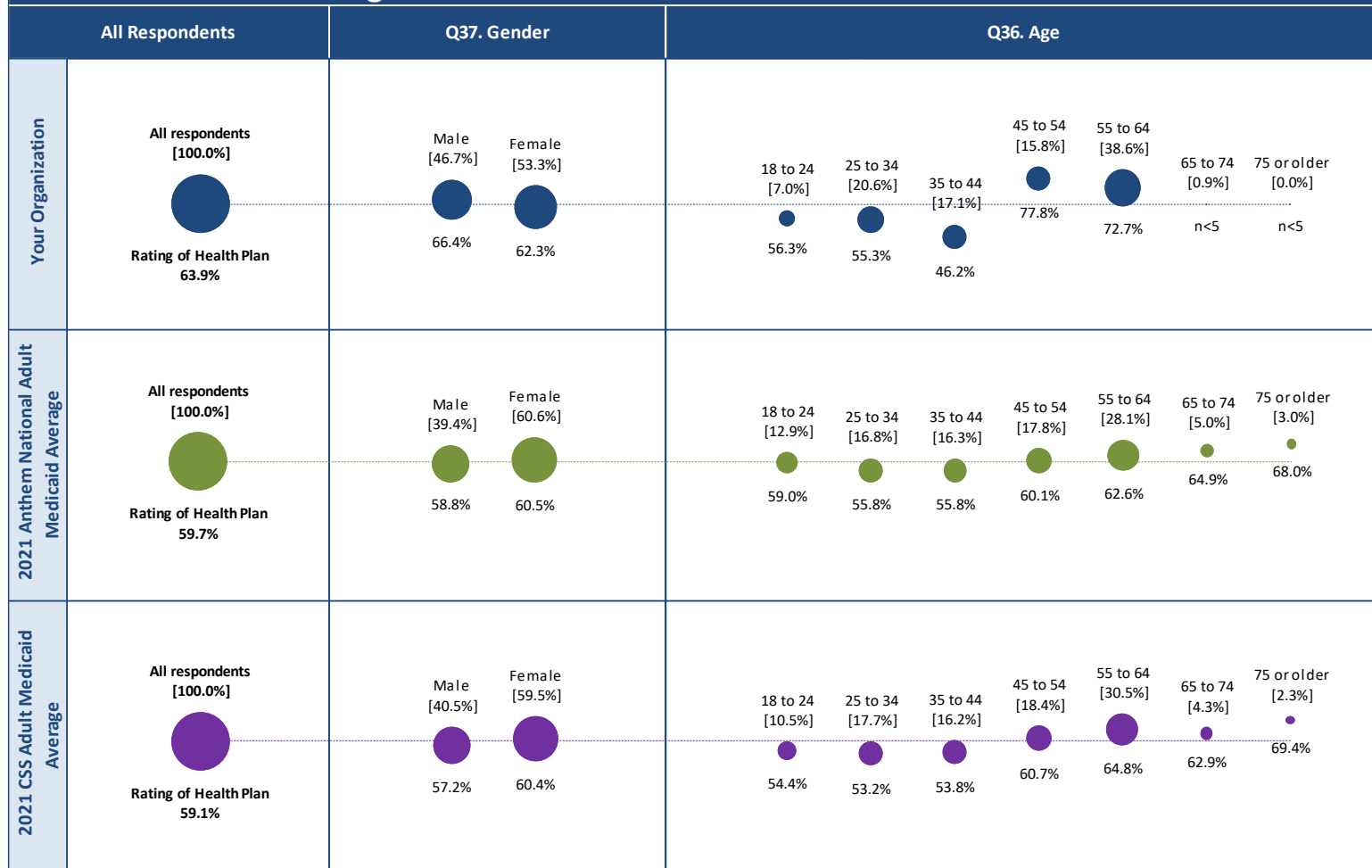
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status



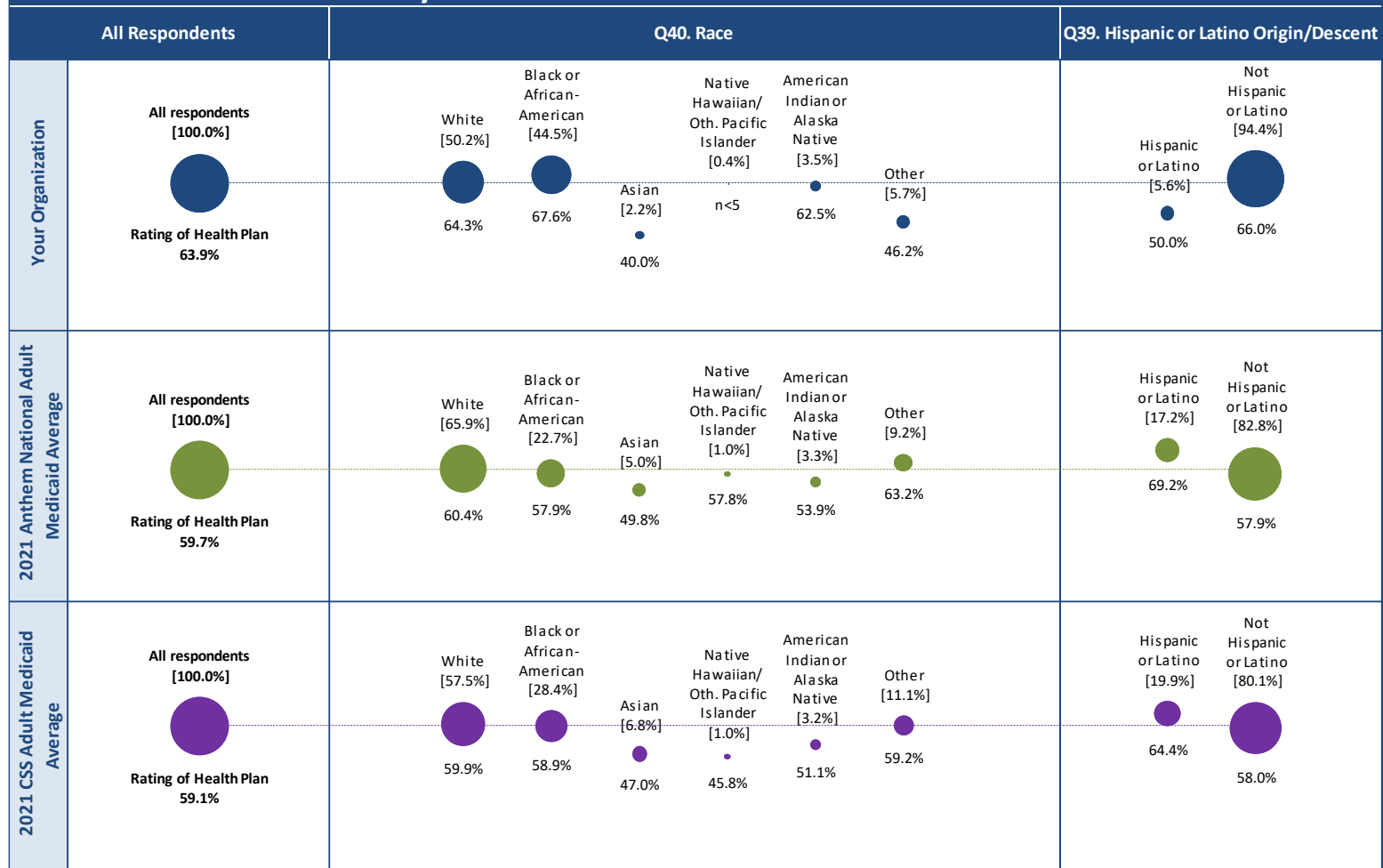
Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Gender and Age

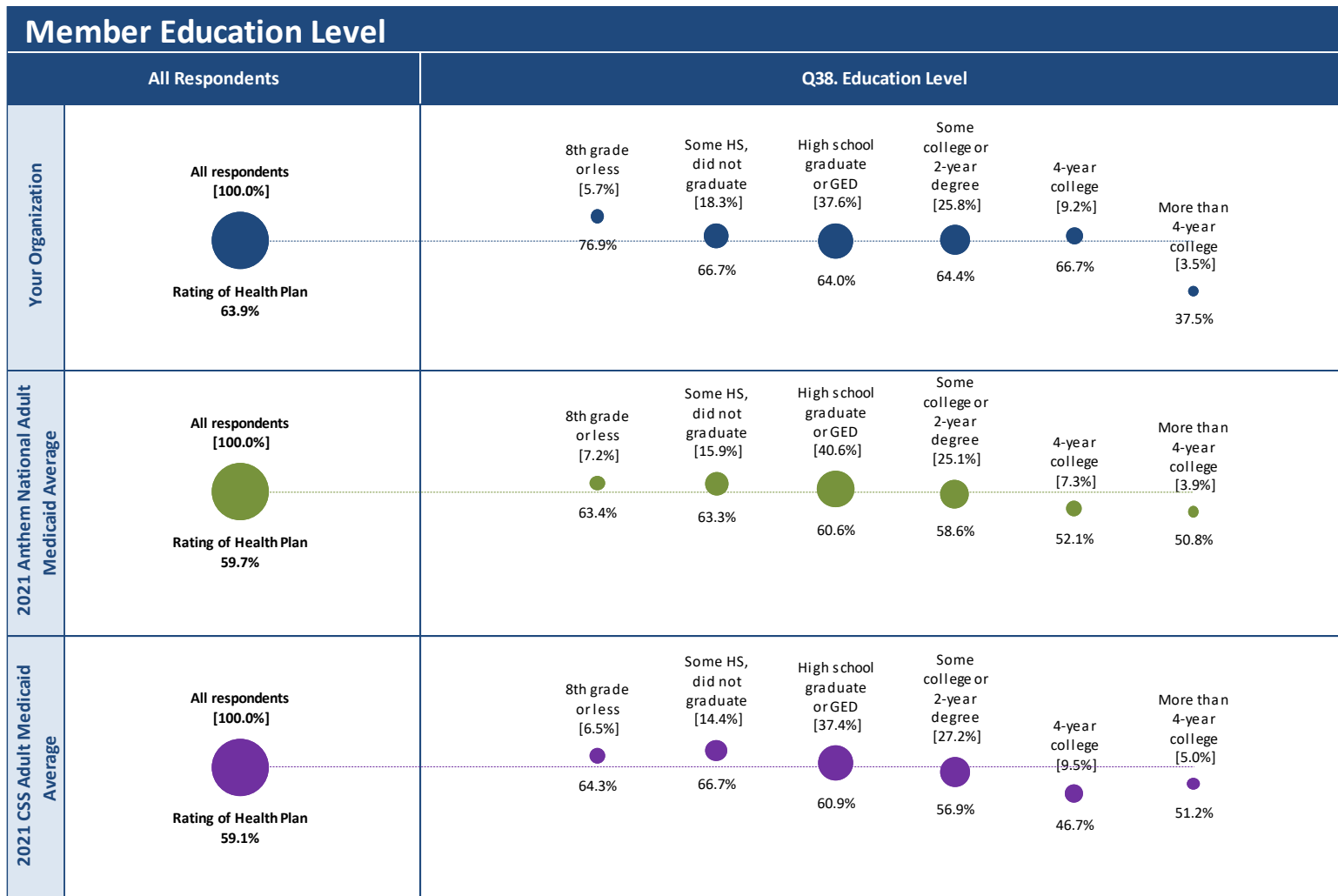


Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Race and Ethnicity



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.



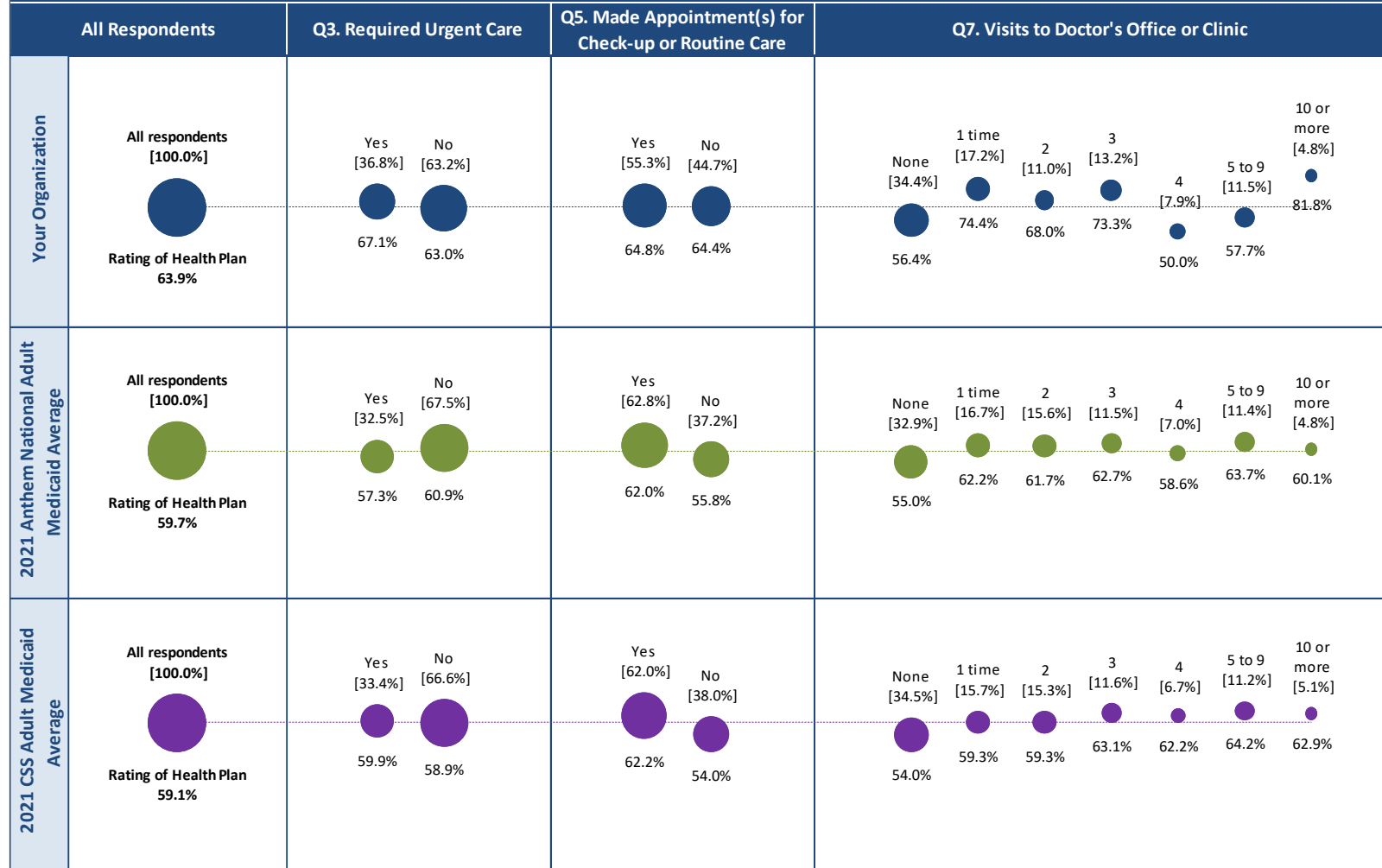
Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

USE OF SERVICES

The following utilization measures are included in this section:

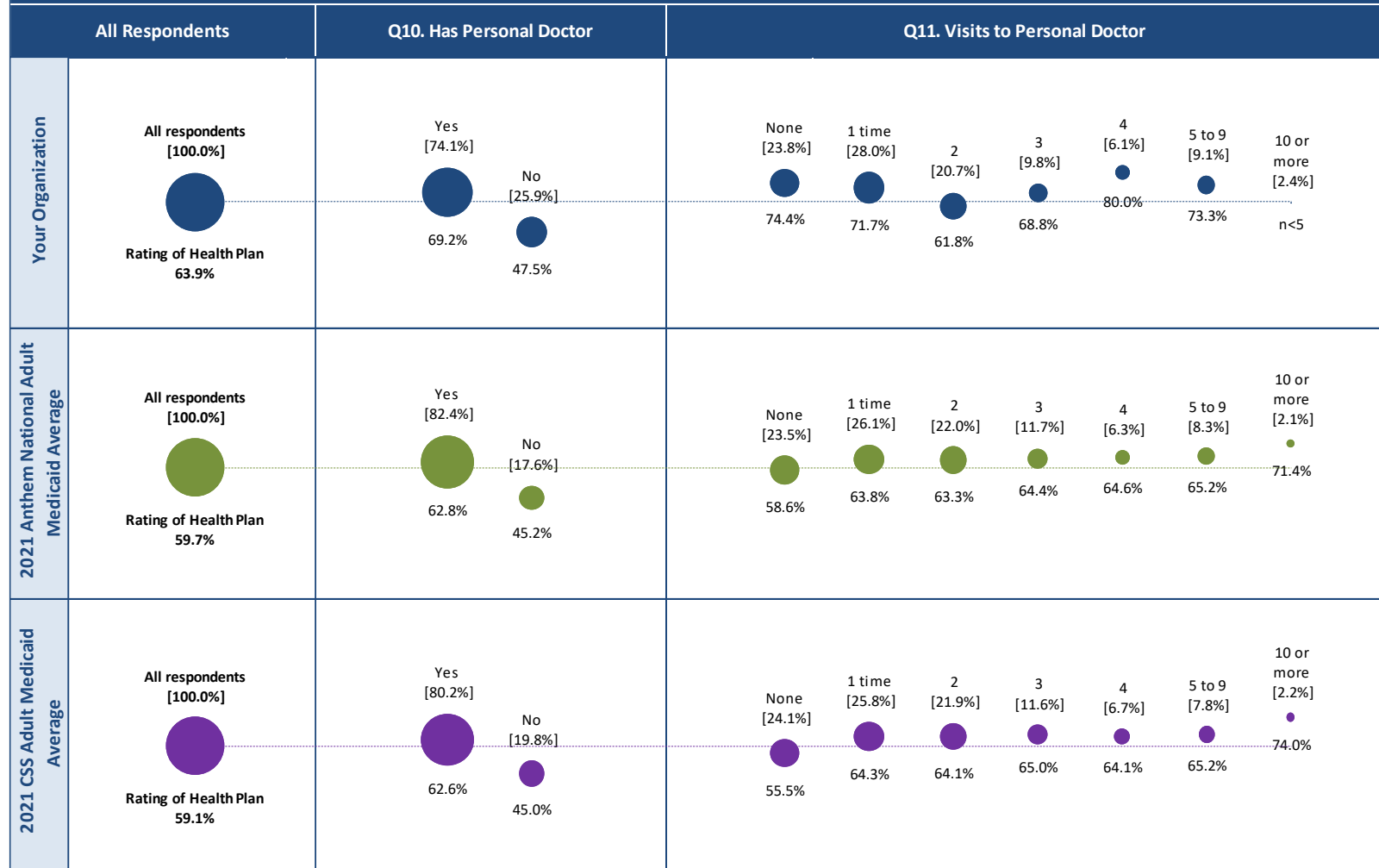
- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care

Type of Care Received



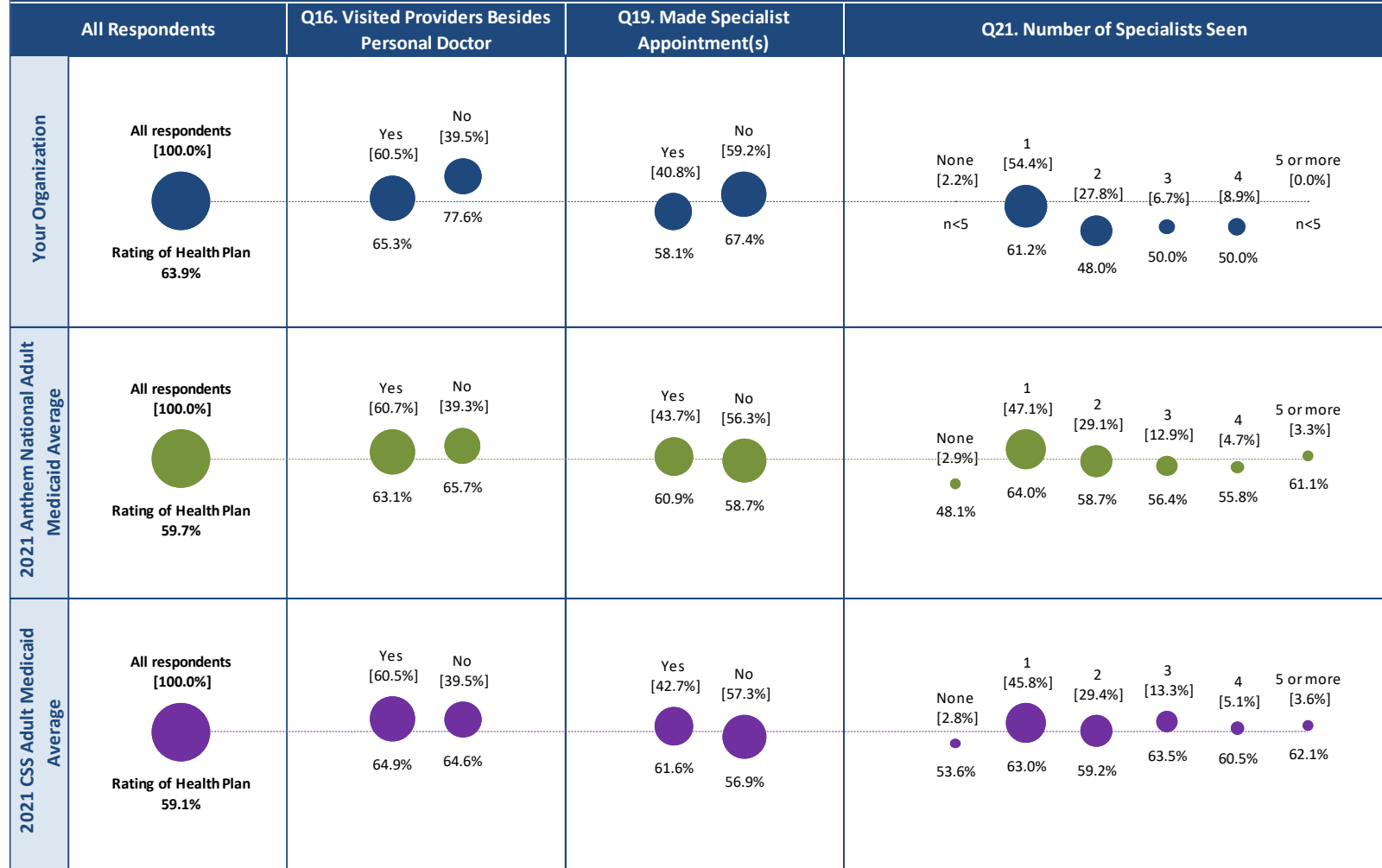
Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Personal Doctor Care



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.

Non-Primary Care



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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue to industry best practices in these areas
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

TECHNICAL APPROACH

INDUSTRY VIEW

Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences *within* a single plan. Certain plan attributes are strongly related to member satisfaction *at the industry level*. However, these relationships may be missed if we focus on only one plan at a time. For example, it has been shown that plans that are rated highly on measures of access and availability of care tend to have high overall ratings. Conversely, poor access scores are associated with low overall plan scores. This relationship is clear when ratings are compared *across* plans. However, *within* a specific plan, member experiences may not be sufficiently varied to reveal the underlying relationship. That is, if all members are equally dissatisfied with access to care, this measure will show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the key role of access to care as a driver of member satisfaction and miss a critical opportunity for improvement.

In addition, expressing every CAHPS survey variable as a plan-level rate yields a complete and rich information set on each plan. This effectively eliminates any “gaps” in respondent-level data from a single plan caused by survey skip patterns and allows every response to be used in the analysis.

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g., contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's overall

satisfaction score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, addressed in more detail in the *Member Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of key drivers of member satisfaction, the analysis must consider all measurable influences on the overall rating of the plan.

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 availability; 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue is currently performing on these measures. Improvement targets identified specifically for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

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 <i>Usually or Always</i>)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
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 <i>Usually or Always</i>)	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue 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 Community Care Health Plan of Louisiana, Inc. dba Healthy Blue is currently performing on each measure.

The middle panel of the chart compares how Community Care Health Plan of Louisiana, Inc. dba Healthy Blue is performing compared to the *Best Practice* score on each key driver. CSS defined the *Best Practice* score as the highest score among the 25 plans contributing to the 2021 Anthem National Adult Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of Community Care Health Plan of Louisiana, Inc. dba Healthy Blue performance and the *Best Practice* score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score Community Care Health Plan of Louisiana, Inc. dba Healthy Blue could achieve if it performed on par with the *Best Practice* plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* score.

EXHIBIT 5. 2021 COMMUNITY CARE HEALTH PLAN OF LOUISIANA, INC. DBA HEALTHY BLUE ADULT MEDICAID CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance	Room for Improvement on Key Driver	Overall Improvement Opportunity
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
Q18. Rating of Personal Doctor (percent 9 or 10) 68.64%	+6.99%  75.63%	 +2.90%
Q9. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i>) 84.87%	+9.25%  94.12%	 +2.31%
Q22. Rating of Specialist Seen Most Often (percent 9 or 10) 73.33%	+4.17%  77.50%	 +0.55%
Q24. Customer service provided information or help (percent <i>Usually</i> or <i>Always</i>) 87.50%	+4.32%  91.82%	 +0.51%

* Best score on the key driver measure among all plans included in the 2021 Anthem National Adult Medicaid Average

7123000

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for Community Care Health Plan of Louisiana, Inc. dba Healthy Blue. The following is a list of possible interventions and resources related to each of the key drivers. This section is included as a guide to assist 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](http://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
<i>Never or Sometimes</i>	$1 / 5 = 0.20$	$1 / 4 = 0.25$	$(0.20 + 0.25) / 2 = 0.2250$
<i>Usually</i>	$2 / 5 = 0.40$	$1 / 4 = 0.25$	$(0.40 + 0.25) / 2 = 0.3250$
<i>Always</i>	$2 / 5 = 0.40$	$2 / 4 = 0.50$	$(0.40 + 0.50) / 2 = 0.4500$
<i>Usually or Always</i>	$4 / 5 = 0.80$	$3 / 4 = 0.75$	$(0.80 + 0.75) / 2 = 0.7750$

Therefore, 80.00 percent and 75.00 percent of members respectively provided favorable responses to the *Getting Care Quickly* questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.50 percent for the *Getting Care Quickly* composite.

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 measures⁵ 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 <i>Usually</i> or <i>Always</i>)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (percent 9 or 10) Coordination of Care (percent <i>Usually</i> or <i>Always</i>)
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 <i>Sometimes</i> , <i>Usually</i> , or <i>Always</i>)

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:

$$\text{Domain or Sub-Domain Measure Rating Score} = \sum (\text{Measure rating} * \text{Measure Weight}) / \sum \text{Weights}$$

All CAHPS measures have the weight of 1.5.

For example, if a plan earns 3 stars on *Getting Needed Care* and 4 stars on *Getting Care Quickly*, the plan’s *Getting Care* sub-domain score is calculated as $(3*1.5 + 4*1.5) / (1.5 + 1.5) = 3.5$ stars.

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey.
Benchmark	A reference score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate) against which performance on the measure is assessed.
CAHPS 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 <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (<i>n</i> , or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of "NA".
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.)

Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Usually or Always</i>) averaged across the questions that make up the composite.
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 <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually</i> or <i>Always</i> .
Response Rate	Survey response rate is calculated by NCQA using the following formula: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$
Rolling Average Rate Calculation Method	The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.
Sample size	The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.

Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time
Usable Responses (<i>n</i>)	See <i>Denominator</i>
Valid Response	Any acceptable response to a survey question (i.e., falling within a 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



Community Care Health Plan of Louisiana, Inc. dba Healthy Blue (Adult Medicaid Survey)

Survey Measures	Your Organization						Benchmark Comparisons						Your Organization's Estimated 2021 NCQA Health Plan (Star) Rating			
	2021		2020		2019		2021 Anthem National Adult Medicaid Average		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.	Rate	Point Diff.				
Patient Experience Measures Reported in NCQA Health Plan Ratings													★★★★☆			
Getting Care													★★★★☆			
Getting Needed Care Composite (% Always or Usually)	83.74%	(122)	90.43%	[-6.69]	81.65%	[+2.09]	84.54%	[-0.80]	83.47%	[+0.26]	82.96%	[+0.78]	★★★★☆			
Ease of Getting Needed Care (% Always or Usually)	84.87%	(152)	91.06%	[-6.19]	82.98%	[+1.89]	86.26%	[-1.39]	85.31%	[-0.44]	85.86%	[-0.99]	Not calculated			
Ease of Seeing a Specialist (% Always or Usually)	82.61%	(92)	89.80%	[-7.19]	80.31%	[+2.29]	82.83%	[+0.22]	81.64%	[+0.97]	80.11%	[+2.50]				
Getting Care Quickly Composite (% Always or Usually)	78.71%	(103)	81.36%	[-2.65]	78.42%	[+0.29]	82.88%	[-4.17]	81.20%	[-2.49]	82.35%	[-3.64]	★★★☆☆			
Ease of Getting Urgent Care (% Always or Usually)	79.01%	(81)	84.62%	[-5.60]	80.92%	[-1.91]	83.10%	[-4.08]	83.03%	[-4.02]	85.03%	[-6.02]	Not calculated			
Ease of Getting a Check-up or Routine Care (% Always or Usually)	78.40%	(125)	78.10%	[+0.30]	75.91%	[+2.49]	82.66%	[-4.26]	79.36%	[-0.96]	79.82%	[-1.42]				
Satisfaction With Plan Physicians													★★★★☆			
Rating of Personal Doctor (% 9 or 10)	68.64%	(169)	76.03%	[-7.39]	71.62%	[-2.98]	67.80%	[+0.84]	67.20%	[+1.43]	69.24%	[-0.60]	★★★★☆			
Rating of Specialist Seen Most Often (% 9 or 10)	73.33%	(90)	85.00%	[-11.67]	70.43%	[+2.90]	67.86%	[+5.48]	67.36%	[+5.97]	69.47%	[+3.86]	★★★★☆			
Rating of All Health Care (% 9 or 10)	63.16%	(152)	69.92%	[-6.76]	58.37%	[+4.79]	57.70%	[+5.46]	56.74%	[+6.42]	57.67%	[+5.49]	★★★★☆			
Coordination of Care (% Always or Usually)	86.84%	(76)	88.24%	[-1.39]	79.59%	[+7.25]	83.88%	[+2.97]	82.73%	[+4.12]	85.14%	[+1.70]	★★★★☆			
Satisfaction With Plan Services													★★★★☆			
Rating of Health Plan (% 9 or 10)	63.95%	(233)	76.83%	[-12.88]	✓	65.40%	[-1.45]	59.68%	[+4.27]	59.09%	[+4.85]	62.23%	[+1.72]	★★★☆☆		
Overall Ratings (% 8, 9, or 10) NOT Reported in NCQA Health Plan Ratings																
Rating of All Health Care (% 8, 9 or 10)	82.24%	(152)	85.37%	[-3.13]	78.11%	[+4.13]	77.43%	[+4.81]	77.16%	[+5.07]	76.43%	[+5.81]	Not calculated			
Rating of Personal Doctor (% 8, 9 or 10)	82.84%	(169)	87.60%	[-4.76]	83.78%	[-0.94]	82.83%	[+0.01]	82.25%	[+0.59]	83.46%	[-0.62]				
Rating of Specialist Seen Most Often (% 8, 9 or 10)	84.44%	(90)	90.00%	[-5.56]	87.83%	[-3.38]	82.96%	[+1.48]	82.64%	[+1.80]	83.93%	[+0.51]				
Rating of Health Plan (% 8, 9 or 10)	79.40%	(233)	85.98%	[-6.58]	80.00%	[-0.60]	75.92%	[+3.48]	75.76%	[+3.63]	78.50%	[+0.90]				
Additional Measures NOT Reported in NCQA Health Plan Ratings																
How Well Doctors Communicate Composite (% Always or Usually)	93.15%	(128)	97.49%	[-4.34]	94.11%	[-0.96]	92.39%	[+0.75]	91.65%	[+1.50]	93.16%	[-0.01]	Not calculated			
Doctor Explained Things (% Always or Usually)	92.86%	(126)	100.00%	[-7.14]	95.31%	[-2.46]	92.96%	[-0.10]	91.95%	[+0.90]	93.30%	[-0.44]				
Doctor Listened Carefully (% Always or Usually)	92.97%	(128)	97.27%	[-4.30]	93.19%	[-0.22]	92.48%	[+0.49]	91.85%	[+1.12]	93.40%	[-0.43]				
Doctor Showed Respect (% Always or Usually)	94.57%	(129)	97.22%	[-2.65]	95.83%	[-1.26]	93.79%	[+0.79]	93.43%	[+1.14]	94.69%	[-0.12]				
Doctor Spent Enough Time (% Always or Usually)	92.19%	(128)	95.45%	[-3.27]	92.11%	[+0.08]	90.35%	[+1.84]	89.36%	[+2.83]	91.27%	[+0.92]				
Customer Service Composite (% Always or Usually)	91.70%	(73)	88.99%	[+2.71]	90.66%	[+1.04]	89.25%	[+2.44]	88.51%	[+3.18]	89.27%	[+2.43]				
Customer Service Provided Information/Help (% Always or Usually)	87.50%	(72)	83.33%	[+4.17]	85.59%	[+1.91]	84.17%	[+3.33]	83.14%	[+4.36]	84.18%	[+3.32]				
Customer Service Was Courteous/Respectful (% Always or Usually)	95.89%	(73)	94.64%	[+1.25]	95.73%	[+0.16]	94.34%	[+1.55]	93.88%	[+2.01]	94.44%	[+1.45]				
Effectiveness of Care Measures																
Flu Vaccinations for Adults (% Yes)	32.43%	(222)	39.87%	[-7.44]	35.28%	[-2.84]	40.07%	[-7.63]	✓	39.10%	[-6.66]	✓	43.83%	[-11.40]	✓	★☆☆☆☆
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	71.97%	(157)	75.82%	[-3.85]	no data		73.24%	[-1.26]		71.82%	[+0.16]		77.20%	[-5.23]		★★★☆☆
Discussing Cessation Medications (% Sometimes, Usually, or Always)	41.40%	(157)	43.96%	[-2.55]	no data		48.25%	[-8.90]		50.30%	[-13.07]	✓	54.47%	[-13.07]	✓	Not calculated
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	43.59%	(156)	45.86%	[-2.27]	no data		41.85%	[+1.74]		43.96%	[-0.37]		48.67%	[-5.08]		

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.

If "no data" appears in place of a result, the result may not be available because the measure is new or not trendable, the survey was not conducted, or the administrative data required to calculate it were unavailable for the prior years.

7123000

APPENDIX C. CROSS-TABULATIONS

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 3

In the last 6 months, did you have an illness, injury, or condition that needed care right away?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	148	2	1	5	1	1	0	1	1	1	1	0	1	1	0	1	0	1	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,574	240	172	321	108	124	64	76	91	142	59	31	80	116	37	75	83	77	82	86	67
	97.8%	99.2%	99.4%	98.5%	99.1%	99.2%	100.0%	98.7%	98.9%	99.3%	98.3%	100.0%	98.8%	99.1%	100.0%	98.7%	100.0%	98.7%	98.8%	100.0%	98.5%
Yes	2,129	87	73	163	44	41	22	30	34	48	26	11	18	46	20	17	28	41	20	34	33
	32.4%	36.3%	42.4%	50.8%	40.7%	33.1%	34.4%	39.5%	37.4%	33.8%	44.1%	35.5%	22.5%	39.7%	54.1%	22.7%	33.7%	53.2%	24.4%	39.5%	49.3%
No	4,445	153	99	158	64	83	42	46	57	94	33	20	62	70	17	58	55	36	62	52	34
	67.6%	63.8%	57.6%	49.2%	59.3%	66.9%	65.6%	60.5%	62.6%	66.2%	55.9%	64.5%	77.5%	60.3%	45.9%	77.3%	66.3%	46.8%	75.6%	60.5%	50.7%
Significantly different from column: *		D											NO	M	M	R	R	PQ	TU	S	S

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 3

In the last 6 months, did you have an illness, injury, or condition that needed care right away?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	148	2	1	5	2	0	0	0	2	2	0	1	0	2	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,574	240	172	321	109	99	24	12	206	82	149	55	96	240	0	175	65	0
	97.8%	99.2%	99.4%	98.5%	98.2%	100.0%	100.0%	100.0%	99.0%	97.6%	100.0%	98.2%	100.0%	99.2%	---	98.9%	100.0%	---
Yes	2,129	87	73	163	40	39	7	3	78	28	57	29	35	87	0	68	19	0
	32.4%	36.3%	42.4%	50.8%	36.7%	39.4%	29.2%	25.0%	37.9%	34.1%	38.3%	52.7%	36.5%	36.3%	---	38.9%	29.2%	---
No	4,445	153	99	158	69	60	17	9	128	54	92	26	61	153	0	107	46	0
	67.6%	63.8%	57.6%	49.2%	63.3%	60.6%	70.8%	75.0%	62.1%	65.9%	61.7%	47.3%	63.5%	63.8%	---	61.1%	70.8%	---
Significantly different from column:*		D																

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,129	87	73	163	44	41	22	30	34	48	26	11	18	46	20	17	28	41	20	34	33
Number missing or multiple answer	88	6	8	11	3	2	1	1	3	3	2	0	0	3	1	0	3	3	0	2	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
Usable responses	2,041	81	65	152	41	39	21	29	31	45	24	11	18	43	19	17	25	38	20	32	29
	95.9%	93.1%	89.0%	93.3%	93.2%	95.1%	95.5%	96.7%	91.2%	93.8%	92.3%	100.0%	100.0%	93.5%	95.0%	100.0%	89.3%	92.7%	100.0%	94.1%	87.9%
Never	61	1	0	4	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0	0	1
	3.0%	1.2%	0.0%	2.6%	0.0%	2.6%	0.0%	0.0%	3.2%	0.0%	4.2%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	3.4%
Sometimes	284	16	10	25	8	7	5	7	4	8	7	1	5	8	3	2	6	7	4	5	7
	13.9%	19.8%	15.4%	16.4%	19.5%	17.9%	23.8%	24.1%	12.9%	17.8%	29.2%	9.1%	27.8%	18.6%	15.8%	11.8%	24.0%	18.4%	20.0%	15.6%	24.1%
Usually	407	17	10	24	4	13	6	8	3	8	6	3	3	9	5	5	7	5	7	2	8
	19.9%	21.0%	15.4%	15.8%	9.8%	33.3%	28.6%	27.6%	9.7%	17.8%	25.0%	27.3%	16.7%	20.9%	26.3%	29.4%	28.0%	13.2%	35.0%	6.3%	27.6%
Always	1,289	47	45	99	29	18	10	14	23	29	10	7	10	25	11	10	12	25	9	25	13
	63.2%	58.0%	69.2%	65.1%	70.7%	46.2%	47.6%	48.3%	74.2%	64.4%	41.7%	63.6%	55.6%	58.1%	57.9%	58.8%	48.0%	65.8%	45.0%	78.1%	44.8%
Significantly different from column:*					F	E		I	H										T	SU	T
Usually or Always	1,696	64	55	123	33	31	16	22	26	37	16	10	13	34	16	15	19	30	16	27	21
	83.1%	79.0%	84.6%	80.9%	80.5%	79.5%	76.2%	75.9%	83.9%	82.2%	66.7%	90.9%	72.2%	79.1%	84.2%	88.2%	76.0%	78.9%	80.0%	84.4%	72.4%
Significantly different from column:*																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,129	87	73	163	40	39	7	3	78	28	57	29	35	87	0	68	19	0
Number missing or multiple answer	88	6	8	11	3	2	0	0	5	2	4	1	3	6	0	3	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,041 95.9%	81 93.1%	65 89.0%	152 93.3%	37 92.5%	37 94.9%	7 100.0%	3 100.0%	73 93.6%	26 92.9%	53 93.0%	28 96.6%	32 91.4%	81 93.1%	0	65 95.6%	16 84.2%	0
Never	61 3.0%	1 1.2%	0 0.0%	4 2.6%	0 0.0%	1 2.7%	0 0.0%	0 0.0%	1 1.4%	0 0.0%	1 1.9%	1 3.6%	0 0.0%	1 1.2%	0	1 1.5%	0 0.0%	0
Sometimes	284 13.9%	16 19.8%	10 15.4%	25 16.4%	9 24.3%	5 13.5%	2 28.6%	1 33.3%	15 20.5%	5 19.2%	10 18.9%	6 21.4%	4 12.5%	16 19.8%	0	12 18.5%	4 25.0%	0
Usually	407 19.9%	17 21.0%	10 15.4%	24 15.8%	9 24.3%	6 16.2%	2 28.6%	1 33.3%	15 20.5%	6 23.1%	11 20.8%	6 21.4%	7 21.9%	17 21.0%	0	13 20.0%	4 25.0%	0
Always	1,289 63.2%	47 58.0%	45 69.2%	99 65.1%	19 51.4%	25 67.6%	3 42.9%	1 33.3%	42 57.5%	15 57.7%	31 58.5%	15 53.6%	21 65.6%	47 58.0%	0	39 60.0%	8 50.0%	0
Significantly different from column:*																		
Usually or Always	1,696 83.1%	64 79.0%	55 84.6%	123 80.9%	28 75.7%	31 83.8%	5 71.4%	2 66.7%	57 78.1%	21 80.8%	42 79.2%	21 75.0%	28 87.5%	64 79.0%	0	52 80.0%	12 75.0%	0
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	105	7	4	6	4	3	2	1	4	6	1	0	1	5	0	3	1	3	1	4	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
Usable responses	6,617	235	169	320	105	122	62	76	88	137	59	31	80	112	37	73	82	75	82	82	66
	98.4%	97.1%	97.7%	98.2%	96.3%	97.6%	96.9%	98.7%	95.7%	95.8%	98.3%	100.0%	98.8%	95.7%	100.0%	96.1%	98.8%	96.2%	98.8%	95.3%	97.1%
Yes	4,125	130	119	226	53	72	31	45	49	69	37	19	13	82	30	38	46	44	44	44	40
	62.3%	55.3%	70.4%	70.6%	50.5%	59.0%	50.0%	59.2%	55.7%	50.4%	62.7%	61.3%	16.3%	73.2%	81.1%	52.1%	56.1%	58.7%	53.7%	53.7%	60.6%
No	2,492	105	50	94	52	50	31	31	39	68	22	12	67	30	7	35	36	31	38	38	26
	37.7%	44.7%	29.6%	29.4%	49.5%	41.0%	50.0%	40.8%	44.3%	49.6%	37.3%	38.7%	83.8%	26.8%	18.9%	47.9%	43.9%	41.3%	46.3%	46.3%	39.4%
Significantly different from column:*		ACD											NO	M	M						

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	105	7	4	6	0	6	1	0	6	4	3	2	3	7	0	6	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,617	235	169	320	111	93	23	12	202	80	146	54	93	235	0	171	64	0
	98.4%	97.1%	97.7%	98.2%	100.0%	93.9%	95.8%	100.0%	97.1%	95.2%	98.0%	96.4%	96.9%	97.1%	---	96.6%	98.5%	---
Yes	4,125	130	119	226	65	47	12	8	110	44	81	41	69	130	0	97	33	0
	62.3%	55.3%	70.4%	70.6%	58.6%	50.5%	52.2%	66.7%	54.5%	55.0%	55.5%	75.9%	74.2%	55.3%	---	56.7%	51.6%	---
No	2,492	105	50	94	46	46	11	4	92	36	65	13	24	105	0	74	31	0
	37.7%	44.7%	29.6%	29.4%	41.4%	49.5%	47.8%	33.3%	45.5%	45.0%	44.5%	24.1%	25.8%	44.7%	---	43.3%	48.4%	---
Significantly different from column:*		ACD																

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,125	130	119	226	53	72	31	45	49	69	37	19	13	82	30	38	46	44	44	44	40
Number missing or multiple answer	141	5	14	6	2	3	1	0	4	4	0	1	1	3	1	0	3	2	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
Usable responses	3,984	125	105	220	51	69	30	45	45	65	37	18	12	79	29	38	43	42	42	42	39
	96.6%	96.2%	88.2%	97.3%	96.2%	95.8%	96.8%	100.0%	91.8%	94.2%	100.0%	94.7%	92.3%	96.3%	96.7%	100.0%	93.5%	95.5%	95.5%	95.5%	97.5%
Never	93	6	2	11	1	4	1	1	3	2	3	0	2	4	0	1	1	4	0	1	5
	2.3%	4.8%	1.9%	5.0%	2.0%	5.8%	3.3%	2.2%	6.7%	3.1%	8.1%	0.0%	16.7%	5.1%	0.0%	2.6%	2.3%	9.5%	0.0%	2.4%	12.8%
Sometimes	598	21	21	42	9	10	6	9	4	10	7	2	3	11	5	6	8	6	7	6	7
	15.0%	16.8%	20.0%	19.1%	17.6%	14.5%	20.0%	20.0%	8.9%	15.4%	18.9%	11.1%	25.0%	13.9%	17.2%	15.8%	18.6%	14.3%	16.7%	14.3%	17.9%
Usually	1,007	29	23	44	9	18	7	9	11	15	8	4	3	22	2	8	12	8	9	12	7
	25.3%	23.2%	21.9%	20.0%	17.6%	26.1%	23.3%	20.0%	24.4%	23.1%	21.6%	22.2%	25.0%	27.8%	6.9%	21.1%	27.9%	19.0%	21.4%	28.6%	17.9%
Always	2,286	69	59	123	32	37	16	26	27	38	19	12	4	42	22	23	22	24	26	23	20
	57.4%	55.2%	56.2%	55.9%	62.7%	53.6%	53.3%	57.8%	60.0%	58.5%	51.4%	66.7%	33.3%	53.2%	75.9%	60.5%	51.2%	57.1%	61.9%	54.8%	51.3%
Significantly different from column:*														O	N						
Usually or Always	3,293	98	82	167	41	55	23	35	38	53	27	16	7	64	24	31	34	32	35	35	27
	82.7%	78.4%	78.1%	75.9%	80.4%	79.7%	76.7%	77.8%	84.4%	81.5%	73.0%	88.9%	58.3%	81.0%	82.8%	81.6%	79.1%	76.2%	83.3%	83.3%	69.2%
Significantly different from column:*																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,125	130	119	226	65	47	12	8	110	44	81	41	69	130	0	97	33	0
Number missing or multiple answer	141	5	14	6	2	3	0	0	5	1	4	1	3	5	0	4	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,984	125	105	220	63	44	12	8	105	43	77	40	66	125	0	93	32	0
	96.6%	96.2%	88.2%	97.3%	96.9%	93.6%	100.0%	100.0%	95.5%	97.7%	95.1%	97.6%	95.7%	96.2%	---	95.9%	97.0%	---
Never	93	6	2	11	3	2	0	0	5	2	4	3	1	6	0	4	2	0
	2.3%	4.8%	1.9%	5.0%	4.8%	4.5%	0.0%	0.0%	4.8%	4.7%	5.2%	7.5%	1.5%	4.8%	---	4.3%	6.3%	---
Sometimes	598	21	21	42	8	7	4	2	16	13	7	8	7	21	0	13	8	0
	15.0%	16.8%	20.0%	19.1%	12.7%	15.9%	33.3%	25.0%	15.2%	30.2%	9.1%	20.0%	10.6%	16.8%	---	14.0%	25.0%	---
Usually	1,007	29	23	44	15	8	3	2	21	12	15	13	11	29	0	19	10	0
	25.3%	23.2%	21.9%	20.0%	23.8%	18.2%	25.0%	25.0%	20.0%	27.9%	19.5%	32.5%	16.7%	23.2%	---	20.4%	31.3%	---
Always	2,286	69	59	123	37	27	5	4	63	16	51	16	47	69	0	57	12	0
	57.4%	55.2%	56.2%	55.9%	58.7%	61.4%	41.7%	50.0%	60.0%	37.2%	66.2%	40.0%	71.2%	55.2%	---	61.3%	37.5%	---
Significantly different from column:*										K	J	M	L			Q	P	
Usually or Always	3,293	98	82	167	52	35	8	6	84	28	66	29	58	98	0	76	22	0
	82.7%	78.4%	78.1%	75.9%	82.5%	79.5%	66.7%	75.0%	80.0%	65.1%	85.7%	72.5%	87.9%	78.4%	---	81.7%	68.8%	---
Significantly different from column:*										K	J	M	L					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	173	7	2	16	2	3	1	0	4	3	2	0	0	0	0	0	2	4	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
Usable responses	6,549	235	171	310	107	122	63	77	88	140	58	31	81	117	37	76	81	74	83	83	65
	97.4%	97.1%	98.8%	95.1%	98.2%	97.6%	98.4%	100.0%	95.7%	97.9%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	94.9%	100.0%	96.5%	95.6%
None	2,184	81	45	73	42	37	22	24	31	54	15	9	81	0	0	29	28	23	31	23	25
	33.3%	34.5%	26.3%	23.5%	39.3%	30.3%	34.9%	31.2%	35.2%	38.6%	25.9%	29.0%	100.0%	0.0%	0.0%	38.2%	34.6%	31.1%	37.3%	27.7%	38.5%
1 time	1,089	40	36	37	19	20	14	7	19	19	11	10	0	40	0	18	15	6	15	18	7
	16.6%	17.0%	21.1%	11.9%	17.8%	16.4%	22.2%	9.1%	21.6%	13.6%	19.0%	32.3%	0.0%	34.2%	0.0%	23.7%	18.5%	8.1%	18.1%	21.7%	10.8%
2	1,020	27	40	51	14	11	4	16	5	17	7	1	0	27	0	5	10	11	5	9	12
	15.6%	11.5%	23.4%	16.5%	13.1%	9.0%	6.3%	20.8%	5.7%	12.1%	12.1%	3.2%	0.0%	23.1%	0.0%	6.6%	12.3%	14.9%	6.0%	10.8%	18.5%
3	744	31	19	44	12	18	7	10	13	20	6	4	0	31	0	7	7	16	9	13	8
	11.4%	13.2%	11.1%	14.2%	11.2%	14.8%	11.1%	13.0%	14.8%	14.3%	10.3%	12.9%	0.0%	26.5%	0.0%	9.2%	8.6%	21.6%	10.8%	15.7%	12.3%
4	454	19	13	33	5	14	5	6	8	10	7	2	0	19	0	5	7	7	8	8	3
	6.9%	8.1%	7.6%	10.6%	4.7%	11.5%	7.9%	7.8%	9.1%	7.1%	12.1%	6.5%	0.0%	16.2%	0.0%	6.6%	8.6%	9.5%	9.6%	9.6%	4.6%
5 to 9	745	26	16	58	9	17	9	7	10	16	8	2	0	0	26	9	11	6	11	8	7
	11.4%	11.1%	9.4%	18.7%	8.4%	13.9%	14.3%	9.1%	11.4%	11.4%	13.8%	6.5%	0.0%	0.0%	70.3%	11.8%	13.6%	8.1%	13.3%	9.6%	10.8%
10 or more times	313	11	2	14	6	5	2	7	2	4	4	3	0	0	11	3	3	5	4	4	3
	4.8%	4.7%	1.2%	4.5%	5.6%	4.1%	3.2%	9.1%	2.3%	2.9%	6.9%	9.7%	0.0%	0.0%	29.7%	3.9%	3.7%	6.8%	4.8%	4.8%	4.6%
5 or more times	1,058	37	18	72	15	22	11	14	12	20	12	5	0	0	37	12	14	11	15	12	10
	16.2%	15.7%	10.5%	23.2%	14.0%	18.0%	17.5%	18.2%	13.6%	14.3%	20.7%	16.1%	0.0%	0.0%	100.0%	15.8%	17.3%	14.9%	18.1%	14.5%	15.4%
Significantly different from column:*		D											O	O	MN						

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	173	7	2	16	1	2	2	0	4	2	4	0	0	7	0	2	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,549	235	171	310	110	97	22	12	204	82	145	56	96	235	0	175	60	0
	97.4%	97.1%	98.8%	95.1%	99.1%	98.0%	91.7%	100.0%	98.1%	97.6%	97.3%	100.0%	100.0%	97.1%	---	98.9%	92.3%	---
None	2,184	81	45	73	35	37	7	4	66	34	44	0	0	81	0	63	18	0
	33.3%	34.5%	26.3%	23.5%	31.8%	38.1%	31.8%	33.3%	32.4%	41.5%	30.3%	0.0%	0.0%	34.5%	---	36.0%	30.0%	---
1 time	1,089	40	36	37	17	18	5	2	37	10	29	13	27	40	0	32	8	0
	16.6%	17.0%	21.1%	11.9%	15.5%	18.6%	22.7%	16.7%	18.1%	12.2%	20.0%	23.2%	28.1%	17.0%	---	18.3%	13.3%	---
2	1,020	27	40	51	19	5	1	1	24	8	17	10	17	27	0	17	10	0
	15.6%	11.5%	23.4%	16.5%	17.3%	5.2%	4.5%	8.3%	11.8%	9.8%	11.7%	17.9%	17.7%	11.5%	---	9.7%	16.7%	---
3	744	31	19	44	16	12	2	3	26	8	22	9	22	31	0	23	8	0
	11.4%	13.2%	11.1%	14.2%	14.5%	12.4%	9.1%	25.0%	12.7%	9.8%	15.2%	16.1%	22.9%	13.2%	---	13.1%	13.3%	---
4	454	19	13	33	8	8	2	2	15	9	9	11	8	19	0	13	6	0
	6.9%	8.1%	7.6%	10.6%	7.3%	8.2%	9.1%	16.7%	7.4%	11.0%	6.2%	19.6%	8.3%	8.1%	---	7.4%	10.0%	---
5 to 9	745	26	16	58	9	14	3	0	25	11	15	11	14	26	0	19	7	0
	11.4%	11.1%	9.4%	18.7%	8.2%	14.4%	13.6%	0.0%	12.3%	13.4%	10.3%	19.6%	14.6%	11.1%	---	10.9%	11.7%	---
10 or more times	313	11	2	14	6	3	2	0	11	2	9	2	8	11	0	8	3	0
	4.8%	4.7%	1.2%	4.5%	5.5%	3.1%	9.1%	0.0%	5.4%	2.4%	6.2%	3.6%	8.3%	4.7%	---	4.6%	5.0%	---
5 or more times	1,058	37	18	72	15	17	5	0	36	13	24	13	22	37	0	27	10	0
	16.2%	15.7%	10.5%	23.2%	13.6%	17.5%	22.7%	0.0%	17.6%	15.9%	16.6%	23.2%	22.9%	15.7%	---	15.4%	16.7%	---
Significantly different from column:*		D																

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,365	154	126	237	65	85	41	53	57	86	43	22	0	117	37	47	53	51	52	60	40
Number missing or multiple answer	72	2	3	4	1	1	0	2	0	1	0	1	0	0	2	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
Usable responses	4,293	152	123	233	64	84	41	51	57	85	43	21	0	117	35	46	53	50	51	60	39
	98.4%	98.7%	97.6%	98.3%	98.5%	98.8%	100.0%	96.2%	100.0%	98.8%	100.0%	95.5%	---	100.0%	94.6%	97.9%	100.0%	98.0%	98.1%	100.0%	97.5%
0 Worst health care possible	21	1	0	4	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0	0	1
	0.5%	0.7%	0.0%	1.7%	0.0%	1.2%	0.0%	0.0%	1.8%	0.0%	2.3%	0.0%	---	0.9%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	2.6%
1	13	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.4%	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%
2	23	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	36	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	65	3	4	0	1	2	2	0	1	3	0	0	0	2	1	1	1	1	2	1	0
	1.5%	2.0%	3.3%	0.0%	1.6%	2.4%	4.9%	0.0%	1.8%	3.5%	0.0%	0.0%	---	1.7%	2.9%	2.2%	1.9%	2.0%	3.9%	1.7%	0.0%
5	215	11	4	10	3	7	6	3	1	4	5	1	0	10	1	2	3	6	3	2	6
	5.0%	7.2%	3.3%	4.3%	4.7%	8.3%	14.6%	5.9%	1.8%	4.7%	11.6%	4.8%	---	8.5%	2.9%	4.3%	5.7%	12.0%	5.9%	3.3%	15.4%
6	205	4	2	12	3	1	0	3	1	2	0	2	0	3	1	1	0	3	0	2	2
	4.8%	2.6%	1.6%	5.2%	4.7%	1.2%	0.0%	5.9%	1.8%	2.4%	0.0%	9.5%	---	2.6%	2.9%	2.2%	0.0%	6.0%	0.0%	3.3%	5.1%
7	391	8	8	18	4	4	4	1	3	5	1	2	0	8	0	0	6	2	2	5	1
	9.1%	5.3%	6.5%	7.7%	6.3%	4.8%	9.8%	2.0%	5.3%	5.9%	2.3%	9.5%	---	6.8%	0.0%	0.0%	11.3%	4.0%	3.9%	8.3%	2.6%
8	847	29	19	46	11	18	10	9	10	16	10	3	0	19	10	9	10	10	7	14	8
	19.7%	19.1%	15.4%	19.7%	17.2%	21.4%	24.4%	17.6%	17.5%	18.8%	23.3%	14.3%	---	16.2%	28.6%	19.6%	18.9%	20.0%	13.7%	23.3%	20.5%
9	668	16	19	27	7	9	1	8	7	9	4	3	0	14	2	3	7	6	5	8	3
	15.6%	10.5%	15.4%	11.6%	10.9%	10.7%	2.4%	15.7%	12.3%	10.6%	9.3%	14.3%	---	12.0%	5.7%	6.5%	13.2%	12.0%	9.8%	13.3%	7.7%
10 Best health care possible	1,809	80	67	109	35	42	18	27	33	46	22	10	0	60	20	30	26	21	32	28	18
	42.1%	52.6%	54.5%	46.8%	54.7%	50.0%	43.9%	52.9%	57.9%	54.1%	51.2%	47.6%	---	51.3%	57.1%	65.2%	49.1%	42.0%	62.7%	46.7%	46.2%

NA - Not applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,365	154	126	237	75	60	15	8	138	48	101	56	96	154	0	112	42	0
Number missing or multiple answer	72	2	3	4	2	0	0	0	2	1	1	0	0	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,293	152	123	233	73	60	15	8	136	47	100	56	96	152	0	111	41	0
	98.4%	98.7%	97.6%	98.3%	97.3%	100.0%	100.0%	100.0%	98.6%	97.9%	99.0%	100.0%	100.0%	98.7%	---	99.1%	97.6%	---
0 Worst health care possible	21	1	0	4	0	1	0	0	1	0	1	1	0	1	0	1	0	0
	0.5%	0.7%	0.0%	1.7%	0.0%	1.7%	0.0%	0.0%	0.7%	0.0%	1.0%	1.8%	0.0%	0.7%	---	0.9%	0.0%	---
1	13	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	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%	---
2	23	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---
3	36	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---
4	65	3	4	0	1	1	1	1	2	3	0	3	0	3	0	3	0	0
	1.5%	2.0%	3.3%	0.0%	1.4%	1.7%	6.7%	12.5%	1.5%	6.4%	0.0%	5.4%	0.0%	2.0%	---	2.7%	0.0%	---
5	215	11	4	10	6	1	3	1	9	7	4	11	0	11	0	8	3	0
	5.0%	7.2%	3.3%	4.3%	8.2%	1.7%	20.0%	12.5%	6.6%	14.9%	4.0%	19.6%	0.0%	7.2%	---	7.2%	7.3%	---
6	205	4	2	12	1	3	0	0	4	3	1	4	0	4	0	4	0	0
	4.8%	2.6%	1.6%	5.2%	1.4%	5.0%	0.0%	0.0%	2.9%	6.4%	1.0%	7.1%	0.0%	2.6%	---	3.6%	0.0%	---
7	391	8	8	18	4	2	1	0	6	4	3	8	0	8	0	6	2	0
	9.1%	5.3%	6.5%	7.7%	5.5%	3.3%	6.7%	0.0%	4.4%	8.5%	3.0%	14.3%	0.0%	5.3%	---	5.4%	4.9%	---
8	847	29	19	46	12	11	6	1	28	19	10	29	0	29	0	21	8	0
	19.7%	19.1%	15.4%	19.7%	16.4%	18.3%	40.0%	12.5%	20.6%	40.4%	10.0%	51.8%	0.0%	19.1%	---	18.9%	19.5%	---
9	668	16	19	27	9	7	0	1	15	4	12	0	16	16	0	11	5	0
	15.6%	10.5%	15.4%	11.6%	12.3%	11.7%	0.0%	12.5%	11.0%	8.5%	12.0%	0.0%	16.7%	10.5%	---	9.9%	12.2%	---
10 Best health care possible	1,809	80	67	109	40	34	4	4	71	7	69	0	80	80	0	57	23	0
	42.1%	52.6%	54.5%	46.8%	54.8%	56.7%	26.7%	50.0%	52.2%	14.9%	69.0%	0.0%	83.3%	52.6%	---	51.4%	56.1%	---

NA - Not applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,365	154	126	237	65	85	41	53	57	86	43	22	0	117	37	47	53	51	52	60	40
Number missing or multiple answer	72	2	3	4	1	1	0	2	0	1	0	1	0	0	2	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
Usable responses	4,293	152	123	233	64	84	41	51	57	85	43	21	0	117	35	46	53	50	51	60	39
	98.4%	98.7%	97.6%	98.3%	98.5%	98.8%	100.0%	96.2%	100.0%	98.8%	100.0%	95.5%	---	100.0%	94.6%	97.9%	100.0%	98.0%	98.1%	100.0%	97.5%
0 to 1	34	1	0	5	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0	0	1
	0.8%	0.7%	0.0%	2.1%	0.0%	1.2%	0.0%	0.0%	1.8%	0.0%	2.3%	0.0%	---	0.9%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	2.6%
0 to 2	57	1	0	8	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0	0	1
	1.3%	0.7%	0.0%	3.4%	0.0%	1.2%	0.0%	0.0%	1.8%	0.0%	2.3%	0.0%	---	0.9%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	2.6%
0 to 7	969	27	18	51	11	15	12	7	7	14	7	5	0	24	3	4	10	13	7	10	10
	22.6%	17.8%	14.6%	21.9%	17.2%	17.9%	29.3%	13.7%	12.3%	16.5%	16.3%	23.8%	---	20.5%	8.6%	8.7%	18.9%	26.0%	13.7%	16.7%	25.6%
0 to 8	1,816	56	37	97	22	33	22	16	17	30	17	8	0	43	13	13	20	23	14	24	18
	42.3%	36.8%	30.1%	41.6%	34.4%	39.3%	53.7%	31.4%	29.8%	35.3%	39.5%	38.1%	---	36.8%	37.1%	28.3%	37.7%	46.0%	27.5%	40.0%	46.2%
8 to 10	3,324	125	105	182	53	69	29	44	50	71	36	16	0	93	32	42	43	37	44	50	29
	77.4%	82.2%	85.4%	78.1%	82.8%	82.1%	70.7%	86.3%	87.7%	83.5%	83.7%	76.2%	---	79.5%	91.4%	91.3%	81.1%	74.0%	86.3%	83.3%	74.4%
9 to 10	2,477	96	86	136	42	51	19	35	40	55	26	13	0	74	22	33	33	27	37	36	21
	57.7%	63.2%	69.9%	58.4%	65.6%	60.7%	46.3%	68.6%	70.2%	64.7%	60.5%	61.9%	---	63.2%	62.9%	71.7%	62.3%	54.0%	72.5%	60.0%	53.8%
Significantly different from column: *							HI	G	G												

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,365	154	126	237	75	60	15	8	138	48	101	56	96	154	0	112	42	0
Number missing or multiple answer	72	2	3	4	2	0	0	0	2	1	1	0	0	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,293 98.4%	152 98.7%	123 97.6%	233 98.3%	73 97.3%	60 100.0%	15 100.0%	8 100.0%	136 98.6%	47 97.9%	100 99.0%	56 100.0%	96 100.0%	152 98.7%	0 ---	111 99.1%	41 97.6%	0 ---
0 to 1	34 0.8%	1 0.7%	0 0.0%	5 2.1%	0 0.0%	1 1.7%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	1 1.0%	1 1.8%	0 0.0%	1 0.7%	0 ---	1 0.9%	0 0.0%	0 ---
0 to 2	57 1.3%	1 0.7%	0 0.0%	8 3.4%	0 0.0%	1 1.7%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	1 1.0%	1 1.8%	0 0.0%	1 0.7%	0 ---	1 0.9%	0 0.0%	0 ---
0 to 7	969 22.6%	27 17.8%	18 14.6%	51 21.9%	12 16.4%	8 13.3%	5 33.3%	2 25.0%	22 16.2%	17 36.2%	9 9.0%	27 48.2%	0 0.0%	27 17.8%	0 ---	22 19.8%	5 12.2%	0 ---
0 to 8	1,816 42.3%	56 36.8%	37 30.1%	97 41.6%	24 32.9%	19 31.7%	11 73.3%	3 37.5%	50 36.8%	36 76.6%	19 19.0%	56 100.0%	0 0.0%	56 36.8%	0 ---	43 38.7%	13 31.7%	0 ---
8 to 10	3,324 77.4%	125 82.2%	105 85.4%	182 78.1%	61 83.6%	52 86.7%	10 66.7%	6 75.0%	114 83.8%	30 63.8%	91 91.0%	29 51.8%	96 100.0%	125 82.2%	0 ---	89 80.2%	36 87.8%	0 ---
9 to 10	2,477 57.7%	96 63.2%	86 69.9%	136 58.4%	49 67.1%	41 68.3%	4 26.7%	5 62.5%	86 63.2%	11 23.4%	81 81.0%	0 0.0%	96 100.0%	96 63.2%	0 ---	68 61.3%	28 68.3%	0 ---
Significantly different from column:*					G	G	EF			K	J	M	L					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,365	154	126	237	65	85	41	53	57	86	43	22	0	117	37	47	53	51	52	60	40
Number missing or multiple answer	71	2	3	2	0	2	0	2	0	1	1	0	0	1	1	0	1	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,294	152	123	235	65	83	41	51	57	85	42	22	0	116	36	47	52	50	52	59	39
	98.4%	98.7%	97.6%	99.2%	100.0%	97.6%	100.0%	96.2%	100.0%	98.8%	97.7%	100.0%	---	99.1%	97.3%	100.0%	98.1%	98.0%	100.0%	98.3%	97.5%
Never	88	3	2	6	0	3	0	1	2	1	1	1	0	2	1	1	1	1	1	0	2
	2.0%	2.0%	1.6%	2.6%	0.0%	3.6%	0.0%	2.0%	3.5%	1.2%	2.4%	4.5%	---	1.7%	2.8%	2.1%	1.9%	2.0%	1.9%	0.0%	5.1%
Sometimes	502	20	9	34	8	10	9	6	4	11	6	2	0	18	2	4	6	9	5	5	10
	11.7%	13.2%	7.3%	14.5%	12.3%	12.0%	22.0%	11.8%	7.0%	12.9%	14.3%	9.1%	---	15.5%	5.6%	8.5%	11.5%	18.0%	9.6%	8.5%	25.6%
Usually	1,201	36	23	46	16	20	10	10	16	19	12	5	0	27	9	11	13	12	12	16	8
	28.0%	23.7%	18.7%	19.6%	24.6%	24.1%	24.4%	19.6%	28.1%	22.4%	28.6%	22.7%	---	23.3%	25.0%	23.4%	25.0%	24.0%	23.1%	27.1%	20.5%
Always	2,503	93	89	149	41	50	22	34	35	54	23	14	0	69	24	31	32	28	34	38	19
	58.3%	61.2%	72.4%	63.4%	63.1%	60.2%	53.7%	66.7%	61.4%	63.5%	54.8%	63.6%	---	59.5%	66.7%	66.0%	61.5%	56.0%	65.4%	64.4%	48.7%
Significantly different from column:*																					
Usually or Always	3,704	129	112	195	57	70	32	44	51	73	35	19	0	96	33	42	45	40	46	54	27
	86.3%	84.9%	91.1%	83.0%	87.7%	84.3%	78.0%	86.3%	89.5%	85.9%	83.3%	86.4%	---	82.8%	91.7%	89.4%	86.5%	80.0%	88.5%	91.5%	69.2%
Significantly different from column:*																			U	U	ST

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,365	154	126	237	75	60	15	8	138	48	101	56	96	154	0	112	42	0
Number missing or multiple answer	71	2	3	2	0	1	1	1	1	2	0	2	0	2	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,294 98.4%	152 98.7%	123 97.6%	235 99.2%	75 100.0%	59 98.3%	14 93.3%	7 87.5%	137 99.3%	46 95.8%	101 100.0%	54 96.4%	96 100.0%	152 98.7%	0 ---	110 98.2%	42 100.0%	0 ---
Never	88 2.0%	3 2.0%	2 1.6%	6 2.6%	0 0.0%	2 3.4%	1 7.1%	1 14.3%	2 1.5%	1 2.2%	2 2.0%	1 1.9%	2 2.1%	3 2.0%	0 ---	2 1.8%	1 2.4%	0 ---
Sometimes	502 11.7%	20 13.2%	9 7.3%	34 14.5%	9 12.0%	6 10.2%	4 28.6%	2 28.6%	17 12.4%	9 19.6%	11 10.9%	14 25.9%	6 6.3%	20 13.2%	0 ---	12 10.9%	8 19.0%	0 ---
Usually	1,201 28.0%	36 23.7%	23 18.7%	46 19.6%	18 24.0%	14 23.7%	3 21.4%	0 0.0%	34 24.8%	20 43.5%	16 15.8%	23 42.6%	11 11.5%	36 23.7%	0 ---	25 22.7%	11 26.2%	0 ---
Always	2,503 58.3%	93 61.2%	89 72.4%	149 63.4%	48 64.0%	37 62.7%	6 42.9%	4 57.1%	84 61.3%	16 34.8%	72 71.3%	16 29.6%	77 80.2%	93 61.2%	0 ---	71 64.5%	22 52.4%	0 ---
Significantly different from column:*										K	J	M	L					
Usually or Always	3,704 86.3%	129 84.9%	112 91.1%	195 83.0%	66 88.0%	51 86.4%	9 64.3%	4 57.1%	118 86.1%	36 78.3%	88 87.1%	39 72.2%	88 91.7%	129 84.9%	0 ---	96 87.3%	33 78.6%	0 ---
Significantly different from column:*												M	L					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	85	5	2	10	1	4	0	0	4	4	1	0	2	2	0	0	1	4	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
Usable responses	6,637	237	171	316	108	121	64	77	88	139	59	31	79	115	37	76	82	74	83	83	66
	98.7%	97.9%	98.8%	96.9%	99.1%	96.8%	100.0%	100.0%	95.7%	97.2%	98.3%	100.0%	97.5%	98.3%	100.0%	100.0%	98.8%	94.9%	100.0%	96.5%	97.1%
Yes	5,435	175	129	234	76	92	42	54	73	103	45	21	45	90	35	56	56	58	61	64	45
	81.9%	73.8%	75.4%	74.1%	70.4%	76.0%	65.6%	70.1%	83.0%	74.1%	76.3%	67.7%	57.0%	78.3%	94.6%	73.7%	68.3%	78.4%	73.5%	77.1%	68.2%
No	1,202	62	42	82	32	29	22	23	15	36	14	10	34	25	2	20	26	16	22	19	21
	18.1%	26.2%	24.6%	25.9%	29.6%	24.0%	34.4%	29.9%	17.0%	25.9%	23.7%	32.3%	43.0%	21.7%	5.4%	26.3%	31.7%	21.6%	26.5%	22.9%	31.8%
Significantly different from column:*		A					I		G				NO	MO	MN						

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	85	5	2	10	0	4	1	0	3	1	4	0	2	5	0	4	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,637	237	171	316	111	95	23	12	205	83	145	56	94	237	0	173	64	0
	98.7%	97.9%	98.8%	96.9%	100.0%	96.0%	95.8%	100.0%	98.6%	98.8%	97.3%	100.0%	97.9%	97.9%	---	97.7%	98.5%	---
Yes	5,435	175	129	234	86	67	15	7	152	52	117	44	80	175	0	130	45	0
	81.9%	73.8%	75.4%	74.1%	77.5%	70.5%	65.2%	58.3%	74.1%	62.7%	80.7%	78.6%	85.1%	73.8%	---	75.1%	70.3%	---
No	1,202	62	42	82	25	28	8	5	53	31	28	12	14	62	0	43	19	0
	18.1%	26.2%	24.6%	25.9%	22.5%	29.5%	34.8%	41.7%	25.9%	37.3%	19.3%	21.4%	14.9%	26.2%	---	24.9%	29.7%	---
Significantly different from column:*		A								K	J							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,435	175	129	234	76	92	42	54	73	103	45	21	45	90	35	56	56	58	61	64	45
Number missing or multiple answer	207	5	3	13	3	2	3	0	2	4	1	0	3	0	0	1	3	1	1	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,228	170	126	221	73	90	39	54	71	99	44	21	42	90	35	55	53	57	60	60	45
	96.2%	97.1%	97.7%	94.4%	96.1%	97.8%	92.9%	100.0%	97.3%	96.1%	97.8%	100.0%	93.3%	100.0%	100.0%	98.2%	94.6%	98.3%	98.4%	93.8%	100.0%
None	1,233	41	16	28	22	17	10	14	16	26	8	6	29	11	1	17	12	10	15	15	9
	23.6%	24.1%	12.7%	12.7%	30.1%	18.9%	25.6%	25.9%	22.5%	26.3%	18.2%	28.6%	69.0%	12.2%	2.9%	30.9%	22.6%	17.5%	25.0%	25.0%	20.0%
1 time	1,364	48	40	42	21	26	14	10	23	23	16	8	5	35	7	20	13	14	22	17	8
	26.1%	28.2%	31.7%	19.0%	28.8%	28.9%	35.9%	18.5%	32.4%	23.2%	36.4%	38.1%	11.9%	38.9%	20.0%	36.4%	24.5%	24.6%	36.7%	28.3%	17.8%
2	1,149	34	35	55	13	20	7	15	11	21	8	4	4	22	8	8	14	12	8	12	14
	22.0%	20.0%	27.8%	24.9%	17.8%	22.2%	17.9%	27.8%	15.5%	21.2%	18.2%	19.0%	9.5%	24.4%	22.9%	14.5%	26.4%	21.1%	13.3%	20.0%	31.1%
3	616	18	11	33	4	12	2	5	9	9	7	0	1	14	2	5	4	7	7	6	3
	11.8%	10.6%	8.7%	14.9%	5.5%	13.3%	5.1%	9.3%	12.7%	9.1%	15.9%	0.0%	2.4%	15.6%	5.7%	9.1%	7.5%	12.3%	11.7%	10.0%	6.7%
4	326	10	13	17	6	4	2	4	4	9	0	1	1	5	4	1	5	4	3	5	2
	6.2%	5.9%	10.3%	7.7%	8.2%	4.4%	5.1%	7.4%	5.6%	9.1%	0.0%	4.8%	2.4%	5.6%	11.4%	1.8%	9.4%	7.0%	5.0%	8.3%	4.4%
5 to 9	433	15	10	39	5	10	2	5	8	9	4	2	2	2	11	3	5	7	4	4	7
	8.3%	8.8%	7.9%	17.6%	6.8%	11.1%	5.1%	9.3%	11.3%	9.1%	9.1%	9.5%	4.8%	2.2%	31.4%	5.5%	9.4%	12.3%	6.7%	6.7%	15.6%
10 or more times	107	4	1	7	2	1	2	1	0	2	1	0	0	1	2	1	0	3	1	1	2
	2.0%	2.4%	0.8%	3.2%	2.7%	1.1%	5.1%	1.9%	0.0%	2.0%	2.3%	0.0%	0.0%	1.1%	5.7%	1.8%	0.0%	5.3%	1.7%	1.7%	4.4%
5 or more times	540	19	11	46	7	11	4	6	8	11	5	2	2	3	13	4	5	10	5	5	9
	10.3%	11.2%	8.7%	20.8%	9.6%	12.2%	10.3%	11.1%	11.3%	11.1%	11.4%	9.5%	4.8%	3.3%	37.1%	7.3%	9.4%	17.5%	8.3%	8.3%	20.0%
Significantly different from column:*		D											O	M							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,435	175	129	234	86	67	15	7	152	52	117	44	80	175	0	130	45	0
Number missing or multiple answer	207	5	3	13	4	0	1	0	5	4	1	0	0	5	0	3	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,228	170	126	221	82	67	14	7	147	48	116	44	80	170	0	127	43	0
	96.2%	97.1%	97.7%	94.4%	95.3%	100.0%	93.3%	100.0%	96.7%	92.3%	99.1%	100.0%	100.0%	97.1%	---	97.7%	95.6%	---
None	1,233	41	16	28	20	16	4	0	37	10	29	5	7	41	0	33	8	0
	23.6%	24.1%	12.7%	12.7%	24.4%	23.9%	28.6%	0.0%	25.2%	20.8%	25.0%	11.4%	8.8%	24.1%	---	26.0%	18.6%	---
1 time	1,364	48	40	42	21	24	2	1	43	13	33	12	30	48	0	36	12	0
	26.1%	28.2%	31.7%	19.0%	25.6%	35.8%	14.3%	14.3%	29.3%	27.1%	28.4%	27.3%	37.5%	28.2%	---	28.3%	27.9%	---
2	1,149	34	35	55	20	8	5	3	30	13	21	13	17	34	0	24	10	0
	22.0%	20.0%	27.8%	24.9%	24.4%	11.9%	35.7%	42.9%	20.4%	27.1%	18.1%	29.5%	21.3%	20.0%	---	18.9%	23.3%	---
3	616	18	11	33	7	8	1	2	11	5	11	5	11	18	0	14	4	0
	11.8%	10.6%	8.7%	14.9%	8.5%	11.9%	7.1%	28.6%	7.5%	10.4%	9.5%	11.4%	13.8%	10.6%	---	11.0%	9.3%	---
4	326	10	13	17	4	5	0	0	9	2	8	4	5	10	0	7	3	0
	6.2%	5.9%	10.3%	7.7%	4.9%	7.5%	0.0%	0.0%	6.1%	4.2%	6.9%	9.1%	6.3%	5.9%	---	5.5%	7.0%	---
5 to 9	433	15	10	39	10	3	2	1	14	4	11	5	7	15	0	11	4	0
	8.3%	8.8%	7.9%	17.6%	12.2%	4.5%	14.3%	14.3%	9.5%	8.3%	9.5%	11.4%	8.8%	8.8%	---	8.7%	9.3%	---
10 or more times	107	4	1	7	0	3	0	0	3	1	3	0	3	4	0	2	2	0
	2.0%	2.4%	0.8%	3.2%	0.0%	4.5%	0.0%	0.0%	2.0%	2.1%	2.6%	0.0%	3.8%	2.4%	---	1.6%	4.7%	---
5 or more times	540	19	11	46	10	6	2	1	17	5	14	5	10	19	0	13	6	0
	10.3%	11.2%	8.7%	20.8%	12.2%	9.0%	14.3%	14.3%	11.6%	10.4%	12.1%	11.4%	12.5%	11.2%	---	10.2%	14.0%	---
Significantly different from column:*		D																

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,995	129	110	193	51	73	29	40	55	73	36	15	13	79	34	38	41	47	45	45	36
Number missing or multiple answer	19	3	0	1	2	1	0	3	0	3	0	0	1	1	1	1	1	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
Usable responses	3,976	126	110	192	49	72	29	37	55	70	36	15	12	78	33	37	40	46	44	44	35
	99.5%	97.7%	100.0%	99.5%	96.1%	98.6%	100.0%	92.5%	100.0%	95.9%	100.0%	100.0%	92.3%	98.7%	97.1%	97.4%	97.6%	97.9%	97.8%	97.8%	97.2%
Never	52	1	0	1	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0	0	1
	1.3%	0.8%	0.0%	0.5%	0.0%	1.4%	0.0%	0.0%	1.8%	0.0%	2.8%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	2.9%
Sometimes	228	8	0	8	2	6	2	1	5	4	4	0	5	2	1	4	1	3	4	1	3
	5.7%	6.3%	0.0%	4.2%	4.1%	8.3%	6.9%	2.7%	9.1%	5.7%	11.1%	0.0%	41.7%	2.6%	3.0%	10.8%	2.5%	6.5%	9.1%	2.3%	8.6%
Usually	665	14	11	24	5	7	2	4	6	6	3	3	0	10	3	2	6	5	2	8	3
	16.7%	11.1%	10.0%	12.5%	10.2%	9.7%	6.9%	10.8%	10.9%	8.6%	8.3%	20.0%	0.0%	12.8%	9.1%	5.4%	15.0%	10.9%	4.5%	18.2%	8.6%
Always	3,031	103	99	159	42	58	25	32	43	60	28	12	7	65	29	31	33	37	38	35	28
	76.2%	81.7%	90.0%	82.8%	85.7%	80.6%	86.2%	86.5%	78.2%	85.7%	77.8%	80.0%	58.3%	83.3%	87.9%	83.8%	82.5%	80.4%	86.4%	79.5%	80.0%
Significantly different from column:*																					
Usually or Always	3,696	117	110	183	47	65	27	36	49	66	31	15	7	75	32	33	39	42	40	43	31
	93.0%	92.9%	100.0%	95.3%	95.9%	90.3%	93.1%	97.3%	89.1%	94.3%	86.1%	100.0%	58.3%	96.2%	97.0%	89.2%	97.5%	91.3%	90.9%	97.7%	88.6%
Significantly different from column:*																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	3,995	129	110	193	62	51	10	7	110	38	87	39	73	129	0	94	35	0
Number missing or multiple answer	19	3	0	1	2	0	1	0	3	0	3	0	1	3	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,976 99.5%	126 97.7%	110 100.0%	192 99.5%	60 96.8%	51 100.0%	9 90.0%	7 100.0%	107 97.3%	38 100.0%	84 96.6%	39 100.0%	72 98.6%	126 97.7%	0 ---	92 97.9%	34 97.1%	0 ---
Never	52 1.3%	1 0.8%	0 0.0%	1 0.5%	0 0.0%	1 2.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	1 1.2%	1 2.6%	0 0.0%	1 0.8%	0 ---	1 1.1%	0 0.0%	0 ---
Sometimes	228 5.7%	8 6.3%	0 0.0%	8 4.2%	3 5.0%	4 7.8%	1 11.1%	0 0.0%	7 6.5%	5 13.2%	3 3.6%	3 7.7%	0 0.0%	8 6.3%	0 ---	5 5.4%	3 8.8%	0 ---
Usually	665 16.7%	14 11.1%	11 10.0%	24 12.5%	6 10.0%	6 11.8%	0 0.0%	1 14.3%	10 9.3%	11 28.9%	2 2.4%	11 28.2%	2 2.8%	14 11.1%	0 ---	11 12.0%	3 8.8%	0 ---
Always	3,031 76.2%	103 81.7%	99 90.0%	159 82.8%	51 85.0%	40 78.4%	8 88.9%	6 85.7%	89 83.2%	22 57.9%	78 92.9%	24 61.5%	70 97.2%	103 81.7%	0 ---	75 81.5%	28 82.4%	0 ---
Significantly different from column:*										K	J	M	L					
Usually or Always	3,696 93.0%	117 92.9%	110 100.0%	183 95.3%	57 95.0%	46 90.2%	8 88.9%	7 100.0%	99 92.5%	33 86.8%	80 95.2%	35 89.7%	72 100.0%	117 92.9%	0 ---	86 93.5%	31 91.2%	0 ---
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,995	129	110	193	51	73	29	40	55	73	36	15	13	79	34	38	41	47	45	45	36
Number missing or multiple answer	20	1	0	2	1	0	0	1	0	1	0	0	0	1	0	0	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,975	128	110	191	50	73	29	39	55	72	36	15	13	78	34	38	41	46	45	45	35
	99.5%	99.2%	100.0%	99.0%	98.0%	100.0%	100.0%	97.5%	100.0%	98.6%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	97.2%
Never	52	2	0	1	0	2	0	1	1	1	1	0	0	1	1	0	0	2	0	0	2
	1.3%	1.6%	0.0%	0.5%	0.0%	2.7%	0.0%	2.6%	1.8%	1.4%	2.8%	0.0%	0.0%	1.3%	2.9%	0.0%	0.0%	4.3%	0.0%	0.0%	5.7%
Sometimes	247	7	3	12	1	6	3	1	3	4	3	0	4	3	0	4	0	3	2	2	3
	6.2%	5.5%	2.7%	6.3%	2.0%	8.2%	10.3%	2.6%	5.5%	5.6%	8.3%	0.0%	30.8%	3.8%	0.0%	10.5%	0.0%	6.5%	4.4%	4.4%	8.6%
Usually	597	17	11	26	6	10	3	4	9	9	4	3	1	11	4	4	7	5	6	8	2
	15.0%	13.3%	10.0%	13.6%	12.0%	13.7%	10.3%	10.3%	16.4%	12.5%	11.1%	20.0%	7.7%	14.1%	11.8%	10.5%	17.1%	10.9%	13.3%	17.8%	5.7%
Always	3,079	102	96	152	43	55	23	33	42	58	28	12	8	63	29	30	34	36	37	35	28
	77.5%	79.7%	87.3%	79.6%	86.0%	75.3%	79.3%	84.6%	76.4%	80.6%	77.8%	80.0%	61.5%	80.8%	85.3%	78.9%	82.9%	78.3%	82.2%	77.8%	80.0%
Significantly different from column:*																					
Usually or Always	3,676	119	107	178	49	65	26	37	51	67	32	15	9	74	33	34	41	41	43	43	30
	92.5%	93.0%	97.3%	93.2%	98.0%	89.0%	89.7%	94.9%	92.7%	93.1%	88.9%	100.0%	69.2%	94.9%	97.1%	89.5%	100.0%	89.1%	95.6%	95.6%	85.7%
Significantly different from column:*																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	3,995	129	110	193	62	51	10	7	110	38	87	39	73	129	0	94	35	0
Number missing or multiple answer	20	1	0	2	1	0	0	0	1	0	1	0	1	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,975 99.5%	128 99.2%	110 100.0%	191 99.0%	61 98.4%	51 100.0%	10 100.0%	7 100.0%	109 99.1%	38 100.0%	86 98.9%	39 100.0%	72 98.6%	128 99.2%	0 ---	93 98.9%	35 100.0%	0 ---
Never	52 1.3%	2 1.6%	0 0.0%	1 0.5%	1 1.6%	1 2.0%	0 0.0%	0 0.0%	2 1.8%	0 0.0%	2 2.3%	1 2.6%	0 0.0%	2 1.6%	0 ---	2 2.2%	0 0.0%	0 ---
Sometimes	247 6.2%	7 5.5%	3 2.7%	12 6.3%	3 4.9%	3 5.9%	1 10.0%	0 0.0%	7 6.4%	4 10.5%	3 3.5%	3 7.7%	0 0.0%	7 5.5%	0 ---	3 3.2%	4 11.4%	0 ---
Usually	597 15.0%	17 13.3%	11 10.0%	26 13.6%	7 11.5%	7 13.7%	1 10.0%	1 14.3%	12 11.0%	10 26.3%	6 7.0%	11 28.2%	4 5.6%	17 13.3%	0 ---	11 11.8%	6 17.1%	0 ---
Always	3,079 77.5%	102 79.7%	96 87.3%	152 79.6%	50 82.0%	40 78.4%	8 80.0%	6 85.7%	88 80.7%	24 63.2%	75 87.2%	24 61.5%	68 94.4%	102 79.7%	0 ---	77 82.8%	25 71.4%	0 ---
Significantly different from column:*										K	J	M	L					
Usually or Always	3,676 92.5%	119 93.0%	107 97.3%	178 93.2%	57 93.4%	47 92.2%	9 90.0%	7 100.0%	100 91.7%	34 89.5%	81 94.2%	35 89.7%	72 100.0%	119 93.0%	0 ---	88 94.6%	31 88.6%	0 ---
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,995	129	110	193	51	73	29	40	55	73	36	15	13	79	34	38	41	47	45	45	36
Number missing or multiple answer	19	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,976	129	108	192	51	73	29	40	55	73	36	15	13	79	34	38	41	47	45	45	36
	99.5%	100.0%	98.2%	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%
Never	46	2	0	2	0	2	0	1	1	1	1	0	0	1	1	0	0	2	0	0	2
	1.2%	1.6%	0.0%	1.0%	0.0%	2.7%	0.0%	2.5%	1.8%	1.4%	2.8%	0.0%	0.0%	1.3%	2.9%	0.0%	0.0%	4.3%	0.0%	0.0%	5.6%
Sometimes	201	5	3	6	2	3	1	1	3	4	1	0	2	3	0	1	0	4	0	1	4
	5.1%	3.9%	2.8%	3.1%	3.9%	4.1%	3.4%	2.5%	5.5%	5.5%	2.8%	0.0%	15.4%	3.8%	0.0%	2.6%	0.0%	8.5%	0.0%	2.2%	11.1%
Usually	458	12	9	25	6	6	1	6	5	7	4	1	0	9	3	4	4	4	5	7	0
	11.5%	9.3%	8.3%	13.0%	11.8%	8.2%	3.4%	15.0%	9.1%	9.6%	11.1%	6.7%	0.0%	11.4%	8.8%	10.5%	9.8%	8.5%	11.1%	15.6%	0.0%
Always	3,271	110	96	159	43	62	27	32	46	61	30	14	11	66	30	33	37	37	40	37	30
	82.3%	85.3%	88.9%	82.8%	84.3%	84.9%	93.1%	80.0%	83.6%	83.6%	83.3%	93.3%	84.6%	83.5%	88.2%	86.8%	90.2%	78.7%	88.9%	82.2%	83.3%
Significantly different from column:*																					
Usually or Always	3,729	122	105	184	49	68	28	38	51	68	34	15	11	75	33	37	41	41	45	44	30
	93.8%	94.6%	97.2%	95.8%	96.1%	93.2%	96.6%	95.0%	92.7%	93.2%	94.4%	100.0%	84.6%	94.9%	97.1%	97.4%	100.0%	87.2%	100.0%	97.8%	83.3%
Significantly different from column:*																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	3,995	129	110	193	62	51	10	7	110	38	87	39	73	129	0	94	35	0
Number missing or multiple answer	19	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,976	129	108	192	62	51	10	7	110	38	87	39	73	129	0	94	35	0
	99.5%	100.0%	98.2%	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%	---
Never	46	2	0	2	1	1	0	0	2	0	2	1	0	2	0	2	0	0
	1.2%	1.6%	0.0%	1.0%	1.6%	2.0%	0.0%	0.0%	1.8%	0.0%	2.3%	2.6%	0.0%	1.6%	---	2.1%	0.0%	---
Sometimes	201	5	3	6	4	1	0	0	5	2	3	2	1	5	0	3	2	0
	5.1%	3.9%	2.8%	3.1%	6.5%	2.0%	0.0%	0.0%	4.5%	5.3%	3.4%	5.1%	1.4%	3.9%	---	3.2%	5.7%	---
Usually	458	12	9	25	7	4	1	2	9	7	5	7	5	12	0	11	1	0
	11.5%	9.3%	8.3%	13.0%	11.3%	7.8%	10.0%	28.6%	8.2%	18.4%	5.7%	17.9%	6.8%	9.3%	---	11.7%	2.9%	---
Always	3,271	110	96	159	50	45	9	5	94	29	77	29	67	110	0	78	32	0
	82.3%	85.3%	88.9%	82.8%	80.6%	88.2%	90.0%	71.4%	85.5%	76.3%	88.5%	74.4%	91.8%	85.3%	---	83.0%	91.4%	---
Significantly different from column:*												M	L					
Usually or Always	3,729	122	105	184	57	49	10	7	103	36	82	36	72	122	0	89	33	0
	93.8%	94.6%	97.2%	95.8%	91.9%	96.1%	100.0%	100.0%	93.6%	94.7%	94.3%	92.3%	98.6%	94.6%	---	94.7%	94.3%	---
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,995	129	110	193	51	73	29	40	55	73	36	15	13	79	34	38	41	47	45	45	36
Number missing or multiple answer	28	1	0	3	0	1	0	1	0	1	0	0	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	3,967	128	110	190	51	72	29	39	55	72	36	15	13	79	33	38	41	46	45	45	35
	99.3%	99.2%	100.0%	98.4%	100.0%	98.6%	100.0%	97.5%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	97.9%	100.0%	100.0%	97.2%
Never	102	4	1	4	3	1	0	2	2	2	2	0	0	3	1	0	0	4	1	1	2
	2.6%	3.1%	0.9%	2.1%	5.9%	1.4%	0.0%	5.1%	3.6%	2.8%	5.6%	0.0%	0.0%	3.8%	3.0%	0.0%	0.0%	8.7%	2.2%	2.2%	5.7%
Sometimes	281	6	4	11	3	3	2	1	3	4	2	0	1	3	2	1	1	4	1	3	2
	7.1%	4.7%	3.6%	5.8%	5.9%	4.2%	6.9%	2.6%	5.5%	5.6%	5.6%	0.0%	7.7%	3.8%	6.1%	2.6%	2.4%	8.7%	2.2%	6.7%	5.7%
Usually	778	15	19	39	5	9	4	3	7	9	3	2	2	11	2	3	7	5	4	6	5
	19.6%	11.7%	17.3%	20.5%	9.8%	12.5%	13.8%	7.7%	12.7%	12.5%	8.3%	13.3%	15.4%	13.9%	6.1%	7.9%	17.1%	10.9%	8.9%	13.3%	14.3%
Always	2,806	103	86	136	40	59	23	33	43	57	29	13	10	62	28	34	33	33	39	35	26
	70.7%	80.5%	78.2%	71.6%	78.4%	81.9%	79.3%	84.6%	78.2%	79.2%	80.6%	86.7%	76.9%	78.5%	84.8%	89.5%	80.5%	71.7%	86.7%	77.8%	74.3%
Significantly different from column:*		A														R	P				
Usually or Always	3,584	118	105	175	45	68	27	36	50	66	32	15	12	73	30	37	40	38	43	41	31
	90.3%	92.2%	95.5%	92.1%	88.2%	94.4%	93.1%	92.3%	90.9%	91.7%	88.9%	100.0%	92.3%	92.4%	90.9%	97.4%	97.6%	82.6%	95.6%	91.1%	88.6%
Significantly different from column:*																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	3,995	129	110	193	62	51	10	7	110	38	87	39	73	129	0	94	35	0
Number missing or multiple answer	28	1	0	3	1	0	0	0	1	0	1	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,967 99.3%	128 99.2%	110 100.0%	190 98.4%	61 98.4%	51 100.0%	10 100.0%	7 100.0%	109 99.1%	38 100.0%	86 98.9%	39 100.0%	73 100.0%	128 99.2%	0 ---	93 98.9%	35 100.0%	0 ---
Never	102 2.6%	4 3.1%	1 0.9%	4 2.1%	2 3.3%	2 3.9%	0 0.0%	1 14.3%	3 2.8%	2 5.3%	2 2.3%	2 5.1%	2 2.7%	4 3.1%	0 ---	4 4.3%	0 0.0%	0 ---
Sometimes	281 7.1%	6 4.7%	4 3.6%	11 5.8%	4 6.6%	1 2.0%	1 10.0%	0 0.0%	6 5.5%	3 7.9%	3 3.5%	3 7.7%	2 2.7%	6 4.7%	0 ---	3 3.2%	3 8.6%	0 ---
Usually	778 19.6%	15 11.7%	19 17.3%	39 20.5%	8 13.1%	5 9.8%	0 0.0%	0 0.0%	11 10.1%	8 21.1%	7 8.1%	8 20.5%	5 6.8%	15 11.7%	0 ---	7 7.5%	8 22.9%	0 ---
Always	2,806 70.7%	103 80.5%	86 78.2%	136 71.6%	47 77.0%	43 84.3%	9 90.0%	6 85.7%	89 81.7%	25 65.8%	74 86.0%	26 66.7%	64 87.7%	103 80.5%	0 ---	79 84.9%	24 68.6%	0 ---
Significantly different from column:*		A								K	J	M	L			Q	P	
Usually or Always	3,584 90.3%	118 92.2%	105 95.5%	175 92.1%	55 90.2%	48 94.1%	9 90.0%	6 85.7%	100 91.7%	33 86.8%	81 94.2%	34 87.2%	69 94.5%	118 92.2%	0 ---	86 92.5%	32 91.4%	0 ---
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,995	129	110	193	51	73	29	40	55	73	36	15	13	79	34	38	41	47	45	45	36
Number missing or multiple answer	59	1	3	6	0	1	0	1	0	0	1	0	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	3,936	128	107	187	51	72	29	39	55	73	35	15	13	79	33	38	41	46	45	45	35
	98.5%	99.2%	97.3%	96.9%	100.0%	98.6%	100.0%	97.5%	100.0%	100.0%	97.2%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	97.9%	100.0%	100.0%	97.2%
Yes	2,383	77	52	103	27	47	17	23	34	45	21	8	4	43	27	20	23	32	29	26	20
	60.5%	60.2%	48.6%	55.1%	52.9%	65.3%	58.6%	59.0%	61.8%	61.6%	60.0%	53.3%	30.8%	54.4%	81.8%	52.6%	56.1%	69.6%	64.4%	57.8%	57.1%
No	1,553	51	55	84	24	25	12	16	21	28	14	7	9	36	6	18	18	14	16	19	15
	39.5%	39.8%	51.4%	44.9%	47.1%	34.7%	41.4%	41.0%	38.2%	38.4%	40.0%	46.7%	69.2%	45.6%	18.2%	47.4%	43.9%	30.4%	35.6%	42.2%	42.9%
Significantly different from column:*														O	N						

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	3,995	129	110	193	62	51	10	7	110	38	87	39	73	129	0	94	35	0
Number missing or multiple answer	59	1	3	6	0	0	1	0	1	1	0	1	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,936	128	107	187	62	51	9	7	109	37	87	38	73	128	0	93	35	0
	98.5%	99.2%	97.3%	96.9%	100.0%	100.0%	90.0%	100.0%	99.1%	97.4%	100.0%	97.4%	100.0%	99.2%	---	98.9%	100.0%	---
Yes	2,383	77	52	103	35	32	6	5	65	26	49	27	42	77	0	58	19	0
	60.5%	60.2%	48.6%	55.1%	56.5%	62.7%	66.7%	71.4%	59.6%	70.3%	56.3%	71.1%	57.5%	60.2%	---	62.4%	54.3%	---
No	1,553	51	55	84	27	19	3	2	44	11	38	11	31	51	0	35	16	0
	39.5%	39.8%	51.4%	44.9%	43.5%	37.3%	33.3%	28.6%	40.4%	29.7%	43.7%	28.9%	42.5%	39.8%	---	37.6%	45.7%	---
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,383	77	52	103	27	47	17	23	34	45	21	8	4	43	27	20	23	32	29	26	20
Number missing or multiple answer	45	1	1	5	0	1	0	0	1	1	0	0	0	0	1	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	2,338	76	51	98	27	46	17	23	33	44	21	8	4	43	26	20	22	32	29	25	20
	98.1%	98.7%	98.1%	95.1%	100.0%	97.9%	100.0%	100.0%	97.1%	97.8%	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	95.7%	100.0%	100.0%	96.2%	100.0%
Never	109	6	0	2	1	5	1	1	4	3	3	0	1	3	2	1	0	5	0	2	4
	4.7%	7.9%	0.0%	2.0%	3.7%	10.9%	5.9%	4.3%	12.1%	6.8%	14.3%	0.0%	25.0%	7.0%	7.7%	5.0%	0.0%	15.6%	0.0%	8.0%	20.0%
Sometimes	268	4	6	18	2	2	1	1	2	1	2	1	0	1	3	2	1	1	2	1	1
	11.5%	5.3%	11.8%	18.4%	7.4%	4.3%	5.9%	4.3%	6.1%	2.3%	9.5%	12.5%	0.0%	2.3%	11.5%	10.0%	4.5%	3.1%	6.9%	4.0%	5.0%
Usually	579	14	3	25	4	9	3	7	3	8	3	2	1	12	0	5	3	5	7	2	4
	24.8%	18.4%	5.9%	25.5%	14.8%	19.6%	17.6%	30.4%	9.1%	18.2%	14.3%	25.0%	25.0%	27.9%	0.0%	25.0%	13.6%	15.6%	24.1%	8.0%	20.0%
Always	1,382	52	42	53	20	30	12	14	24	32	13	5	2	27	21	12	18	21	20	20	11
	59.1%	68.4%	82.4%	54.1%	74.1%	65.2%	70.6%	60.9%	72.7%	72.7%	61.9%	62.5%	50.0%	62.8%	80.8%	60.0%	81.8%	65.6%	69.0%	80.0%	55.0%
Significantly different from column:*																					
Usually or Always	1,961	66	45	78	24	39	15	21	27	40	16	7	3	39	21	17	21	26	27	22	15
	83.9%	86.8%	88.2%	79.6%	88.9%	84.8%	88.2%	91.3%	81.8%	90.9%	76.2%	87.5%	75.0%	90.7%	80.8%	85.0%	95.5%	81.3%	93.1%	88.0%	75.0%
Significantly different from column:*																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,383	77	52	103	35	32	6	5	65	26	49	27	42	77	0	58	19	0
Number missing or multiple answer	45	1	1	5	0	1	0	0	1	0	1	1	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,338 98.1%	76 98.7%	51 98.1%	98 95.1%	35 100.0%	31 96.9%	6 100.0%	5 100.0%	64 98.5%	26 100.0%	48 98.0%	26 96.3%	42 100.0%	76 98.7%	0 ---	58 100.0%	18 94.7%	0 ---
Never	109 4.7%	6 7.9%	0 0.0%	2 2.0%	3 8.6%	2 6.5%	1 16.7%	0 0.0%	6 9.4%	3 11.5%	3 6.3%	3 11.5%	1 2.4%	6 7.9%	0 ---	5 8.6%	1 5.6%	0 ---
Sometimes	268 11.5%	4 5.3%	6 11.8%	18 18.4%	1 2.9%	1 3.2%	2 33.3%	0 0.0%	4 6.3%	4 15.4%	0 0.0%	4 15.4%	0 0.0%	4 5.3%	0 ---	2 3.4%	2 11.1%	0 ---
Usually	579 24.8%	14 18.4%	3 5.9%	25 25.5%	6 17.1%	5 16.1%	1 16.7%	2 40.0%	10 15.6%	7 26.9%	6 12.5%	5 19.2%	7 16.7%	14 18.4%	0 ---	10 17.2%	4 22.2%	0 ---
Always	1,382 59.1%	52 68.4%	42 82.4%	53 54.1%	25 71.4%	23 74.2%	2 33.3%	3 60.0%	44 68.8%	12 46.2%	39 81.3%	14 53.8%	34 81.0%	52 68.4%	0 ---	41 70.7%	11 61.1%	0 ---
Significantly different from column:*										K	J	M	L					
Usually or Always	1,961 83.9%	66 86.8%	45 88.2%	78 79.6%	31 88.6%	28 90.3%	3 50.0%	5 100.0%	54 84.4%	19 73.1%	45 93.8%	19 73.1%	41 97.6%	66 86.8%	0 ---	51 87.9%	15 83.3%	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.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,435	175	129	234	76	92	42	54	73	103	45	21	45	90	35	56	56	58	61	64	45
Number missing or multiple answer	193	6	8	12	4	2	2	2	2	6	0	0	4	2	0	1	3	2	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
Usable responses	5,242	169	121	222	72	90	40	52	71	97	45	21	41	88	35	55	53	56	58	61	45
	96.4%	96.6%	93.8%	94.9%	94.7%	97.8%	95.2%	96.3%	97.3%	94.2%	100.0%	100.0%	91.1%	97.8%	100.0%	98.2%	94.6%	96.6%	95.1%	95.3%	100.0%
0 Worst personal doctor possible	45	2	0	0	0	2	1	0	1	0	2	0	0	2	0	1	0	1	0	0	2
	0.9%	1.2%	0.0%	0.0%	0.0%	2.2%	2.5%	0.0%	1.4%	0.0%	4.4%	0.0%	0.0%	2.3%	0.0%	1.8%	0.0%	1.8%	0.0%	0.0%	4.4%
1	25	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.0%	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%
2	29	2	0	4	0	2	0	1	1	1	0	1	1	0	1	0	1	1	1	0	1
	0.6%	1.2%	0.0%	1.8%	0.0%	2.2%	0.0%	1.9%	1.4%	1.0%	0.0%	4.8%	2.4%	0.0%	2.9%	0.0%	1.9%	1.8%	1.7%	0.0%	2.2%
3	46	2	0	2	0	2	0	1	1	2	0	0	1	1	0	0	1	1	0	1	1
	0.9%	1.2%	0.0%	0.9%	0.0%	2.2%	0.0%	1.9%	1.4%	2.1%	0.0%	0.0%	2.4%	1.1%	0.0%	0.0%	1.9%	1.8%	0.0%	1.6%	2.2%
4	63	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	0.0%	0.8%	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%
5	203	7	3	7	4	3	2	1	4	5	2	0	3	3	1	1	3	3	3	3	1
	3.9%	4.1%	2.5%	3.2%	5.6%	3.3%	5.0%	1.9%	5.6%	5.2%	4.4%	0.0%	7.3%	3.4%	2.9%	1.8%	5.7%	5.4%	5.2%	4.9%	2.2%
6	147	6	0	2	2	3	2	0	3	4	1	0	4	1	1	1	1	3	1	1	3
	2.8%	3.6%	0.0%	0.9%	2.8%	3.3%	5.0%	0.0%	4.2%	4.1%	2.2%	0.0%	9.8%	1.1%	2.9%	1.8%	1.9%	5.4%	1.7%	1.6%	6.7%
7	342	10	11	19	4	5	4	3	2	3	3	3	2	5	3	5	3	2	5	3	2
	6.5%	5.9%	9.1%	8.6%	5.6%	5.6%	10.0%	5.8%	2.8%	3.1%	6.7%	14.3%	4.9%	5.7%	8.6%	9.1%	5.7%	3.6%	8.6%	4.9%	4.4%
8	788	24	14	27	7	17	10	7	7	17	6	1	6	11	6	7	6	11	7	11	6
	15.0%	14.2%	11.6%	12.2%	9.7%	18.9%	25.0%	13.5%	9.9%	17.5%	13.3%	4.8%	14.6%	12.5%	17.1%	12.7%	11.3%	19.6%	12.1%	18.0%	13.3%
9	785	24	12	25	10	13	3	10	10	15	3	5	8	11	3	4	10	9	7	9	7
	15.0%	14.2%	9.9%	11.3%	13.9%	14.4%	7.5%	19.2%	14.1%	15.5%	6.7%	23.8%	19.5%	12.5%	8.6%	7.3%	18.9%	16.1%	12.1%	14.8%	15.6%
10 Best personal doctor possible	2,769	92	80	134	45	43	18	29	42	50	28	11	16	54	20	36	28	25	34	33	22
	52.8%	54.4%	66.1%	60.4%	62.5%	47.8%	45.0%	55.8%	59.2%	51.5%	62.2%	52.4%	39.0%	61.4%	57.1%	65.5%	52.8%	44.6%	58.6%	54.1%	48.9%

NA - Not applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,435	175	129	234	86	67	15	7	152	52	117	44	80	175	0	130	45	0
Number missing or multiple answer	193	6	8	12	6	0	0	1	5	3	3	1	1	6	0	6	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,242	169	121	222	80	67	15	6	147	49	114	43	79	169	0	124	45	0
	96.4%	96.6%	93.8%	94.9%	93.0%	100.0%	100.0%	85.7%	96.7%	94.2%	97.4%	97.7%	98.8%	96.6%	---	95.4%	100.0%	---
0 Worst personal doctor possible	45	2	0	0	0	2	0	0	2	0	2	2	0	2	0	1	1	0
	0.9%	1.2%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	1.4%	0.0%	1.8%	4.7%	0.0%	1.2%	---	0.8%	2.2%	---
1	25	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	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%	---
2	29	2	0	4	1	1	0	0	2	1	1	0	0	2	0	2	0	0
	0.6%	1.2%	0.0%	1.8%	1.3%	1.5%	0.0%	0.0%	1.4%	2.0%	0.9%	0.0%	0.0%	1.2%	---	1.6%	0.0%	---
3	46	2	0	2	0	2	0	1	1	2	0	1	0	2	0	1	1	0
	0.9%	1.2%	0.0%	0.9%	0.0%	3.0%	0.0%	16.7%	0.7%	4.1%	0.0%	2.3%	0.0%	1.2%	---	0.8%	2.2%	---
4	63	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	0.0%	0.8%	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%	---
5	203	7	3	7	6	1	0	0	7	4	3	4	0	7	0	6	1	0
	3.9%	4.1%	2.5%	3.2%	7.5%	1.5%	0.0%	0.0%	4.8%	8.2%	2.6%	9.3%	0.0%	4.1%	---	4.8%	2.2%	---
6	147	6	0	2	2	2	1	0	5	2	3	1	1	6	0	2	4	0
	2.8%	3.6%	0.0%	0.9%	2.5%	3.0%	6.7%	0.0%	3.4%	4.1%	2.6%	2.3%	1.3%	3.6%	---	1.6%	8.9%	---
7	342	10	11	19	2	5	2	0	8	7	3	6	2	10	0	5	5	0
	6.5%	5.9%	9.1%	8.6%	2.5%	7.5%	13.3%	0.0%	5.4%	14.3%	2.6%	14.0%	2.5%	5.9%	---	4.0%	11.1%	---
8	788	24	14	27	9	11	4	1	23	13	11	11	6	24	0	18	6	0
	15.0%	14.2%	11.6%	12.2%	11.3%	16.4%	26.7%	16.7%	15.6%	26.5%	9.6%	25.6%	7.6%	14.2%	---	14.5%	13.3%	---
9	785	24	12	25	11	8	3	0	19	9	13	6	8	24	0	17	7	0
	15.0%	14.2%	9.9%	11.3%	13.8%	11.9%	20.0%	0.0%	12.9%	18.4%	11.4%	14.0%	10.1%	14.2%	---	13.7%	15.6%	---
10 Best personal doctor possible	2,769	92	80	134	49	35	5	4	80	11	78	12	62	92	0	72	20	0
	52.8%	54.4%	66.1%	60.4%	61.3%	52.2%	33.3%	66.7%	54.4%	22.4%	68.4%	27.9%	78.5%	54.4%	---	58.1%	44.4%	---

NA - Not applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,435	175	129	234	76	92	42	54	73	103	45	21	45	90	35	56	56	58	61	64	45
Number missing or multiple answer	193	6	8	12	4	2	2	2	2	6	0	0	4	2	0	1	3	2	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
Usable responses	5,242	169	121	222	72	90	40	52	71	97	45	21	41	88	35	55	53	56	58	61	45
	96.4%	96.6%	93.8%	94.9%	94.7%	97.8%	95.2%	96.3%	97.3%	94.2%	100.0%	100.0%	91.1%	97.8%	100.0%	98.2%	94.6%	96.6%	95.1%	95.3%	100.0%
0 to 1	70	2	0	1	0	2	1	0	1	0	2	0	0	2	0	1	0	1	0	0	2
	1.3%	1.2%	0.0%	0.5%	0.0%	2.2%	2.5%	0.0%	1.4%	0.0%	4.4%	0.0%	0.0%	2.3%	0.0%	1.8%	0.0%	1.8%	0.0%	0.0%	4.4%
0 to 2	99	4	0	5	0	4	1	1	2	1	2	1	1	2	1	1	1	2	1	0	3
	1.9%	2.4%	0.0%	2.3%	0.0%	4.4%	2.5%	1.9%	2.8%	1.0%	4.4%	4.8%	2.4%	2.3%	2.9%	1.8%	1.9%	3.6%	1.7%	0.0%	6.7%
0 to 7	900	29	15	36	10	17	9	6	12	15	8	4	11	12	6	8	9	11	10	8	10
	17.2%	17.2%	12.4%	16.2%	13.9%	18.9%	22.5%	11.5%	16.9%	15.5%	17.8%	19.0%	26.8%	13.6%	17.1%	14.5%	17.0%	19.6%	17.2%	13.1%	22.2%
0 to 8	1,688	53	29	63	17	34	19	13	19	32	14	5	17	23	12	15	15	22	17	19	16
	32.2%	31.4%	24.0%	28.4%	23.6%	37.8%	47.5%	25.0%	26.8%	33.0%	31.1%	23.8%	41.5%	26.1%	34.3%	27.3%	28.3%	39.3%	29.3%	31.1%	35.6%
8 to 10	4,342	140	106	186	62	73	31	46	59	82	37	17	30	76	29	47	44	45	48	53	35
	82.8%	82.8%	87.6%	83.8%	86.1%	81.1%	77.5%	88.5%	83.1%	84.5%	82.2%	81.0%	73.2%	86.4%	82.9%	85.5%	83.0%	80.4%	82.8%	86.9%	77.8%
9 to 10	3,554	116	92	159	55	56	21	39	52	65	31	16	24	65	23	40	38	34	41	42	29
	67.8%	68.6%	76.0%	71.6%	76.4%	62.2%	52.5%	75.0%	73.2%	67.0%	68.9%	76.2%	58.5%	73.9%	65.7%	72.7%	71.7%	60.7%	70.7%	68.9%	64.4%
Significantly different from column: *							HI	G	G												

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,435	175	129	234	86	67	15	7	152	52	117	44	80	175	0	130	45	0
Number missing or multiple answer	193	6	8	12	6	0	0	1	5	3	3	1	1	6	0	6	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,242	169	121	222	80	67	15	6	147	49	114	43	79	169	0	124	45	0
	96.4%	96.6%	93.8%	94.9%	93.0%	100.0%	100.0%	85.7%	96.7%	94.2%	97.4%	97.7%	98.8%	96.6%	---	95.4%	100.0%	---
0 to 1	70	2	0	1	0	2	0	0	2	0	2	2	0	2	0	1	1	0
	1.3%	1.2%	0.0%	0.5%	0.0%	3.0%	0.0%	0.0%	1.4%	0.0%	1.8%	4.7%	0.0%	1.2%	---	0.8%	2.2%	---
0 to 2	99	4	0	5	1	3	0	0	4	1	3	2	0	4	0	3	1	0
	1.9%	2.4%	0.0%	2.3%	1.3%	4.5%	0.0%	0.0%	2.7%	2.0%	2.6%	4.7%	0.0%	2.4%	---	2.4%	2.2%	---
0 to 7	900	29	15	36	11	13	3	1	25	16	12	14	3	29	0	17	12	0
	17.2%	17.2%	12.4%	16.2%	13.8%	19.4%	20.0%	16.7%	17.0%	32.7%	10.5%	32.6%	3.8%	17.2%	---	13.7%	26.7%	---
0 to 8	1,688	53	29	63	20	24	7	2	48	29	23	25	9	53	0	35	18	0
	32.2%	31.4%	24.0%	28.4%	25.0%	35.8%	46.7%	33.3%	32.7%	59.2%	20.2%	58.1%	11.4%	31.4%	---	28.2%	40.0%	---
8 to 10	4,342	140	106	186	69	54	12	5	122	33	102	29	76	140	0	107	33	0
	82.8%	82.8%	87.6%	83.8%	86.3%	80.6%	80.0%	83.3%	83.0%	67.3%	89.5%	67.4%	96.2%	82.8%	---	86.3%	73.3%	---
9 to 10	3,554	116	92	159	60	43	8	4	99	20	91	18	70	116	0	89	27	0
	67.8%	68.6%	76.0%	71.6%	75.0%	64.2%	53.3%	66.7%	67.3%	40.8%	79.8%	41.9%	88.6%	68.6%	---	71.8%	60.0%	---
Significantly different from column:*										K	J	M	L					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	92	5	4	17	1	3	1	0	4	4	1	0	1	4	0	1	0	3	1	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
Usable responses	6,630	237	169	309	108	122	63	77	88	139	59	31	80	113	37	75	83	75	82	83	67
	98.6%	97.9%	97.7%	94.8%	99.1%	97.6%	98.4%	100.0%	95.7%	97.2%	98.3%	100.0%	98.8%	96.6%	100.0%	98.7%	100.0%	96.2%	98.8%	96.5%	98.5%
Yes	2,881	95	50	131	38	55	16	35	41	56	24	13	6	56	29	22	29	42	33	32	28
	43.5%	40.1%	29.6%	42.4%	35.2%	45.1%	25.4%	45.5%	46.6%	40.3%	40.7%	41.9%	7.5%	49.6%	78.4%	29.3%	34.9%	56.0%	40.2%	38.6%	41.8%
No	3,749	142	119	178	70	67	47	42	47	83	35	18	74	57	8	53	54	33	49	51	39
	56.5%	59.9%	70.4%	57.6%	64.8%	54.9%	74.6%	54.5%	53.4%	59.7%	59.3%	58.1%	92.5%	50.4%	21.6%	70.7%	65.1%	44.0%	59.8%	61.4%	58.2%
Significantly different from column:*		C					HI	G	G				NO	MO	MN	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.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	92	5	4	17	0	4	1	0	5	1	4	2	2	5	0	4	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,630	237	169	309	111	95	23	12	203	83	145	54	94	237	0	173	64	0
	98.6%	97.9%	97.7%	94.8%	100.0%	96.0%	95.8%	100.0%	97.6%	98.8%	97.3%	96.4%	97.9%	97.9%	---	97.7%	98.5%	---
Yes	2,881	95	50	131	47	37	8	5	82	39	54	35	48	95	0	67	28	0
	43.5%	40.1%	29.6%	42.4%	42.3%	38.9%	34.8%	41.7%	40.4%	47.0%	37.2%	64.8%	51.1%	40.1%	---	38.7%	43.8%	---
No	3,749	142	119	178	64	58	15	7	121	44	91	19	46	142	0	106	36	0
	56.5%	59.9%	70.4%	57.6%	57.7%	61.1%	65.2%	58.3%	59.6%	53.0%	62.8%	35.2%	48.9%	59.9%	---	61.3%	56.3%	---
Significantly different from column:*		C																

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,881	95	50	131	38	55	16	35	41	56	24	13	6	56	29	22	29	42	33	32	28
Number missing or multiple answer	57	3	1	4	3	0	1	0	2	2	0	1	0	2	0	0	2	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
Usable responses	2,824	92	49	127	35	55	15	35	39	54	24	12	6	54	29	22	27	41	32	30	28
	98.0%	96.8%	98.0%	96.9%	92.1%	100.0%	93.8%	100.0%	95.1%	96.4%	100.0%	92.3%	100.0%	96.4%	100.0%	100.0%	93.1%	97.6%	97.0%	93.8%	100.0%
Never	93	4	2	8	0	4	0	2	2	1	3	0	0	3	1	0	0	4	0	1	3
	3.3%	4.3%	4.1%	6.3%	0.0%	7.3%	0.0%	5.7%	5.1%	1.9%	12.5%	0.0%	0.0%	5.6%	3.4%	0.0%	0.0%	9.8%	0.0%	3.3%	10.7%
Sometimes	392	12	3	17	5	7	3	5	4	7	3	2	0	8	4	3	4	5	1	4	7
	13.9%	13.0%	6.1%	13.4%	14.3%	12.7%	20.0%	14.3%	10.3%	13.0%	12.5%	16.7%	0.0%	14.8%	13.8%	13.6%	14.8%	12.2%	3.1%	13.3%	25.0%
Usually	751	20	14	27	9	10	2	6	11	9	7	3	0	12	6	6	5	8	7	8	4
	26.6%	21.7%	28.6%	21.3%	25.7%	18.2%	13.3%	17.1%	28.2%	16.7%	29.2%	25.0%	0.0%	22.2%	20.7%	27.3%	18.5%	19.5%	21.9%	26.7%	14.3%
Always	1,588	56	30	75	21	34	10	22	22	37	11	7	6	31	18	13	18	24	24	17	14
	56.2%	60.9%	61.2%	59.1%	60.0%	61.8%	66.7%	62.9%	56.4%	68.5%	45.8%	58.3%	100.0%	57.4%	62.1%	59.1%	66.7%	58.5%	75.0%	56.7%	50.0%
Significantly different from column:*																			U		S
Usually or Always	2,339	76	44	102	30	44	12	28	33	46	18	10	6	43	24	19	23	32	31	25	18
	82.8%	82.6%	89.8%	80.3%	85.7%	80.0%	80.0%	80.0%	84.6%	85.2%	75.0%	83.3%	100.0%	79.6%	82.8%	86.4%	85.2%	78.0%	96.9%	83.3%	64.3%
Significantly different from column:*																			U		S

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,881	95	50	131	47	37	8	5	82	39	54	35	48	95	0	67	28	0
Number missing or multiple answer	57	3	1	4	1	1	0	0	2	2	1	2	0	3	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
Usable responses	2,824	92	49	127	46	36	8	5	80	37	53	33	48	92	0	66	26	0
	98.0%	96.8%	98.0%	96.9%	97.9%	97.3%	100.0%	100.0%	97.6%	94.9%	98.1%	94.3%	100.0%	96.8%	---	98.5%	92.9%	---
Never	93	4	2	8	3	0	1	1	3	3	1	3	1	4	0	4	0	0
	3.3%	4.3%	4.1%	6.3%	6.5%	0.0%	12.5%	20.0%	3.8%	8.1%	1.9%	9.1%	2.1%	4.3%	---	6.1%	0.0%	---
Sometimes	392	12	3	17	4	7	1	1	10	7	5	8	4	12	0	11	1	0
	13.9%	13.0%	6.1%	13.4%	8.7%	19.4%	12.5%	20.0%	12.5%	18.9%	9.4%	24.2%	8.3%	13.0%	---	16.7%	3.8%	---
Usually	751	20	14	27	8	8	3	0	18	13	6	11	6	20	0	13	7	0
	26.6%	21.7%	28.6%	21.3%	17.4%	22.2%	37.5%	0.0%	22.5%	35.1%	11.3%	33.3%	12.5%	21.7%	---	19.7%	26.9%	---
Always	1,588	56	30	75	31	21	3	3	49	14	41	11	37	56	0	38	18	0
	56.2%	60.9%	61.2%	59.1%	67.4%	58.3%	37.5%	60.0%	61.3%	37.8%	77.4%	33.3%	77.1%	60.9%	---	57.6%	69.2%	---
Significantly different from column:*										K	J	M	L					
Usually or Always	2,339	76	44	102	39	29	6	3	67	27	47	22	43	76	0	51	25	0
	82.8%	82.6%	89.8%	80.3%	84.8%	80.6%	75.0%	60.0%	83.8%	73.0%	88.7%	66.7%	89.6%	82.6%	---	77.3%	96.2%	---
Significantly different from column:*										M	L							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,881	95	50	131	38	55	16	35	41	56	24	13	6	56	29	22	29	42	33	32	28
Number missing or multiple answer	78	3	2	4	2	1	0	1	2	2	0	1	0	1	1	0	1	2	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,803	92	48	127	36	54	16	34	39	54	24	12	6	55	28	22	28	40	32	30	28
	97.3%	96.8%	96.0%	96.9%	94.7%	98.2%	100.0%	97.1%	95.1%	96.4%	100.0%	92.3%	100.0%	98.2%	96.6%	100.0%	96.6%	95.2%	97.0%	93.8%	100.0%
None	82	2	6	8	1	1	0	1	1	2	0	0	0	1	1	0	1	1	0	2	0
	2.9%	2.2%	12.5%	6.3%	2.8%	1.9%	0.0%	2.9%	2.6%	3.7%	0.0%	0.0%	0.0%	1.8%	3.6%	0.0%	3.6%	2.5%	0.0%	6.7%	0.0%
1 specialist	1,320	51	28	64	18	31	10	16	22	32	10	7	5	35	8	15	18	16	22	14	13
	47.1%	55.4%	58.3%	50.4%	50.0%	57.4%	62.5%	47.1%	56.4%	59.3%	41.7%	58.3%	83.3%	63.6%	28.6%	68.2%	64.3%	40.0%	68.8%	46.7%	46.4%
2	812	25	7	27	10	15	3	12	10	11	12	2	0	14	11	5	5	15	6	8	11
	29.0%	27.2%	14.6%	21.3%	27.8%	27.8%	18.8%	35.3%	25.6%	20.4%	50.0%	16.7%	0.0%	25.5%	39.3%	22.7%	17.9%	37.5%	18.8%	26.7%	39.3%
3	364	6	5	16	3	3	2	1	3	3	2	1	0	2	4	1	1	4	1	3	2
	13.0%	6.5%	10.4%	12.6%	8.3%	5.6%	12.5%	2.9%	7.7%	5.6%	8.3%	8.3%	0.0%	3.6%	14.3%	4.5%	3.6%	10.0%	3.1%	10.0%	7.1%
4	131	8	1	6	4	4	1	4	3	6	0	2	1	3	4	1	3	4	3	3	2
	4.7%	8.7%	2.1%	4.7%	11.1%	7.4%	6.3%	11.8%	7.7%	11.1%	0.0%	16.7%	16.7%	5.5%	14.3%	4.5%	10.7%	10.0%	9.4%	10.0%	7.1%
5 or more specialists	94	0	1	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.4%	0.0%	2.1%	4.7%	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%
3 or more specialists	589	14	7	28	7	7	3	5	6	9	2	3	1	5	8	2	4	8	4	6	4
	21.0%	15.2%	14.6%	22.0%	19.4%	13.0%	18.8%	14.7%	15.4%	16.7%	8.3%	25.0%	16.7%	9.1%	28.6%	9.1%	14.3%	20.0%	12.5%	20.0%	14.3%
Significantly different from column:*																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,881	95	50	131	47	37	8	5	82	39	54	35	48	95	0	67	28	0
Number missing or multiple answer	78	3	2	4	0	2	1	0	3	0	3	1	1	3	0	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,803	92	48	127	47	35	7	5	79	39	51	34	47	92	0	64	28	0
	97.3%	96.8%	96.0%	96.9%	100.0%	94.6%	87.5%	100.0%	96.3%	100.0%	94.4%	97.1%	97.9%	96.8%	---	95.5%	100.0%	---
None	82	2	6	8	0	2	0	0	2	0	2	0	2	2	0	1	1	0
	2.9%	2.2%	12.5%	6.3%	0.0%	5.7%	0.0%	0.0%	2.5%	0.0%	3.9%	0.0%	4.3%	2.2%	---	1.6%	3.6%	---
1 specialist	1,320	51	28	64	27	19	2	2	43	19	30	17	26	51	0	32	19	0
	47.1%	55.4%	58.3%	50.4%	57.4%	54.3%	28.6%	40.0%	54.4%	48.7%	58.8%	50.0%	55.3%	55.4%	---	50.0%	67.9%	---
2	812	25	7	27	14	7	4	1	22	13	12	12	12	25	0	22	3	0
	29.0%	27.2%	14.6%	21.3%	29.8%	20.0%	57.1%	20.0%	27.8%	33.3%	23.5%	35.3%	25.5%	27.2%	---	34.4%	10.7%	---
3	364	6	5	16	2	4	0	0	6	3	3	3	3	6	0	5	1	0
	13.0%	6.5%	10.4%	12.6%	4.3%	11.4%	0.0%	0.0%	7.6%	7.7%	5.9%	8.8%	6.4%	6.5%	---	7.8%	3.6%	---
4	131	8	1	6	4	3	1	2	6	4	4	2	4	8	0	4	4	0
	4.7%	8.7%	2.1%	4.7%	8.5%	8.6%	14.3%	40.0%	7.6%	10.3%	7.8%	5.9%	8.5%	8.7%	---	6.3%	14.3%	---
5 or more specialists	94	0	1	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.4%	0.0%	2.1%	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---
3 or more specialists	589	14	7	28	6	7	1	2	12	7	7	5	7	14	0	9	5	0
	21.0%	15.2%	14.6%	22.0%	12.8%	20.0%	14.3%	40.0%	15.2%	17.9%	13.7%	14.7%	14.9%	15.2%	---	14.1%	17.9%	---
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,721	90	42	119	35	53	16	33	38	52	24	12	6	54	27	22	27	39	32	28	28
Number missing or multiple answer	33	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	2,688	90	40	115	35	53	16	33	38	52	24	12	6	54	27	22	27	39	32	28	28
	98.8%	100.0%	95.2%	96.6%	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%
0 Worst specialist possible	13	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.0%	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%
1	13	1	0	1	0	1	0	1	0	0	1	0	0	1	0	0	0	1	0	0	1
	0.5%	1.1%	0.0%	0.9%	0.0%	1.9%	0.0%	3.0%	0.0%	0.0%	4.2%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	3.6%
2	16	1	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	1	0
	0.6%	1.1%	0.0%	0.9%	2.9%	0.0%	0.0%	0.0%	2.6%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	3.6%	0.0%
3	22	0	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	30	3	1	0	0	3	0	2	1	2	1	0	0	1	2	0	0	3	0	1	2
	1.1%	3.3%	2.5%	0.0%	0.0%	5.7%	0.0%	6.1%	2.6%	3.8%	4.2%	0.0%	0.0%	1.9%	7.4%	0.0%	0.0%	7.7%	0.0%	3.6%	7.1%
5	84	4	1	3	2	2	2	2	0	2	0	2	0	3	1	0	2	2	0	2	2
	3.1%	4.4%	2.5%	2.6%	5.7%	3.8%	12.5%	6.1%	0.0%	3.8%	0.0%	16.7%	0.0%	5.6%	3.7%	0.0%	7.4%	5.1%	0.0%	7.1%	7.1%
6	91	2	0	4	1	1	0	0	2	1	1	0	1	1	0	1	1	0	2	0	0
	3.4%	2.2%	0.0%	3.5%	2.9%	1.9%	0.0%	0.0%	5.3%	1.9%	4.2%	0.0%	16.7%	1.9%	0.0%	4.5%	3.7%	0.0%	6.3%	0.0%	0.0%
7	189	3	2	4	1	2	1	1	1	2	1	0	0	2	1	1	0	2	1	0	2
	7.0%	3.3%	5.0%	3.5%	2.9%	3.8%	6.3%	3.0%	2.6%	3.8%	4.2%	0.0%	0.0%	3.7%	3.7%	4.5%	0.0%	5.1%	3.1%	0.0%	7.1%
8	406	10	2	20	2	8	3	0	7	7	3	0	1	5	4	1	2	7	2	4	4
	15.1%	11.1%	5.0%	17.4%	5.7%	15.1%	18.8%	0.0%	18.4%	13.5%	12.5%	0.0%	16.7%	9.3%	14.8%	4.5%	7.4%	17.9%	6.3%	14.3%	14.3%
9	449	14	5	16	5	8	1	6	6	5	5	3	1	11	1	3	3	7	3	6	4
	16.7%	15.6%	12.5%	13.9%	14.3%	15.1%	6.3%	18.2%	15.8%	9.6%	20.8%	25.0%	16.7%	20.4%	3.7%	13.6%	11.1%	17.9%	9.4%	21.4%	14.3%
10 Best specialist possible	1,375	52	29	65	23	28	9	21	20	32	12	7	3	30	18	16	19	16	24	14	13
	51.2%	57.8%	72.5%	56.5%	65.7%	52.8%	56.3%	63.6%	52.6%	61.5%	50.0%	58.3%	50.0%	55.6%	66.7%	72.7%	70.4%	41.0%	75.0%	50.0%	46.4%

NA - Not applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,721	90	42	119	47	33	7	5	77	39	49	34	45	90	0	63	27	0
Number missing or multiple answer	33	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,688	90	40	115	47	33	7	5	77	39	49	34	45	90	0	63	27	0
	98.8%	100.0%	95.2%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---
0 Worst specialist possible	13	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---
1	13	1	0	1	1	0	0	0	1	1	0	1	0	1	0	1	0	0
	0.5%	1.1%	0.0%	0.9%	2.1%	0.0%	0.0%	0.0%	1.3%	2.6%	0.0%	2.9%	0.0%	1.1%	---	1.6%	0.0%	---
2	16	1	0	1	1	0	0	0	1	1	0	0	0	1	0	0	1	0
	0.6%	1.1%	0.0%	0.9%	2.1%	0.0%	0.0%	0.0%	1.3%	2.6%	0.0%	0.0%	0.0%	1.1%	---	0.0%	3.7%	---
3	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---
4	30	3	1	0	2	0	1	1	2	2	1	2	0	3	0	3	0	0
	1.1%	3.3%	2.5%	0.0%	4.3%	0.0%	14.3%	20.0%	2.6%	5.1%	2.0%	5.9%	0.0%	3.3%	---	4.8%	0.0%	---
5	84	4	1	3	3	1	0	1	3	3	1	3	1	4	0	4	0	0
	3.1%	4.4%	2.5%	2.6%	6.4%	3.0%	0.0%	20.0%	3.9%	7.7%	2.0%	8.8%	2.2%	4.4%	---	6.3%	0.0%	---
6	91	2	0	4	1	1	0	0	0	2	0	1	0	2	0	2	0	0
	3.4%	2.2%	0.0%	3.5%	2.1%	3.0%	0.0%	0.0%	0.0%	5.1%	0.0%	2.9%	0.0%	2.2%	---	3.2%	0.0%	---
7	189	3	2	4	0	2	1	0	3	2	1	3	0	3	0	2	1	0
	7.0%	3.3%	5.0%	3.5%	0.0%	6.1%	14.3%	0.0%	3.9%	5.1%	2.0%	8.8%	0.0%	3.3%	---	3.2%	3.7%	---
8	406	10	2	20	5	3	2	0	10	8	2	9	0	10	0	7	3	0
	15.1%	11.1%	5.0%	17.4%	10.6%	9.1%	28.6%	0.0%	13.0%	20.5%	4.1%	26.5%	0.0%	11.1%	---	11.1%	11.1%	---
9	449	14	5	16	9	3	0	0	12	9	4	7	5	14	0	10	4	0
	16.7%	15.6%	12.5%	13.9%	19.1%	9.1%	0.0%	0.0%	15.6%	23.1%	8.2%	20.6%	11.1%	15.6%	---	15.9%	14.8%	---
10 Best specialist possible	1,375	52	29	65	25	23	3	3	45	11	40	8	39	52	0	34	18	0
	51.2%	57.8%	72.5%	56.5%	53.2%	69.7%	42.9%	60.0%	58.4%	28.2%	81.6%	23.5%	86.7%	57.8%	---	54.0%	66.7%	---

NA - Not applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,721	90	42	119	35	53	16	33	38	52	24	12	6	54	27	22	27	39	32	28	28
Number missing or multiple answer	33	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	2,688	90	40	115	35	53	16	33	38	52	24	12	6	54	27	22	27	39	32	28	28
	98.8%	100.0%	95.2%	96.6%	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%
0 to 1	26	1	0	2	0	1	0	1	0	0	1	0	0	1	0	0	0	1	0	0	1
	1.0%	1.1%	0.0%	1.7%	0.0%	1.9%	0.0%	3.0%	0.0%	0.0%	4.2%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	3.6%
0 to 2	42	2	0	3	1	1	0	1	1	1	1	0	0	1	0	0	0	2	0	1	1
	1.6%	2.2%	0.0%	2.6%	2.9%	1.9%	0.0%	3.0%	2.6%	1.9%	4.2%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	5.1%	0.0%	3.6%	3.6%
0 to 7	458	14	4	14	5	9	3	6	5	8	4	2	1	8	4	2	3	9	3	4	7
	17.0%	15.6%	10.0%	12.2%	14.3%	17.0%	18.8%	18.2%	13.2%	15.4%	16.7%	16.7%	16.7%	14.8%	14.8%	9.1%	11.1%	23.1%	9.4%	14.3%	25.0%
0 to 8	864	24	6	34	7	17	6	6	12	15	7	2	2	13	8	3	5	16	5	8	11
	32.1%	26.7%	15.0%	29.6%	20.0%	32.1%	37.5%	18.2%	31.6%	28.8%	29.2%	16.7%	33.3%	24.1%	29.6%	13.6%	18.5%	41.0%	15.6%	28.6%	39.3%
8 to 10	2,230	76	36	101	30	44	13	27	33	44	20	10	5	46	23	20	24	30	29	24	21
	83.0%	84.4%	90.0%	87.8%	85.7%	83.0%	81.3%	81.8%	86.8%	84.6%	83.3%	83.3%	83.3%	85.2%	85.2%	90.9%	88.9%	76.9%	90.6%	85.7%	75.0%
9 to 10	1,824	66	34	81	28	36	10	27	26	37	17	10	4	41	19	19	22	23	27	20	17
	67.9%	73.3%	85.0%	70.4%	80.0%	67.9%	62.5%	81.8%	68.4%	71.2%	70.8%	83.3%	66.7%	75.9%	70.4%	86.4%	81.5%	59.0%	84.4%	71.4%	60.7%
Significantly different from column: *																R		P	U		S

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,721	90	42	119	47	33	7	5	77	39	49	34	45	90	0	63	27	0
Number missing or multiple answer	33	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,688	90	40	115	47	33	7	5	77	39	49	34	45	90	0	63	27	0
	98.8%	100.0%	95.2%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---
0 to 1	26	1	0	2	1	0	0	0	1	1	0	1	0	1	0	1	0	0
	1.0%	1.1%	0.0%	1.7%	2.1%	0.0%	0.0%	0.0%	1.3%	2.6%	0.0%	2.9%	0.0%	1.1%	---	1.6%	0.0%	---
0 to 2	42	2	0	3	2	0	0	0	2	2	0	1	0	2	0	1	1	0
	1.6%	2.2%	0.0%	2.6%	4.3%	0.0%	0.0%	0.0%	2.6%	5.1%	0.0%	2.9%	0.0%	2.2%	---	1.6%	3.7%	---
0 to 7	458	14	4	14	8	4	2	2	10	11	3	10	1	14	0	12	2	0
	17.0%	15.6%	10.0%	12.2%	17.0%	12.1%	28.6%	40.0%	13.0%	28.2%	6.1%	29.4%	2.2%	15.6%	---	19.0%	7.4%	---
0 to 8	864	24	6	34	13	7	4	2	20	19	5	19	1	24	0	19	5	0
	32.1%	26.7%	15.0%	29.6%	27.7%	21.2%	57.1%	40.0%	26.0%	48.7%	10.2%	55.9%	2.2%	26.7%	---	30.2%	18.5%	---
8 to 10	2,230	76	36	101	39	29	5	3	67	28	46	24	44	76	0	51	25	0
	83.0%	84.4%	90.0%	87.8%	83.0%	87.9%	71.4%	60.0%	87.0%	71.8%	93.9%	70.6%	97.8%	84.4%	---	81.0%	92.6%	---
9 to 10	1,824	66	34	81	34	26	3	3	57	20	44	15	44	66	0	44	22	0
	67.9%	73.3%	85.0%	70.4%	72.3%	78.8%	42.9%	60.0%	74.0%	51.3%	89.8%	44.1%	97.8%	73.3%	---	69.8%	81.5%	---
Significantly different from column:*										K	J	M	L					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 23

In the last 6 months, did you get information or help from your health plan's customer service?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	190	10	5	6	7	0	1	2	5	7	1	0	1	7	0	0	4	3	3	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
Usable responses	6,532	232	168	320	102	125	63	75	87	136	59	31	80	110	37	76	79	75	80	83	66
	97.2%	95.9%	97.1%	98.2%	93.6%	100.0%	98.4%	97.4%	94.6%	95.1%	98.3%	100.0%	98.8%	94.0%	100.0%	100.0%	95.2%	96.2%	96.4%	96.5%	97.1%
Yes	2,334	76	56	118	38	36	20	23	31	46	18	10	18	45	11	24	27	24	25	31	19
	35.7%	32.8%	33.3%	36.9%	37.3%	28.8%	31.7%	30.7%	35.6%	33.8%	30.5%	32.3%	22.5%	40.9%	29.7%	31.6%	34.2%	32.0%	31.3%	37.3%	28.8%
No	4,198	156	112	202	64	89	43	52	56	90	41	21	62	65	26	52	52	51	55	52	47
	64.3%	67.2%	66.7%	63.1%	62.7%	71.2%	68.3%	69.3%	64.4%	66.2%	69.5%	67.7%	77.5%	59.1%	70.3%	68.4%	65.8%	68.0%	68.8%	62.7%	71.2%
Significantly different from column:*													N	M							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 23

In the last 6 months, did you get information or help from your health plan's customer service?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	190	10	5	6	3	5	0	0	7	3	4	1	6	10	0	6	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,532	232	168	320	108	94	24	12	201	81	145	55	90	232	0	171	61	0
	97.2%	95.9%	97.1%	98.2%	97.3%	94.9%	100.0%	100.0%	96.6%	96.4%	97.3%	98.2%	93.8%	95.9%	---	96.6%	93.8%	---
Yes	2,334	76	56	118	33	35	6	2	67	25	50	17	38	76	0	52	24	0
	35.7%	32.8%	33.3%	36.9%	30.6%	37.2%	25.0%	16.7%	33.3%	30.9%	34.5%	30.9%	42.2%	32.8%	---	30.4%	39.3%	---
No	4,198	156	112	202	75	59	18	10	134	56	95	38	52	156	0	119	37	0
	64.3%	67.2%	66.7%	63.1%	69.4%	62.8%	75.0%	83.3%	66.7%	69.1%	65.5%	69.1%	57.8%	67.2%	---	69.6%	60.7%	---
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,334	76	56	118	38	36	20	23	31	46	18	10	18	45	11	24	27	24	25	31	19
Number missing or multiple answer	60	4	2	0	2	1	0	3	0	3	0	0	1	2	1	2	0	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
Usable responses	2,274	72	54	118	36	35	20	20	31	43	18	10	17	43	10	22	27	23	24	31	17
	97.4%	94.7%	96.4%	100.0%	94.7%	97.2%	100.0%	87.0%	100.0%	93.5%	100.0%	100.0%	94.4%	95.6%	90.9%	91.7%	100.0%	95.8%	96.0%	100.0%	89.5%
Never	58	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.6%	0.0%	0.0%	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%
Sometimes	302	9	9	15	3	6	4	3	2	3	3	3	4	3	2	3	4	2	4	1	4
	13.3%	12.5%	16.7%	12.7%	8.3%	17.1%	20.0%	15.0%	6.5%	7.0%	16.7%	30.0%	23.5%	7.0%	20.0%	13.6%	14.8%	8.7%	16.7%	3.2%	23.5%
Usually	554	17	13	14	5	12	3	5	9	13	3	1	4	10	3	5	6	6	6	8	3
	24.4%	23.6%	24.1%	11.9%	13.9%	34.3%	15.0%	25.0%	29.0%	30.2%	16.7%	10.0%	23.5%	23.3%	30.0%	22.7%	22.2%	26.1%	25.0%	25.8%	17.6%
Always	1,360	46	32	87	28	17	13	12	20	27	12	6	9	30	5	14	17	15	14	22	10
	59.8%	63.9%	59.3%	73.7%	77.8%	48.6%	65.0%	60.0%	64.5%	62.8%	66.7%	60.0%	52.9%	69.8%	50.0%	63.6%	63.0%	65.2%	58.3%	71.0%	58.8%
Significantly different from column:*					F	E															
Usually or Always	1,914	63	45	101	33	29	16	17	29	40	15	7	13	40	8	19	23	21	20	30	13
	84.2%	87.5%	83.3%	85.6%	91.7%	82.9%	80.0%	85.0%	93.5%	93.0%	83.3%	70.0%	76.5%	93.0%	80.0%	86.4%	85.2%	91.3%	83.3%	96.8%	76.5%
Significantly different from column:*																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,334	76	56	118	33	35	6	2	67	25	50	17	38	76	0	52	24	0
Number missing or multiple answer	60	4	2	0	0	3	0	0	2	3	0	2	1	4	0	3	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,274 97.4%	72 94.7%	54 96.4%	118 100.0%	33 100.0%	32 91.4%	6 100.0%	2 100.0%	65 97.0%	22 88.0%	50 100.0%	15 88.2%	37 97.4%	72 94.7%	0 ---	49 94.2%	23 95.8%	0 ---
Never	58 2.6%	0 0.0%	0 0.0%	2 1.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---
Sometimes	302 13.3%	9 12.5%	9 16.7%	15 12.7%	7 21.2%	2 6.3%	0 0.0%	0 0.0%	9 13.8%	7 31.8%	2 4.0%	4 26.7%	0 0.0%	9 12.5%	0 ---	7 14.3%	2 8.7%	0 ---
Usually	554 24.4%	17 23.6%	13 24.1%	14 11.9%	7 21.2%	9 28.1%	1 16.7%	1 50.0%	14 21.5%	8 36.4%	9 18.0%	4 26.7%	9 24.3%	17 23.6%	0 ---	12 24.5%	5 21.7%	0 ---
Always	1,360 59.8%	46 63.9%	32 59.3%	87 73.7%	19 57.6%	21 65.6%	5 83.3%	1 50.0%	42 64.6%	7 31.8%	39 78.0%	7 46.7%	28 75.7%	46 63.9%	0 ---	30 61.2%	16 69.6%	0 ---
Significantly different from column:*										K	J							
Usually or Always	1,914 84.2%	63 87.5%	45 83.3%	101 85.6%	26 78.8%	30 93.8%	6 100.0%	2 100.0%	56 86.2%	15 68.2%	48 96.0%	11 73.3%	37 100.0%	63 87.5%	0 ---	42 85.7%	21 91.3%	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.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,334	76	56	118	38	36	20	23	31	46	18	10	18	45	11	24	27	24	25	31	19
Number missing or multiple answer	74	3	0	1	2	0	0	2	0	2	0	0	0	2	1	1	0	1	0	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,260	73	56	117	36	36	20	21	31	44	18	10	18	43	10	23	27	23	25	31	17
	96.8%	96.1%	100.0%	99.2%	94.7%	100.0%	100.0%	91.3%	100.0%	95.7%	100.0%	100.0%	100.0%	95.6%	90.9%	95.8%	100.0%	95.8%	100.0%	100.0%	89.5%
Never	24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	104	3	3	5	1	2	0	1	2	1	2	0	0	2	1	2	1	0	2	1	0
	4.6%	4.1%	5.4%	4.3%	2.8%	5.6%	0.0%	4.8%	6.5%	2.3%	11.1%	0.0%	0.0%	4.7%	10.0%	8.7%	3.7%	0.0%	8.0%	3.2%	0.0%
Usually	320	10	5	15	4	6	4	3	3	8	1	1	2	6	2	3	3	4	4	3	3
	14.2%	13.7%	8.9%	12.8%	11.1%	16.7%	20.0%	14.3%	9.7%	18.2%	5.6%	10.0%	11.1%	14.0%	20.0%	13.0%	11.1%	17.4%	16.0%	9.7%	17.6%
Always	1,812	60	48	97	31	28	16	17	26	35	15	9	16	35	7	18	23	19	19	27	14
	80.2%	82.2%	85.7%	82.9%	86.1%	77.8%	80.0%	81.0%	83.9%	79.5%	83.3%	90.0%	88.9%	81.4%	70.0%	78.3%	85.2%	82.6%	76.0%	87.1%	82.4%
Significantly different from column:*																					
Usually or Always	2,132	70	53	112	35	34	20	20	29	43	16	10	18	41	9	21	26	23	23	30	17
	94.3%	95.9%	94.6%	95.7%	97.2%	94.4%	100.0%	95.2%	93.5%	97.7%	88.9%	100.0%	100.0%	95.3%	90.0%	91.3%	96.3%	100.0%	92.0%	96.8%	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.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,334	76	56	118	33	35	6	2	67	25	50	17	38	76	0	52	24	0
Number missing or multiple answer	74	3	0	1	0	2	0	0	2	2	0	2	1	3	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,260 96.8%	73 96.1%	56 100.0%	117 99.2%	33 100.0%	33 94.3%	6 100.0%	2 100.0%	65 97.0%	23 92.0%	50 100.0%	15 88.2%	37 97.4%	73 96.1%	0 ---	50 96.2%	23 95.8%	0 ---
Never	24 1.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---
Sometimes	104 4.6%	3 4.1%	3 5.4%	5 4.3%	1 3.0%	1 3.0%	1 16.7%	1 50.0%	2 3.1%	3 13.0%	0 0.0%	3 20.0%	0 0.0%	3 4.1%	0 ---	3 6.0%	0 0.0%	0 ---
Usually	320 14.2%	10 13.7%	5 8.9%	15 12.8%	5 15.2%	5 15.2%	0 0.0%	0 0.0%	8 12.3%	6 26.1%	4 8.0%	3 20.0%	5 13.5%	10 13.7%	0 ---	7 14.0%	3 13.0%	0 ---
Always	1,812 80.2%	60 82.2%	48 85.7%	97 82.9%	27 81.8%	27 81.8%	5 83.3%	1 50.0%	55 84.6%	14 60.9%	46 92.0%	9 60.0%	32 86.5%	60 82.2%	0 ---	40 80.0%	20 87.0%	0 ---
Significantly different from column:*																		
Usually or Always	2,132 94.3%	70 95.9%	53 94.6%	112 95.7%	32 97.0%	32 97.0%	5 83.3%	1 50.0%	63 96.9%	20 87.0%	50 100.0%	12 80.0%	37 100.0%	70 95.9%	0 ---	47 94.0%	23 100.0%	0 ---
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 26

In the last 6 months, did your health plan give you any forms to fill out?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	286	16	5	11	6	6	3	3	5	10	0	2	3	10	1	3	4	5	4	4	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
Usable responses	6,436	226	168	315	103	119	61	74	87	133	60	29	78	107	36	73	79	73	79	82	64
	95.7%	93.4%	97.1%	96.6%	94.5%	95.2%	95.3%	96.1%	94.6%	93.0%	100.0%	93.5%	96.3%	91.5%	97.3%	96.1%	95.2%	93.6%	95.2%	95.3%	94.1%
Yes	1,520	54	37	85	21	33	16	17	21	31	16	7	15	32	7	18	17	19	16	24	14
	23.6%	23.9%	22.0%	27.0%	20.4%	27.7%	26.2%	23.0%	24.1%	23.3%	26.7%	24.1%	19.2%	29.9%	19.4%	24.7%	21.5%	26.0%	20.3%	29.3%	21.9%
No	4,916	172	131	230	82	86	45	57	66	102	44	22	63	75	29	55	62	54	63	58	50
	76.4%	76.1%	78.0%	73.0%	79.6%	72.3%	73.8%	77.0%	75.9%	76.7%	73.3%	75.9%	80.8%	70.1%	80.6%	75.3%	78.5%	74.0%	79.7%	70.7%	78.1%
Significantly different from column:*																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 26

In the last 6 months, did your health plan give you any forms to fill out?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	286	16	5	11	4	6	2	0	11	1	8	2	8	16	0	9	7	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,436	226	168	315	107	93	22	12	197	83	141	54	88	226	0	168	58	0
	95.7%	93.4%	97.1%	96.6%	96.4%	93.9%	91.7%	100.0%	94.7%	98.8%	94.6%	96.4%	91.7%	93.4%	---	94.9%	89.2%	---
Yes	1,520	54	37	85	28	25	1	4	47	21	32	13	26	54	0	36	18	0
	23.6%	23.9%	22.0%	27.0%	26.2%	26.9%	4.5%	33.3%	23.9%	25.3%	22.7%	24.1%	29.5%	23.9%	---	21.4%	31.0%	---
No	4,916	172	131	230	79	68	21	8	150	62	109	41	62	172	0	132	40	0
	76.4%	76.1%	78.0%	73.0%	73.8%	73.1%	95.5%	66.7%	76.1%	74.7%	77.3%	75.9%	70.5%	76.1%	---	78.6%	69.0%	---
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,436	226	168	315	103	119	61	74	87	133	60	29	78	107	36	73	79	73	79	82	64
Number missing or multiple answer	56	2	3	2	1	1	1	0	1	1	1	0	2	0	0	0	1	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,380	224	165	313	102	118	60	74	86	132	59	29	76	107	36	73	78	72	79	81	63
	99.1%	99.1%	98.2%	99.4%	99.0%	99.2%	98.4%	100.0%	98.9%	99.2%	98.3%	100.0%	97.4%	100.0%	100.0%	100.0%	98.7%	98.6%	100.0%	98.8%	98.4%
Never	47	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	0.6%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	224	8	1	13	4	4	1	2	5	7	1	0	3	5	0	2	2	4	2	5	1
	3.5%	3.6%	0.6%	4.2%	3.9%	3.4%	1.7%	2.7%	5.8%	5.3%	1.7%	0.0%	3.9%	4.7%	0.0%	2.7%	2.6%	5.6%	2.5%	6.2%	1.6%
Usually	427	14	10	24	5	9	5	4	5	5	5	4	3	10	1	4	4	6	3	6	5
	6.7%	6.3%	6.1%	7.7%	4.9%	7.6%	8.3%	5.4%	5.8%	3.8%	8.5%	13.8%	3.9%	9.3%	2.8%	5.5%	5.1%	8.3%	3.8%	7.4%	7.9%
Always	5,682	202	153	272	93	105	54	68	76	120	53	25	70	92	35	67	72	62	74	70	57
	89.1%	90.2%	92.7%	86.9%	91.2%	89.0%	90.0%	91.9%	88.4%	90.9%	89.8%	86.2%	92.1%	86.0%	97.2%	91.8%	92.3%	86.1%	93.7%	86.4%	90.5%
Significantly different from column:*																					
Usually or Always	6,109	216	163	296	98	114	59	72	81	125	58	29	73	102	36	71	76	68	77	76	62
	95.8%	96.4%	98.8%	94.6%	96.1%	96.6%	98.3%	97.3%	94.2%	94.7%	98.3%	100.0%	96.1%	95.3%	100.0%	97.3%	97.4%	94.4%	97.5%	93.8%	98.4%
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.

**Respondents answering "No" to question 26 are reported to NCQA as "Always" in question 27, and are used in calculating the Question Summary Rate.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,436	226	168	315	107	93	22	12	197	83	141	54	88	226	0	168	58	0
Number missing or multiple answer	56	2	3	2	2	0	0	0	2	1	0	0	0	2	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,380	224	165	313	105	93	22	12	195	82	141	54	88	224	0	166	58	0
	99.1%	99.1%	98.2%	99.4%	98.1%	100.0%	100.0%	100.0%	99.0%	98.8%	100.0%	100.0%	100.0%	99.1%	---	98.8%	100.0%	---
Never	47	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	0.6%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---
Sometimes	224	8	1	13	5	3	0	1	6	6	2	3	2	8	0	6	2	0
	3.5%	3.6%	0.6%	4.2%	4.8%	3.2%	0.0%	8.3%	3.1%	7.3%	1.4%	5.6%	2.3%	3.6%	---	3.6%	3.4%	---
Usually	427	14	10	24	9	5	0	0	13	6	8	4	7	14	0	9	5	0
	6.7%	6.3%	6.1%	7.7%	8.6%	5.4%	0.0%	0.0%	6.7%	7.3%	5.7%	7.4%	8.0%	6.3%	---	5.4%	8.6%	---
Always	5,682	202	153	272	91	85	22	11	176	70	131	47	79	202	0	151	51	0
	89.1%	90.2%	92.7%	86.9%	86.7%	91.4%	100.0%	91.7%	90.3%	85.4%	92.9%	87.0%	89.8%	90.2%	---	91.0%	87.9%	---
Significantly different from column:*																		
Usually or Always	6,109	216	163	296	100	90	22	11	189	76	139	51	86	216	0	160	56	0
	95.8%	96.4%	98.8%	94.6%	95.2%	96.8%	100.0%	91.7%	96.9%	92.7%	98.6%	94.4%	97.7%	96.4%	---	96.4%	96.6%	---
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.

**Respondents answering "No" to question 26 are reported to NCOA as "Always" in question 27, and are used in calculating the Question Summary Rate.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	249	9	9	11	2	3	1	2	2	2	1	2	3	5	0	2	2	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
Usable responses	6,473	233	164	315	107	122	63	75	90	141	59	29	78	112	37	74	81	77	82	84	66
	96.3%	96.3%	94.8%	96.6%	98.2%	97.6%	98.4%	97.4%	97.8%	98.6%	98.3%	93.5%	96.3%	95.7%	100.0%	97.4%	97.6%	98.7%	98.8%	97.7%	97.1%
0 Worst health plan possible	58	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	0.6%	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%
1	29	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	0.3%	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%
2	32	1	0	2	0	1	0	0	1	0	0	1	1	0	0	0	1	0	1	0	0
	0.5%	0.4%	0.0%	0.6%	0.0%	0.8%	0.0%	0.0%	1.1%	0.0%	0.0%	3.4%	1.3%	0.0%	0.0%	0.0%	1.2%	0.0%	1.2%	0.0%	0.0%
3	56	1	2	6	0	1	0	1	0	0	1	0	1	0	0	1	0	0	0	0	1
	0.9%	0.4%	1.2%	1.9%	0.0%	0.8%	0.0%	1.3%	0.0%	0.0%	1.7%	0.0%	1.3%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	1.5%
4	80	3	4	4	2	1	1	2	0	3	0	0	2	1	0	0	1	2	0	1	2
	1.2%	1.3%	2.4%	1.3%	1.9%	0.8%	1.6%	2.7%	0.0%	2.1%	0.0%	0.0%	2.6%	0.9%	0.0%	0.0%	1.2%	2.6%	0.0%	1.2%	3.0%
5	387	14	8	10	5	8	5	6	2	7	3	3	6	7	1	6	4	4	4	2	7
	6.0%	6.0%	4.9%	3.2%	4.7%	6.6%	7.9%	8.0%	2.2%	5.0%	5.1%	10.3%	7.7%	6.3%	2.7%	8.1%	4.9%	5.2%	4.9%	2.4%	10.6%
6	295	3	1	11	2	1	1	2	0	2	0	1	1	1	1	0	1	2	0	2	1
	4.6%	1.3%	0.6%	3.5%	1.9%	0.8%	1.6%	2.7%	0.0%	1.4%	0.0%	3.4%	1.3%	0.9%	2.7%	0.0%	1.2%	2.6%	0.0%	2.4%	1.5%
7	622	26	7	26	10	16	9	6	11	14	7	4	12	11	2	9	8	9	6	10	10
	9.6%	11.2%	4.3%	8.3%	9.3%	13.1%	14.3%	8.0%	12.2%	9.9%	11.9%	13.8%	15.4%	9.8%	5.4%	12.2%	9.9%	11.7%	7.3%	11.9%	15.2%
8	1,051	36	15	46	17	18	12	12	11	22	10	3	11	15	9	10	12	14	16	9	11
	16.2%	15.5%	9.1%	14.6%	15.9%	14.8%	19.0%	16.0%	12.2%	15.6%	16.9%	10.3%	14.1%	13.4%	24.3%	13.5%	14.8%	18.2%	19.5%	10.7%	16.7%
9	979	34	21	44	17	16	7	10	17	22	8	4	11	18	4	10	14	9	10	13	11
	15.1%	14.6%	12.8%	14.0%	15.9%	13.1%	11.1%	13.3%	18.9%	15.6%	13.6%	13.8%	14.1%	16.1%	10.8%	13.5%	17.3%	11.7%	12.2%	15.5%	16.7%
10 Best health plan possible	2,884	115	105	162	54	60	28	36	48	71	30	13	33	59	20	38	40	37	45	47	23
	44.6%	49.4%	64.0%	51.4%	50.5%	49.2%	44.4%	48.0%	53.3%	50.4%	50.8%	44.8%	42.3%	52.7%	54.1%	51.4%	49.4%	48.1%	54.9%	56.0%	34.8%

NA - Not applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	249	9	9	11	3	1	1	0	5	0	0	1	4	9	0	5	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,473 96.3%	233 96.3%	164 94.8%	315 96.6%	108 97.3%	98 99.0%	23 95.8%	12 100.0%	203 97.6%	84 100.0%	149 100.0%	55 98.2%	92 95.8%	233 96.3%	0 ---	172 97.2%	61 93.8%	0 ---
0 Worst health plan possible	58 0.9%	0 0.0%	1 0.6%	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 ---
1	29 0.4%	0 0.0%	0 0.0%	1 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 ---
2	32 0.5%	1 0.4%	0 0.0%	2 0.6%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	1 0.5%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	1 0.4%	0 ---	1 0.6%	0 0.0%	0 ---
3	56 0.9%	1 0.4%	2 1.2%	6 1.9%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	1 0.4%	0 ---	1 0.6%	0 0.0%	0 ---
4	80 1.2%	3 1.3%	4 2.4%	4 1.3%	1 0.9%	1 1.0%	1 4.3%	1 8.3%	1 0.5%	3 3.6%	0 0.0%	1 1.8%	0 0.0%	3 1.3%	0 ---	2 1.2%	1 1.6%	0 ---
5	387 6.0%	14 6.0%	8 4.9%	10 3.2%	7 6.5%	3 3.1%	3 13.0%	2 16.7%	11 5.4%	14 16.7%	0 0.0%	6 10.9%	2 2.2%	14 6.0%	0 ---	12 7.0%	2 3.3%	0 ---
6	295 4.6%	3 1.3%	1 0.6%	11 3.5%	2 1.9%	1 1.0%	0 0.0%	0 0.0%	3 1.5%	3 3.6%	0 0.0%	2 3.6%	0 0.0%	3 1.3%	0 ---	3 1.7%	0 0.0%	0 ---
7	622 9.6%	26 11.2%	7 4.3%	26 8.3%	14 13.0%	9 9.2%	3 13.0%	2 16.7%	21 10.3%	26 31.0%	0 0.0%	11 20.0%	2 2.2%	26 11.2%	0 ---	21 12.2%	5 8.2%	0 ---
8	1,051 16.2%	36 15.5%	15 9.1%	46 14.6%	14 13.0%	15 15.3%	5 21.7%	1 8.3%	31 15.3%	36 42.9%	0 0.0%	16 29.1%	7 7.6%	36 15.5%	0 ---	23 13.4%	13 21.3%	0 ---
9	979 15.1%	34 14.6%	21 12.8%	44 14.0%	11 10.2%	19 19.4%	4 17.4%	0 0.0%	32 15.8%	0 0.0%	34 22.8%	8 14.5%	14 15.2%	34 14.6%	0 ---	23 13.4%	11 18.0%	0 ---
10 Best health plan possible	2,884 44.6%	115 49.4%	105 64.0%	162 51.4%	58 53.7%	49 50.0%	7 30.4%	6 50.0%	102 50.2%	0 0.0%	115 77.2%	11 20.0%	67 72.8%	115 49.4%	0 ---	86 50.0%	29 47.5%	0 ---

NA - Not applicable

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	249	9	9	11	2	3	1	2	2	2	1	2	3	5	0	2	2	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
Usable responses	6,473	233	164	315	107	122	63	75	90	141	59	29	78	112	37	74	81	77	82	84	66
	96.3%	96.3%	94.8%	96.6%	98.2%	97.6%	98.4%	97.4%	97.8%	98.6%	98.3%	93.5%	96.3%	95.7%	100.0%	97.4%	97.6%	98.7%	98.8%	97.7%	97.1%
0 to 1	87	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.3%	0.0%	0.6%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
0 to 2	119	1	1	6	0	1	0	0	1	0	0	1	1	0	0	0	1	0	1	0	0
	1.8%	0.4%	0.6%	1.9%	0.0%	0.8%	0.0%	0.0%	1.1%	0.0%	0.0%	3.4%	1.3%	0.0%	0.0%	0.0%	1.2%	0.0%	1.2%	0.0%	0.0%
0 to 7	1,559	48	23	63	19	28	16	17	14	26	11	9	23	20	4	16	15	17	11	15	21
	24.1%	20.6%	14.0%	20.0%	17.8%	23.0%	25.4%	22.7%	15.6%	18.4%	18.6%	31.0%	29.5%	17.9%	10.8%	21.6%	18.5%	22.1%	13.4%	17.9%	31.8%
0 to 8	2,610	84	38	109	36	46	28	29	25	48	21	12	34	35	13	26	27	31	27	24	32
	40.3%	36.1%	23.2%	34.6%	33.6%	37.7%	44.4%	38.7%	27.8%	34.0%	35.6%	41.4%	43.6%	31.3%	35.1%	35.1%	33.3%	40.3%	32.9%	28.6%	48.5%
8 to 10	4,914	185	141	252	88	94	47	58	76	115	48	20	55	92	33	58	66	60	71	69	45
	75.9%	79.4%	86.0%	80.0%	82.2%	77.0%	74.6%	77.3%	84.4%	81.6%	81.4%	69.0%	70.5%	82.1%	89.2%	78.4%	81.5%	77.9%	86.6%	82.1%	68.2%
9 to 10	3,863	149	126	206	71	76	35	46	65	93	38	17	44	77	24	48	54	46	55	60	34
	59.7%	63.9%	76.8%	65.4%	66.4%	62.3%	55.6%	61.3%	72.2%	66.0%	64.4%	58.6%	56.4%	68.8%	64.9%	64.9%	66.7%	59.7%	67.1%	71.4%	51.5%
Significantly different from column: *		C					I		G											U	T

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	249	9	9	11	3	1	1	0	5	0	0	1	4	9	0	5	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,473	233	164	315	108	98	23	12	203	84	149	55	92	233	0	172	61	0
	96.3%	96.3%	94.8%	96.6%	97.3%	99.0%	95.8%	100.0%	97.6%	100.0%	100.0%	98.2%	95.8%	96.3%	---	97.2%	93.8%	---
0 to 1	87	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.3%	0.0%	0.6%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---
0 to 2	119	1	1	6	0	1	0	0	1	1	0	0	0	1	0	1	0	0
	1.8%	0.4%	0.6%	1.9%	0.0%	1.0%	0.0%	0.0%	0.5%	1.2%	0.0%	0.0%	0.0%	0.4%	---	0.6%	0.0%	---
0 to 7	1,559	48	23	63	25	15	7	5	38	48	0	20	4	48	0	40	8	0
	24.1%	20.6%	14.0%	20.0%	23.1%	15.3%	30.4%	41.7%	18.7%	57.1%	0.0%	36.4%	4.3%	20.6%	---	23.3%	13.1%	---
0 to 8	2,610	84	38	109	39	30	12	6	69	84	0	36	11	84	0	63	21	0
	40.3%	36.1%	23.2%	34.6%	36.1%	30.6%	52.2%	50.0%	34.0%	100.0%	0.0%	65.5%	12.0%	36.1%	---	36.6%	34.4%	---
8 to 10	4,914	185	141	252	83	83	16	7	165	36	149	35	88	185	0	132	53	0
	75.9%	79.4%	86.0%	80.0%	76.9%	84.7%	69.6%	58.3%	81.3%	42.9%	100.0%	63.6%	95.7%	79.4%	---	76.7%	86.9%	---
9 to 10	3,863	149	126	206	69	68	11	6	134	0	149	19	81	149	0	109	40	0
	59.7%	63.9%	76.8%	65.4%	63.9%	69.4%	47.8%	50.0%	66.0%	0.0%	100.0%	34.5%	88.0%	63.9%	---	63.4%	65.6%	---
Significantly different from column:*		C								K	J	M	L					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 29

In general, how would you rate your overall health?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	139	5	0	8	0	0	0	0	1	0	1	0	1	3	0	0	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,583	237	173	318	109	125	64	77	91	143	59	31	80	114	37	76	83	78	82	86	68
	97.9%	97.9%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	98.3%	100.0%	98.8%	97.4%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%
Poor	504	12	13	29	8	4	2	5	5	8	4	0	4	4	3	0	0	12	0	3	9
	7.7%	5.1%	7.5%	9.1%	7.3%	3.2%	3.1%	6.5%	5.5%	5.6%	6.8%	0.0%	5.0%	3.5%	8.1%	0.0%	0.0%	15.4%	0.0%	3.5%	13.2%
Fair	1,695	66	42	80	25	39	9	22	32	47	10	7	19	36	8	0	0	66	9	29	28
	25.7%	27.8%	24.3%	25.2%	22.9%	31.2%	14.1%	28.6%	35.2%	32.9%	16.9%	22.6%	23.8%	31.6%	21.6%	0.0%	0.0%	84.6%	11.0%	33.7%	41.2%
Good	2,157	83	65	111	40	42	27	25	30	50	24	7	28	39	14	0	83	0	27	34	22
	32.8%	35.0%	37.6%	34.9%	36.7%	33.6%	42.2%	32.5%	33.0%	35.0%	40.7%	22.6%	35.0%	34.2%	37.8%	0.0%	100.0%	0.0%	32.9%	39.5%	32.4%
Very good	1,489	54	41	63	28	26	16	21	16	25	14	15	23	21	10	54	0	0	32	14	7
	22.6%	22.8%	23.7%	19.8%	25.7%	20.8%	25.0%	27.3%	17.6%	17.5%	23.7%	48.4%	28.8%	18.4%	27.0%	71.1%	0.0%	0.0%	39.0%	16.3%	10.3%
Excellent	738	22	12	35	8	14	10	4	8	13	7	2	6	14	2	22	0	0	14	6	2
	11.2%	9.3%	6.9%	11.0%	7.3%	11.2%	15.6%	5.2%	8.8%	9.1%	11.9%	6.5%	7.5%	12.3%	5.4%	28.9%	0.0%	0.0%	17.1%	7.0%	2.9%
Excellent or Very good	2,227	76	53	98	36	40	26	25	24	38	21	17	29	35	12	76	0	0	46	20	9
	33.8%	32.1%	30.6%	30.8%	33.0%	32.0%	40.6%	32.5%	26.4%	26.6%	35.6%	54.8%	36.3%	30.7%	32.4%	100.0%	0.0%	0.0%	56.1%	23.3%	13.2%
Significantly different from column: *										L		J				QR	P	P	TU	S	S

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 29

In general, how would you rate your overall health?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	139	5	0	8	0	1	0	0	1	0	1	0	3	5	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
Usable responses	6,583	237	173	318	111	98	24	12	207	84	148	56	93	237	0	176	61	0
	97.9%	97.9%	100.0%	97.5%	100.0%	99.0%	100.0%	100.0%	99.5%	100.0%	99.3%	100.0%	96.9%	97.9%	---	99.4%	93.8%	---
Poor	504	12	13	29	8	3	1	0	11	7	4	4	2	12	0	11	1	0
	7.7%	5.1%	7.5%	9.1%	7.2%	3.1%	4.2%	0.0%	5.3%	8.3%	2.7%	7.1%	2.2%	5.1%	---	6.3%	1.6%	---
Fair	1,695	66	42	80	32	26	6	3	59	24	42	19	25	66	0	49	17	0
	25.7%	27.8%	24.3%	25.2%	28.8%	26.5%	25.0%	25.0%	28.5%	28.6%	28.4%	33.9%	26.9%	27.8%	---	27.8%	27.9%	---
Good	2,157	83	65	111	37	35	9	7	68	27	54	20	33	83	0	62	21	0
	32.8%	35.0%	37.6%	34.9%	33.3%	35.7%	37.5%	58.3%	32.9%	32.1%	36.5%	35.7%	35.5%	35.0%	---	35.2%	34.4%	---
Very good	1,489	54	41	63	26	21	7	1	49	20	32	9	21	54	0	36	18	0
	22.6%	22.8%	23.7%	19.8%	23.4%	21.4%	29.2%	8.3%	23.7%	23.8%	21.6%	16.1%	22.6%	22.8%	---	20.5%	29.5%	---
Excellent	738	22	12	35	8	13	1	1	20	6	16	4	12	22	0	18	4	0
	11.2%	9.3%	6.9%	11.0%	7.2%	13.3%	4.2%	8.3%	9.7%	7.1%	10.8%	7.1%	12.9%	9.3%	---	10.2%	6.6%	---
Excellent or Very good	2,227	76	53	98	34	34	8	2	69	26	48	13	33	76	0	54	22	0
	33.8%	32.1%	30.6%	30.8%	30.6%	34.7%	33.3%	16.7%	33.3%	31.0%	32.4%	23.2%	35.5%	32.1%	---	30.7%	36.1%	---
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 30

In general, how would you rate your overall mental or emotional health?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	136	5	1	8	1	0	0	0	1	1	0	0	2	2	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	6,586	237	172	318	108	125	64	77	91	142	60	31	79	115	37	75	83	78	83	86	68
	98.0%	97.9%	99.4%	97.5%	99.1%	100.0%	100.0%	100.0%	98.9%	99.3%	100.0%	100.0%	97.5%	98.3%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Poor	477	18	13	22	8	10	7	10	1	12	5	1	5	8	5	2	4	12	0	0	18
	7.2%	7.6%	7.6%	6.9%	7.4%	8.0%	10.9%	13.0%	1.1%	8.5%	8.3%	3.2%	6.3%	7.0%	13.5%	2.7%	4.8%	15.4%	0.0%	0.0%	26.5%
Fair	1,530	50	38	72	20	27	11	17	19	25	15	7	20	22	5	7	18	25	0	0	50
	23.2%	21.1%	22.1%	22.6%	18.5%	21.6%	17.2%	22.1%	20.9%	17.6%	25.0%	22.6%	25.3%	19.1%	13.5%	9.3%	21.7%	32.1%	0.0%	0.0%	73.5%
Good	1,994	86	40	85	47	39	19	27	39	57	18	11	23	48	12	20	34	32	0	86	0
	30.3%	36.3%	23.3%	26.7%	43.5%	31.2%	29.7%	35.1%	42.9%	40.1%	30.0%	35.5%	29.1%	41.7%	32.4%	26.7%	41.0%	41.0%	0.0%	100.0%	0.0%
Very good	1,443	52	49	73	22	29	16	14	21	34	10	7	22	21	9	23	20	8	52	0	0
	21.9%	21.9%	28.5%	23.0%	20.4%	23.2%	25.0%	18.2%	23.1%	23.9%	16.7%	22.6%	27.8%	18.3%	24.3%	30.7%	24.1%	10.3%	62.7%	0.0%	0.0%
Excellent	1,142	31	32	66	11	20	11	9	11	14	12	5	9	16	6	23	7	1	31	0	0
	17.3%	13.1%	18.6%	20.8%	10.2%	16.0%	17.2%	11.7%	12.1%	9.9%	20.0%	16.1%	11.4%	13.9%	16.2%	30.7%	8.4%	1.3%	37.3%	0.0%	0.0%
Excellent or Very good	2,585	83	81	139	33	49	27	23	32	48	22	12	31	37	15	46	27	9	83	0	0
	39.2%	35.0%	47.1%	43.7%	30.6%	39.2%	42.2%	29.9%	35.2%	33.8%	36.7%	38.7%	39.2%	32.2%	40.5%	61.3%	32.5%	11.5%	100.0%	0.0%	0.0%
Significantly different from column: *		CD														QR	PR	PQ	TU	S	S

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 30

In general, how would you rate your overall mental or emotional health?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	136	5	1	8	1	0	0	0	1	1	0	0	2	5	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
Usable responses	6,586	237	172	318	110	99	24	12	207	83	149	56	94	237	0	176	61	0
	98.0%	97.9%	99.4%	97.5%	99.1%	100.0%	100.0%	100.0%	99.5%	98.8%	100.0%	100.0%	97.9%	97.9%	---	99.4%	93.8%	---
Poor	477	18	13	22	12	2	4	1	16	9	9	6	6	18	0	15	3	0
	7.2%	7.6%	7.6%	6.9%	10.9%	2.0%	16.7%	8.3%	7.7%	10.8%	6.0%	10.7%	6.4%	7.6%	---	8.5%	4.9%	---
Fair	1,530	50	38	72	23	18	6	3	41	23	25	12	15	50	0	39	11	0
	23.2%	21.1%	22.1%	22.6%	20.9%	18.2%	25.0%	25.0%	19.8%	27.7%	16.8%	21.4%	16.0%	21.1%	---	22.2%	18.0%	---
Good	1,994	86	40	85	41	38	7	4	80	24	60	24	36	86	0	61	25	0
	30.3%	36.3%	23.3%	26.7%	37.3%	38.4%	29.2%	33.3%	38.6%	28.9%	40.3%	42.9%	38.3%	36.3%	---	34.7%	41.0%	---
Very good	1,443	52	49	73	23	24	5	3	42	16	36	10	20	52	0	39	13	0
	21.9%	21.9%	28.5%	23.0%	20.9%	24.2%	20.8%	25.0%	20.3%	19.3%	24.2%	17.9%	21.3%	21.9%	---	22.2%	21.3%	---
Excellent	1,142	31	32	66	11	17	2	1	28	11	19	4	17	31	0	22	9	0
	17.3%	13.1%	18.6%	20.8%	10.0%	17.2%	8.3%	8.3%	13.5%	13.3%	12.8%	7.1%	18.1%	13.1%	---	12.5%	14.8%	---
Excellent or Very good	2,585	83	81	139	34	41	7	4	70	27	55	14	37	83	0	61	22	0
	39.2%	35.0%	47.1%	43.7%	30.9%	41.4%	29.2%	33.3%	33.8%	32.5%	36.9%	25.0%	39.4%	35.0%	---	34.7%	36.1%	---
Significantly different from column:*		CD																

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,105	238	167	323	107	123	62	75	92	142	58	31	79	115	37	75	80	78	81	85	67
Number missing or multiple answer	119	6	2	6	1	0	0	0	1	1	0	0	3	2	0	1	0	1	1	0	1
Number no experience	148	10	7	8	3	7	6	3	1	5	3	2	2	5	2	6	2	2	6	1	3
Usable responses	5,838	222	158	309	103	116	56	72	90	136	55	29	74	108	35	68	78	75	74	84	63
	95.6%	93.3%	94.6%	95.7%	96.3%	94.3%	90.3%	96.0%	97.8%	95.8%	94.8%	93.5%	93.7%	93.9%	94.6%	90.7%	97.5%	96.2%	91.4%	98.8%	94.0%
Yes	2,339	72	63	109	26	44	13	19	38	40	21	10	12	45	13	21	24	26	22	29	21
	40.1%	32.4%	39.9%	35.3%	25.2%	37.9%	23.2%	26.4%	42.2%	29.4%	38.2%	34.5%	16.2%	41.7%	37.1%	30.9%	30.8%	34.7%	29.7%	34.5%	33.3%
No	3,499	150	95	200	77	72	43	53	52	96	34	19	62	63	22	47	54	49	52	55	42
	59.9%	67.6%	60.1%	64.7%	74.8%	62.1%	76.8%	73.6%	57.8%	70.6%	61.8%	65.5%	83.8%	58.3%	62.9%	69.1%	69.2%	65.3%	70.3%	65.5%	66.7%
Significantly different from column:*		A			F	E	I	I	GH				NO	M	M						

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**A plan's score for the HEDIS Flu Vaccinations for Adults measure will include only those members flagged by the plan as being age 18 to 64 as of July 1 of the measurement year.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,105	238	167	323	110	97	23	11	206	81	148	55	95	238	0	174	64	0
Number missing or multiple answer	119	6	2	6	0	1	0	0	0	2	0	0	2	6	0	1	5	0
Number no experience	148	10	7	8	3	4	3	1	9	5	5	4	3	10	0	8	2	0
Usable responses	5,838	222	158	309	107	92	20	10	197	74	143	51	90	222	0	165	57	0
	95.6%	93.3%	94.6%	95.7%	97.3%	94.8%	87.0%	90.9%	95.6%	91.4%	96.6%	92.7%	94.7%	93.3%	---	94.8%	89.1%	---
Yes	2,339	72	63	109	40	26	5	2	64	25	45	19	39	72	0	55	17	0
	40.1%	32.4%	39.9%	35.3%	37.4%	28.3%	25.0%	20.0%	32.5%	33.8%	31.5%	37.3%	43.3%	32.4%	---	33.3%	29.8%	---
No	3,499	150	95	200	67	66	15	8	133	49	98	32	51	150	0	110	40	0
	59.9%	67.6%	60.1%	64.7%	62.6%	71.7%	75.0%	80.0%	67.5%	66.2%	68.5%	62.7%	56.7%	67.6%	---	66.7%	70.2%	---
Significantly different from column:*		A																

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**A plan's score for the HEDIS Flu Vaccinations for Adults measure will include only those members flagged by the plan as being age 18 to 64 as of July 1 of the measurement year.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 32

Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	156	8	1	9	1	1	0	1	1	2	0	0	2	5	0	1	1	2	0	1	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,566	234	172	317	108	124	64	76	91	141	60	31	79	112	37	75	82	76	83	85	65
	97.7%	96.7%	99.4%	97.2%	99.1%	99.2%	100.0%	98.7%	98.9%	98.6%	100.0%	100.0%	97.5%	95.7%	100.0%	98.7%	98.8%	97.4%	100.0%	98.8%	95.6%
Every day	1,256	50	40	71	26	24	13	17	20	36	11	3	20	26	4	10	16	24	4	19	26
	19.1%	21.4%	23.3%	22.4%	24.1%	19.4%	20.3%	22.4%	22.0%	25.5%	18.3%	9.7%	25.3%	23.2%	10.8%	13.3%	19.5%	31.6%	4.8%	22.4%	40.0%
Some days	674	40	29	48	23	16	9	12	18	28	8	3	17	16	5	10	16	14	11	16	13
	10.3%	17.1%	16.9%	15.1%	21.3%	12.9%	14.1%	15.8%	19.8%	19.9%	13.3%	9.7%	21.5%	14.3%	13.5%	13.3%	19.5%	18.4%	13.3%	18.8%	20.0%
Not at all	4,574	143	102	195	58	84	42	47	52	76	41	25	42	70	27	54	50	38	68	49	26
	69.7%	61.1%	59.3%	61.5%	53.7%	67.7%	65.6%	61.8%	57.1%	53.9%	68.3%	80.6%	53.2%	62.5%	73.0%	72.0%	61.0%	50.0%	81.9%	57.6%	40.0%
Don't know	62	1	1	3	1	0	0	0	1	1	0	0	0	0	1	1	0	0	0	1	0
	0.9%	0.4%	0.6%	0.9%	0.9%	0.0%	0.0%	0.0%	1.1%	0.7%	0.0%	0.0%	0.0%	0.0%	2.7%	1.3%	0.0%	0.0%	0.0%	1.2%	0.0%
Every day or Some days	1,930	90	69	119	49	40	22	29	38	64	19	6	37	42	9	20	32	38	15	35	39
	29.4%	38.5%	40.1%	37.5%	45.4%	32.3%	34.4%	38.2%	41.8%	45.4%	31.7%	19.4%	46.8%	37.5%	24.3%	26.7%	39.0%	50.0%	18.1%	41.2%	60.0%
Significantly different from column:*		A			F	E				L		J	O		M	R		P	TU	SU	ST

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 32

Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	156	8	1	9	0	2	0	0	2	3	1	2	3	8	0	2	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,566	234	172	317	111	97	24	12	206	81	148	54	93	234	0	175	59	0
	97.7%	96.7%	99.4%	97.2%	100.0%	98.0%	100.0%	100.0%	99.0%	96.4%	99.3%	96.4%	96.9%	96.7%	---	98.9%	90.8%	---
Every day	1,256	50	40	71	35	10	5	2	45	15	34	14	16	50	0	40	10	0
	19.1%	21.4%	23.3%	22.4%	31.5%	10.3%	20.8%	16.7%	21.8%	18.5%	23.0%	25.9%	17.2%	21.4%	---	22.9%	16.9%	---
Some days	674	40	29	48	9	27	2	1	35	15	24	9	11	40	0	30	10	0
	10.3%	17.1%	16.9%	15.1%	8.1%	27.8%	8.3%	8.3%	17.0%	18.5%	16.2%	16.7%	11.8%	17.1%	---	17.1%	16.9%	---
Not at all	4,574	143	102	195	67	59	17	9	125	51	89	31	65	143	0	104	39	0
	69.7%	61.1%	59.3%	61.5%	60.4%	60.8%	70.8%	75.0%	60.7%	63.0%	60.1%	57.4%	69.9%	61.1%	---	59.4%	66.1%	---
Don't know	62	1	1	3	0	1	0	0	1	0	1	0	1	1	0	1	0	0
	0.9%	0.4%	0.6%	0.9%	0.0%	1.0%	0.0%	0.0%	0.5%	0.0%	0.7%	0.0%	1.1%	0.4%	---	0.6%	0.0%	---
Every day or Some days	1,930	90	69	119	44	37	7	3	80	30	58	23	27	90	0	70	20	0
	29.4%	38.5%	40.1%	37.5%	39.6%	38.1%	29.2%	25.0%	38.8%	37.0%	39.2%	42.6%	29.0%	38.5%	---	40.0%	33.9%	---
Significantly different from column:*		A																

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,930	90	69	119	49	40	22	29	38	64	19	6	37	42	9	20	32	38	15	35	39
Number missing or multiple answer	17	1	1	5	1	0	1	0	0	1	0	0	1	0	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,913	89	68	114	48	40	21	29	38	63	19	6	36	42	9	20	31	38	14	35	39
	99.1%	98.9%	98.6%	95.8%	98.0%	100.0%	95.5%	100.0%	100.0%	98.4%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	96.9%	100.0%	93.3%	100.0%	100.0%
Never	512	27	17	27	16	11	9	9	9	19	8	0	18	7	1	8	9	10	6	7	14
	26.8%	30.3%	25.0%	23.7%	33.3%	27.5%	42.9%	31.0%	23.7%	30.2%	42.1%	0.0%	50.0%	16.7%	11.1%	40.0%	29.0%	26.3%	42.9%	20.0%	35.9%
Sometimes	405	21	12	24	12	9	3	6	12	18	2	1	7	11	3	6	7	8	2	12	7
	21.2%	23.6%	17.6%	21.1%	25.0%	22.5%	14.3%	20.7%	31.6%	28.6%	10.5%	16.7%	19.4%	26.2%	33.3%	30.0%	22.6%	21.1%	14.3%	34.3%	17.9%
Usually	305	11	11	17	6	5	3	3	5	7	2	2	3	7	1	1	3	7	2	3	6
	15.9%	12.4%	16.2%	14.9%	12.5%	12.5%	14.3%	10.3%	13.2%	11.1%	10.5%	33.3%	8.3%	16.7%	11.1%	5.0%	9.7%	18.4%	14.3%	8.6%	15.4%
Always	691	30	28	46	14	15	6	11	12	19	7	3	8	17	4	5	12	13	4	13	12
	36.1%	33.7%	41.2%	40.4%	29.2%	37.5%	28.6%	37.9%	31.6%	30.2%	36.8%	50.0%	22.2%	40.5%	44.4%	25.0%	38.7%	34.2%	28.6%	37.1%	30.8%
Significantly different from column:*																					
Sometimes, Usually, or Always	1,401	62	51	87	32	29	12	20	29	44	11	6	18	35	8	12	22	28	8	28	25
	73.2%	69.7%	75.0%	76.3%	66.7%	72.5%	57.1%	69.0%	76.3%	69.8%	57.9%	100.0%	50.0%	83.3%	88.9%	60.0%	71.0%	73.7%	57.1%	80.0%	64.1%
Significantly different from column:*													N	M							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1,930	90	69	119	44	37	7	3	80	30	58	23	27	90	0	70	20	0
Number missing or multiple answer	17	1	1	5	1	0	0	0	1	0	1	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,913	89	68	114	43	37	7	3	79	30	57	23	27	89	0	69	20	0
	99.1%	98.9%	98.6%	95.8%	97.7%	100.0%	100.0%	100.0%	98.8%	100.0%	98.3%	100.0%	100.0%	98.9%	---	98.6%	100.0%	---
Never	512	27	17	27	13	10	4	0	26	9	16	4	4	27	0	21	6	0
	26.8%	30.3%	25.0%	23.7%	30.2%	27.0%	57.1%	0.0%	32.9%	30.0%	28.1%	17.4%	14.8%	30.3%	---	30.4%	30.0%	---
Sometimes	405	21	12	24	10	10	1	1	18	7	14	6	8	21	0	14	7	0
	21.2%	23.6%	17.6%	21.1%	23.3%	27.0%	14.3%	33.3%	22.8%	23.3%	24.6%	26.1%	29.6%	23.6%	---	20.3%	35.0%	---
Usually	305	11	11	17	4	6	0	1	8	5	6	3	4	11	0	9	2	0
	15.9%	12.4%	16.2%	14.9%	9.3%	16.2%	0.0%	33.3%	10.1%	16.7%	10.5%	13.0%	14.8%	12.4%	---	13.0%	10.0%	---
Always	691	30	28	46	16	11	2	1	27	9	21	10	11	30	0	25	5	0
	36.1%	33.7%	41.2%	40.4%	37.2%	29.7%	28.6%	33.3%	34.2%	30.0%	36.8%	43.5%	40.7%	33.7%	---	36.2%	25.0%	---
Significantly different from column:*																		
Sometimes, Usually, or Always	1,401	62	51	87	30	27	3	3	53	21	41	19	23	62	0	48	14	0
	73.2%	69.7%	75.0%	76.3%	69.8%	73.0%	42.9%	100.0%	67.1%	70.0%	71.9%	82.6%	85.2%	69.7%	---	69.6%	70.0%	---
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,930	90	69	119	49	40	22	29	38	64	19	6	37	42	9	20	32	38	15	35	39
Number missing or multiple answer	42	2	0	6	2	0	1	1	0	1	1	0	1	1	0	0	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,888	88	69	113	47	40	21	28	38	63	18	6	36	41	9	20	30	38	14	34	39
	97.8%	97.8%	100.0%	95.0%	95.9%	100.0%	95.5%	96.6%	100.0%	98.4%	94.7%	100.0%	97.3%	97.6%	100.0%	100.0%	93.8%	100.0%	93.3%	97.1%	100.0%
Never	977	59	33	69	35	23	18	17	23	41	12	5	32	19	6	16	20	23	11	19	28
	51.7%	67.0%	47.8%	61.1%	74.5%	57.5%	85.7%	60.7%	60.5%	65.1%	66.7%	83.3%	88.9%	46.3%	66.7%	80.0%	66.7%	60.5%	78.6%	55.9%	71.8%
Sometimes	387	11	13	19	5	6	0	5	6	9	2	0	1	10	0	1	4	6	0	9	2
	20.5%	12.5%	18.8%	16.8%	10.6%	15.0%	0.0%	17.9%	15.8%	14.3%	11.1%	0.0%	2.8%	24.4%	0.0%	5.0%	13.3%	15.8%	0.0%	26.5%	5.1%
Usually	201	9	4	9	3	6	2	2	5	6	3	0	2	6	1	1	3	5	1	3	5
	10.6%	10.2%	5.8%	8.0%	6.4%	15.0%	9.5%	7.1%	13.2%	9.5%	16.7%	0.0%	5.6%	14.6%	11.1%	5.0%	10.0%	13.2%	7.1%	8.8%	12.8%
Always	323	9	19	16	4	5	1	4	4	7	1	1	1	6	2	2	3	4	2	3	4
	17.1%	10.2%	27.5%	14.2%	8.5%	12.5%	4.8%	14.3%	10.5%	11.1%	5.6%	16.7%	2.8%	14.6%	22.2%	10.0%	10.0%	10.5%	14.3%	8.8%	10.3%
Significantly different from column:*		C																			
Sometimes, Usually, or Always	911	29	36	44	12	17	3	11	15	22	6	1	4	22	3	4	10	15	3	15	11
	48.3%	33.0%	52.2%	38.9%	25.5%	42.5%	14.3%	39.3%	39.5%	34.9%	33.3%	16.7%	11.1%	53.7%	33.3%	20.0%	33.3%	39.5%	21.4%	44.1%	28.2%
Significantly different from column:*		AC					I		G				N	M							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1,930	90	69	119	44	37	7	3	80	30	58	23	27	90	0	70	20	0
Number missing or multiple answer	42	2	0	6	2	0	0	0	2	1	1	1	0	2	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,888	88	69	113	42	37	7	3	78	29	57	22	27	88	0	68	20	0
	97.8%	97.8%	100.0%	95.0%	95.5%	100.0%	100.0%	100.0%	97.5%	96.7%	98.3%	95.7%	100.0%	97.8%	---	97.1%	100.0%	---
Never	977	59	33	69	31	21	5	2	51	23	34	13	11	59	0	45	14	0
	51.7%	67.0%	47.8%	61.1%	73.8%	56.8%	71.4%	66.7%	65.4%	79.3%	59.6%	59.1%	40.7%	67.0%	---	66.2%	70.0%	---
Sometimes	387	11	13	19	3	7	1	1	9	2	9	4	6	11	0	7	4	0
	20.5%	12.5%	18.8%	16.8%	7.1%	18.9%	14.3%	33.3%	11.5%	6.9%	15.8%	18.2%	22.2%	12.5%	---	10.3%	20.0%	---
Usually	201	9	4	9	2	6	1	0	9	3	6	3	4	9	0	8	1	0
	10.6%	10.2%	5.8%	8.0%	4.8%	16.2%	14.3%	0.0%	11.5%	10.3%	10.5%	13.6%	14.8%	10.2%	---	11.8%	5.0%	---
Always	323	9	19	16	6	3	0	0	9	1	8	2	6	9	0	8	1	0
	17.1%	10.2%	27.5%	14.2%	14.3%	8.1%	0.0%	0.0%	11.5%	3.4%	14.0%	9.1%	22.2%	10.2%	---	11.8%	5.0%	---
Significantly different from column:*		C																
Sometimes, Usually, or Always	911	29	36	44	11	16	2	1	27	6	23	9	16	29	0	23	6	0
	48.3%	33.0%	52.2%	38.9%	26.2%	43.2%	28.6%	33.3%	34.6%	20.7%	40.4%	40.9%	59.3%	33.0%	---	33.8%	30.0%	---
Significantly different from column:*		AC																

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,930	90	69	119	49	40	22	29	38	64	19	6	37	42	9	20	32	38	15	35	39
Number missing or multiple answer	52	2	1	6	1	0	1	0	0	1	0	0	1	0	0	0	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
Usable responses	1,878	88	68	113	48	40	21	29	38	63	19	6	36	42	9	20	31	37	14	35	38
	97.3%	97.8%	98.6%	95.0%	98.0%	100.0%	95.5%	100.0%	100.0%	98.4%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	96.9%	97.4%	93.3%	100.0%	97.4%
Never	1,092	61	27	71	37	24	18	17	26	44	13	4	33	20	7	15	21	25	11	20	29
	58.1%	69.3%	39.7%	62.8%	77.1%	60.0%	85.7%	58.6%	68.4%	69.8%	68.4%	66.7%	91.7%	47.6%	77.8%	75.0%	67.7%	67.6%	78.6%	57.1%	76.3%
Sometimes	344	10	19	14	6	4	0	5	5	8	2	0	1	9	0	1	6	3	0	10	0
	18.3%	11.4%	27.9%	12.4%	12.5%	10.0%	0.0%	17.2%	13.2%	12.7%	10.5%	0.0%	2.8%	21.4%	0.0%	5.0%	19.4%	8.1%	0.0%	28.6%	0.0%
Usually	195	8	5	4	3	5	2	2	4	7	1	0	1	5	2	1	2	5	1	2	5
	10.4%	9.1%	7.4%	3.5%	6.3%	12.5%	9.5%	6.9%	10.5%	11.1%	5.3%	0.0%	2.8%	11.9%	22.2%	5.0%	6.5%	13.5%	7.1%	5.7%	13.2%
Always	247	9	17	24	2	7	1	5	3	4	3	2	1	8	0	3	2	4	2	3	4
	13.2%	10.2%	25.0%	21.2%	4.2%	17.5%	4.8%	17.2%	7.9%	6.3%	15.8%	33.3%	2.8%	19.0%	0.0%	15.0%	6.5%	10.8%	14.3%	8.6%	10.5%
Significantly different from column:*		CD																			
Sometimes, Usually, or Always	786	27	41	42	11	16	3	12	12	19	6	2	3	22	2	5	10	12	3	15	9
	41.9%	30.7%	60.3%	37.2%	22.9%	40.0%	14.3%	41.4%	31.6%	30.2%	31.6%	33.3%	8.3%	52.4%	22.2%	25.0%	32.3%	32.4%	21.4%	42.9%	23.7%
Significantly different from column:*		AC					H	G					N	M							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

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)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1,930	90	69	119	44	37	7	3	80	30	58	23	27	90	0	70	20	0
Number missing or multiple answer	52	2	1	6	1	0	0	0	1	0	2	0	0	2	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,878	88	68	113	43	37	7	3	79	30	56	23	27	88	0	69	19	0
	97.3%	97.8%	98.6%	95.0%	97.7%	100.0%	100.0%	100.0%	98.8%	100.0%	96.6%	100.0%	100.0%	97.8%	---	98.6%	95.0%	---
Never	1,092	61	27	71	32	23	5	2	54	24	35	13	13	61	0	47	14	0
	58.1%	69.3%	39.7%	62.8%	74.4%	62.2%	71.4%	66.7%	68.4%	80.0%	62.5%	56.5%	48.1%	69.3%	---	68.1%	73.7%	---
Sometimes	344	10	19	14	4	5	1	0	9	1	9	4	5	10	0	7	3	0
	18.3%	11.4%	27.9%	12.4%	9.3%	13.5%	14.3%	0.0%	11.4%	3.3%	16.1%	17.4%	18.5%	11.4%	---	10.1%	15.8%	---
Usually	195	8	5	4	2	5	1	1	7	4	4	4	3	8	0	8	0	0
	10.4%	9.1%	7.4%	3.5%	4.7%	13.5%	14.3%	33.3%	8.9%	13.3%	7.1%	17.4%	11.1%	9.1%	---	11.6%	0.0%	---
Always	247	9	17	24	5	4	0	0	9	1	8	2	6	9	0	7	2	0
	13.2%	10.2%	25.0%	21.2%	11.6%	10.8%	0.0%	0.0%	11.4%	3.3%	14.3%	8.7%	22.2%	10.2%	---	10.1%	10.5%	---
Significantly different from column:*		CD																
Sometimes, Usually, or Always	786	27	41	42	11	14	2	1	25	6	21	10	14	27	0	22	5	0
	41.9%	30.7%	60.3%	37.2%	25.6%	37.8%	28.6%	33.3%	31.6%	20.0%	37.5%	43.5%	51.9%	30.7%	---	31.9%	26.3%	---
Significantly different from column:*		AC																

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 36

What is your age?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	148	9	0	9	0	2	0	0	0	1	0	1	4	3	0	1	1	3	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
Usable responses	6,574	233	173	317	109	123	64	77	92	142	60	30	77	114	37	75	82	75	82	85	65
	97.8%	96.3%	100.0%	97.2%	100.0%	98.4%	100.0%	100.0%	100.0%	99.3%	100.0%	96.8%	95.1%	97.4%	100.0%	98.7%	98.8%	96.2%	98.8%	98.8%	95.6%
18 to 24	852	16	14	37	7	9	16	0	0	6	9	0	9	5	2	9	6	1	9	4	3
	13.0%	6.9%	8.1%	11.7%	6.4%	7.3%	25.0%	0.0%	0.0%	4.2%	15.0%	0.0%	11.7%	4.4%	5.4%	12.0%	7.3%	1.3%	11.0%	4.7%	4.6%
25 to 34	1,112	48	20	52	21	27	48	0	0	23	13	12	13	25	9	17	21	10	18	15	15
	16.9%	20.6%	11.6%	16.4%	19.3%	22.0%	75.0%	0.0%	0.0%	16.2%	21.7%	40.0%	16.9%	21.9%	24.3%	22.7%	25.6%	13.3%	22.0%	17.6%	23.1%
35 to 44	1,071	40	18	39	16	24	0	40	0	21	11	8	13	19	8	20	11	9	12	12	16
	16.3%	17.2%	10.4%	12.3%	14.7%	19.5%	0.0%	51.9%	0.0%	14.8%	18.3%	26.7%	16.9%	16.7%	21.6%	26.7%	13.4%	12.0%	14.6%	14.1%	24.6%
45 to 54	1,163	37	36	70	18	19	0	37	0	24	8	5	11	20	6	5	14	18	11	15	11
	17.7%	15.9%	20.8%	22.1%	16.5%	15.4%	0.0%	48.1%	0.0%	16.9%	13.3%	16.7%	14.3%	17.5%	16.2%	6.7%	17.1%	24.0%	13.4%	17.6%	16.9%
55 to 64	1,839	90	83	113	46	43	0	90	0	66	19	5	30	45	11	24	28	37	31	39	19
	28.0%	38.6%	48.0%	35.6%	42.2%	35.0%	0.0%	0.0%	97.8%	46.5%	31.7%	16.7%	39.0%	39.5%	29.7%	32.0%	34.1%	49.3%	37.8%	45.9%	29.2%
65 to 74	335	2	2	5	1	1	0	0	2	2	0	0	1	0	1	0	2	0	1	0	1
	5.1%	0.9%	1.2%	1.6%	0.9%	0.8%	0.0%	0.0%	2.2%	1.4%	0.0%	0.0%	1.3%	0.0%	2.7%	0.0%	2.4%	0.0%	1.2%	0.0%	1.5%
75 or older	202	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.1%	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%
55 or older	2,376	92	85	119	47	44	0	0	92	68	19	5	31	45	12	24	30	37	32	39	20
	36.1%	39.5%	49.1%	37.5%	43.1%	35.8%	0.0%	0.0%	100.0%	47.9%	31.7%	16.7%	40.3%	39.5%	32.4%	32.0%	36.6%	49.3%	39.0%	45.9%	30.8%
Significantly different from column:*							I	I	GH	KL	J	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.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 36

What is your age?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	148	9	0	9	0	2	0	0	2	2	3	1	2	9	0	1	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,574	233	173	317	111	97	24	12	206	82	146	55	94	233	0	176	57	0
	97.8%	96.3%	100.0%	97.2%	100.0%	98.0%	100.0%	100.0%	99.0%	97.6%	98.0%	98.2%	97.9%	96.3%	---	99.4%	87.7%	---
18 to 24	852	16	14	37	7	6	3	2	13	7	9	2	5	16	0	13	3	0
	13.0%	6.9%	8.1%	11.7%	6.3%	6.2%	12.5%	16.7%	6.3%	8.5%	6.2%	3.6%	5.3%	6.9%	---	7.4%	5.3%	---
25 to 34	1,112	48	20	52	18	21	8	0	46	21	26	20	14	48	0	26	22	0
	16.9%	20.6%	11.6%	16.4%	16.2%	21.6%	33.3%	0.0%	22.3%	25.6%	17.8%	36.4%	14.9%	20.6%	---	14.8%	38.6%	---
35 to 44	1,071	40	18	39	26	11	3	2	38	21	18	10	16	40	0	30	10	0
	16.3%	17.2%	10.4%	12.3%	23.4%	11.3%	12.5%	16.7%	18.4%	25.6%	12.3%	18.2%	17.0%	17.2%	---	17.0%	17.5%	---
45 to 54	1,163	37	36	70	21	12	4	2	33	8	28	6	19	37	0	29	8	0
	17.7%	15.9%	20.8%	22.1%	18.9%	12.4%	16.7%	16.7%	16.0%	9.8%	19.2%	10.9%	20.2%	15.9%	---	16.5%	14.0%	---
55 to 64	1,839	90	83	113	38	46	6	6	74	24	64	17	39	90	0	77	13	0
	28.0%	38.6%	48.0%	35.6%	34.2%	47.4%	25.0%	50.0%	35.9%	29.3%	43.8%	30.9%	41.5%	38.6%	---	43.8%	22.8%	---
65 to 74	335	2	2	5	1	1	0	0	2	1	1	0	1	2	0	1	1	0
	5.1%	0.9%	1.2%	1.6%	0.9%	1.0%	0.0%	0.0%	1.0%	1.2%	0.7%	0.0%	1.1%	0.9%	---	0.6%	1.8%	---
75 or older	202	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.1%	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%	---
55 or older	2,376	92	85	119	39	47	6	6	76	25	65	17	40	92	0	78	14	0
	36.1%	39.5%	49.1%	37.5%	35.1%	48.5%	25.0%	50.0%	36.9%	30.5%	44.5%	30.9%	42.6%	39.5%	---	44.3%	24.6%	---
Significantly different from column:*						G	F			K	J					Q	P	

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 37

Are you male or female?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	164	8	3	7	0	0	0	0	1	0	1	0	2	4	0	0	1	2	1	0	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,558	234	170	319	109	125	64	77	91	143	59	31	79	113	37	76	82	76	82	86	65
	97.6%	96.7%	98.3%	97.9%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	98.3%	100.0%	97.5%	96.6%	100.0%	100.0%	98.8%	97.4%	98.8%	100.0%	95.6%
Male	2,596	109	55	123	109	0	28	34	47	76	16	16	42	50	15	36	40	33	33	47	28
	39.6%	46.6%	32.4%	38.6%	100.0%	0.0%	43.8%	44.2%	51.6%	53.1%	27.1%	51.6%	53.2%	44.2%	40.5%	47.4%	48.8%	43.4%	40.2%	54.7%	43.1%
Female	3,962	125	115	196	0	125	36	43	44	67	43	15	37	63	22	40	42	43	49	39	37
	60.4%	53.4%	67.6%	61.4%	0.0%	100.0%	56.3%	55.8%	48.4%	46.9%	72.9%	48.4%	46.8%	55.8%	59.5%	52.6%	51.2%	56.6%	59.8%	45.3%	56.9%
Significantly different from column:*		AC			F	E				K	JL	K									

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 37

Are you male or female?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	164	8	3	7	0	1	0	0	1	2	2	1	3	8	0	1	7	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,558	234	170	319	111	98	24	12	207	82	147	55	93	234	0	176	58	0
	97.6%	96.7%	98.3%	97.9%	100.0%	99.0%	100.0%	100.0%	99.5%	97.6%	98.7%	98.2%	96.9%	96.7%	---	99.4%	89.2%	---
Male	2,596	109	55	123	52	48	8	4	95	36	71	22	42	109	0	84	25	0
	39.6%	46.6%	32.4%	38.6%	46.8%	49.0%	33.3%	33.3%	45.9%	43.9%	48.3%	40.0%	45.2%	46.6%	---	47.7%	43.1%	---
Female	3,962	125	115	196	59	50	16	8	112	46	76	33	51	125	0	92	33	0
	60.4%	53.4%	67.6%	61.4%	53.2%	51.0%	66.7%	66.7%	54.1%	56.1%	51.7%	60.0%	54.8%	53.4%	---	52.3%	56.9%	---
Significantly different from column:*		AC																

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 38

What is the highest grade or level of school that you have completed?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	209	8	1	9	1	0	1	0	0	0	0	0	3	3	0	0	2	2	1	0	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,513	234	172	317	108	125	63	77	92	143	60	31	78	114	37	76	81	76	82	86	65
	96.9%	96.7%	99.4%	97.2%	99.1%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	97.4%	100.0%	100.0%	97.6%	97.4%	98.8%	100.0%	95.6%
8th grade or less	471	13	16	18	10	3	0	3	10	13	0	0	7	3	2	3	7	3	3	7	2
	7.2%	5.6%	9.3%	5.7%	9.3%	2.4%	0.0%	3.9%	10.9%	9.1%	0.0%	0.0%	9.0%	2.6%	5.4%	3.9%	8.6%	3.9%	3.7%	8.1%	3.1%
Some high school, but did not graduate	1,026	43	33	59	24	19	11	14	18	43	0	0	13	22	7	8	15	20	11	16	16
	15.8%	18.4%	19.2%	18.6%	22.2%	15.2%	17.5%	18.2%	19.6%	30.1%	0.0%	0.0%	16.7%	19.3%	18.9%	10.5%	18.5%	26.3%	13.4%	18.6%	24.6%
High school graduate or GED	2,641	87	75	131	42	45	18	28	40	87	0	0	34	41	11	27	28	32	34	34	19
	40.5%	37.2%	43.6%	41.3%	38.9%	36.0%	28.6%	36.4%	43.5%	60.8%	0.0%	0.0%	43.6%	36.0%	29.7%	35.5%	34.6%	42.1%	41.5%	39.5%	29.2%
Some college or 2-year degree	1,636	60	38	80	16	43	22	19	19	0	60	0	15	31	12	21	24	14	22	18	20
	25.1%	25.6%	22.1%	25.2%	14.8%	34.4%	34.9%	24.7%	20.7%	0.0%	100.0%	0.0%	19.2%	27.2%	32.4%	27.6%	29.6%	18.4%	26.8%	20.9%	30.8%
4-year college graduate	479	22	6	17	13	9	11	7	4	0	0	22	6	12	4	11	6	5	10	8	4
	7.4%	9.4%	3.5%	5.4%	12.0%	7.2%	17.5%	9.1%	4.3%	0.0%	0.0%	71.0%	7.7%	10.5%	10.8%	14.5%	7.4%	6.6%	12.2%	9.3%	6.2%
More than 4-year college degree	260	9	4	12	3	6	1	6	1	0	0	9	3	5	1	6	1	2	2	3	4
	4.0%	3.8%	2.3%	3.8%	2.8%	4.8%	1.6%	7.8%	1.1%	0.0%	0.0%	29.0%	3.8%	4.4%	2.7%	7.9%	1.2%	2.6%	2.4%	3.5%	6.2%
4-year college graduate or more	739	31	10	29	16	15	12	13	5	0	0	31	9	17	5	17	7	7	12	11	8
	11.3%	13.2%	5.8%	9.1%	14.8%	12.0%	19.0%	16.9%	5.4%	0.0%	0.0%	100.0%	11.5%	14.9%	13.5%	22.4%	8.6%	9.2%	14.6%	12.8%	12.3%
Significantly different from column:*		C					I	I	GH	L	L	JK				QR	P	P			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 38

What is the highest grade or level of school that you have completed?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	209	8	1	9	0	1	0	0	0	3	1	1	2	8	0	1	7	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,513	234	172	317	111	98	24	12	208	81	148	55	94	234	0	176	58	0
	96.9%	96.7%	99.4%	97.2%	100.0%	99.0%	100.0%	100.0%	100.0%	96.4%	99.3%	98.2%	97.9%	96.7%	---	99.4%	89.2%	---
8th grade or less	471	13	16	18	6	7	0	2	10	3	10	0	5	13	0	11	2	0
	7.2%	5.6%	9.3%	5.7%	5.4%	7.1%	0.0%	16.7%	4.8%	3.7%	6.8%	0.0%	5.3%	5.6%	---	6.3%	3.4%	---
Some high school, but did not graduate	1,026	43	33	59	22	20	1	1	40	14	28	11	18	43	0	37	6	0
	15.8%	18.4%	19.2%	18.6%	19.8%	20.4%	4.2%	8.3%	19.2%	17.3%	18.9%	20.0%	19.1%	18.4%	---	21.0%	10.3%	---
High school graduate or GED	2,641	87	75	131	39	38	10	5	74	31	55	19	32	87	0	65	22	0
	40.5%	37.2%	43.6%	41.3%	35.1%	38.8%	41.7%	41.7%	35.6%	38.3%	37.2%	34.5%	34.0%	37.2%	---	36.9%	37.9%	---
Some college or 2-year degree	1,636	60	38	80	27	23	10	2	56	21	38	17	26	60	0	43	17	0
	25.1%	25.6%	22.1%	25.2%	24.3%	23.5%	41.7%	16.7%	26.9%	25.9%	25.7%	30.9%	27.7%	25.6%	---	24.4%	29.3%	---
4-year college graduate	479	22	6	17	12	8	1	1	20	7	14	7	8	22	0	14	8	0
	7.4%	9.4%	3.5%	5.4%	10.8%	8.2%	4.2%	8.3%	9.6%	8.6%	9.5%	12.7%	8.5%	9.4%	---	8.0%	13.8%	---
More than 4-year college degree	260	9	4	12	5	2	2	1	8	5	3	1	5	9	0	6	3	0
	4.0%	3.8%	2.3%	3.8%	4.5%	2.0%	8.3%	8.3%	3.8%	6.2%	2.0%	1.8%	5.3%	3.8%	---	3.4%	5.2%	---
4-year college graduate or more	739	31	10	29	17	10	3	2	28	12	17	8	13	31	0	20	11	0
	11.3%	13.2%	5.8%	9.1%	15.3%	10.2%	12.5%	16.7%	13.5%	14.8%	11.5%	14.5%	13.8%	13.2%	---	11.4%	19.0%	---
Significantly different from column:*		C																

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 39

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	298	22	14	22	10	5	3	2	10	11	2	1	11	7	1	5	8	5	9	2	7
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	6,424	220	159	304	99	120	61	75	82	132	58	30	70	110	36	71	75	73	74	84	61
	95.6%	90.9%	91.9%	93.3%	90.8%	96.0%	95.3%	97.4%	89.1%	92.3%	96.7%	96.8%	86.4%	94.0%	97.3%	93.4%	90.4%	93.6%	89.2%	97.7%	89.7%
Yes, Hispanic or Latino	1,099	12	3	18	4	8	2	4	6	8	2	2	4	8	0	2	7	3	4	4	4
	17.1%	5.5%	1.9%	5.9%	4.0%	6.7%	3.3%	5.3%	7.3%	6.1%	3.4%	6.7%	5.7%	7.3%	0.0%	2.8%	9.3%	4.1%	5.4%	4.8%	6.6%
No, not Hispanic or Latino	5,325	208	156	286	95	112	59	71	76	124	56	28	66	102	36	69	68	70	70	80	57
	82.9%	94.5%	98.1%	94.1%	96.0%	93.3%	96.7%	94.7%	92.7%	93.9%	96.6%	93.3%	94.3%	92.7%	100.0%	97.2%	90.7%	95.9%	94.6%	95.2%	93.4%
Significantly different from column:*		A																			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 39

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	298	22	14	22	1	10	3	0	0	9	9	3	5	22	0	11	11	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,424	220	159	304	110	89	21	12	208	75	140	53	91	220	0	166	54	0
	95.6%	90.9%	91.9%	93.3%	99.1%	89.9%	87.5%	100.0%	100.0%	89.3%	94.0%	94.6%	94.8%	90.9%	---	93.8%	83.1%	---
Yes, Hispanic or Latino	1,099	12	3	18	6	2	4	12	0	6	6	3	5	12	0	10	2	0
	17.1%	5.5%	1.9%	5.9%	5.5%	2.2%	19.0%	100.0%	0.0%	8.0%	4.3%	5.7%	5.5%	5.5%	---	6.0%	3.7%	---
No, not Hispanic or Latino	5,325	208	156	286	104	87	17	0	208	69	134	50	86	208	0	156	52	0
	82.9%	94.5%	98.1%	94.1%	94.5%	97.8%	81.0%	0.0%	100.0%	92.0%	95.7%	94.3%	94.5%	94.5%	---	94.0%	96.3%	---
Significantly different from column:*		A																

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 40

What is your race? Mark one or more.

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,722	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	328	8	2	15	1	0	1	0	0	0	0	1	2	4	0	0	2	2	1	0	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,394	234	171	311	108	125	63	77	92	143	60	30	79	113	37	76	81	76	82	86	65
	95.1%	96.7%	98.8%	95.4%	99.1%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	96.8%	97.5%	96.6%	100.0%	100.0%	97.6%	97.4%	98.8%	100.0%	95.6%
White	4,220	119	94	149	55	64	30	48	41	72	30	17	38	63	16	37	40	42	35	45	38
	66.0%	50.9%	55.0%	47.9%	50.9%	51.2%	47.6%	62.3%	44.6%	50.3%	50.0%	56.7%	48.1%	55.8%	43.2%	48.7%	49.4%	55.3%	42.7%	52.3%	58.5%
Black or African-American	1,441	103	72	151	49	53	29	24	48	66	26	10	38	43	18	34	38	30	41	39	23
	22.5%	44.0%	42.1%	48.6%	45.4%	42.4%	46.0%	31.2%	52.2%	46.2%	43.3%	33.3%	48.1%	38.1%	48.6%	44.7%	46.9%	39.5%	50.0%	45.3%	35.4%
Asian	328	5	3	7	2	3	2	3	0	3	0	2	2	2	1	3	1	1	4	0	1
	5.1%	2.1%	1.8%	2.3%	1.9%	2.4%	3.2%	3.9%	0.0%	2.1%	0.0%	6.7%	2.5%	1.8%	2.7%	3.9%	1.2%	1.3%	4.9%	0.0%	1.5%
Native Hawaiian or other Pacific Islander	65	1	0	4	1	0	1	0	0	1	0	0	1	0	0	0	0	1	0	0	1
	1.0%	0.4%	0.0%	1.3%	0.9%	0.0%	1.6%	0.0%	0.0%	0.7%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	1.5%
American Indian or Alaska Native	211	9	2	21	5	4	4	1	4	5	4	0	4	3	0	1	4	4	1	4	4
	3.3%	3.8%	1.2%	6.8%	4.6%	3.2%	6.3%	1.3%	4.3%	3.5%	6.7%	0.0%	5.1%	2.7%	0.0%	1.3%	4.9%	5.3%	1.2%	4.7%	6.2%
Other	590	13	1	29	2	11	7	2	4	5	7	1	2	6	3	5	5	3	3	4	6
	9.2%	5.6%	0.6%	9.3%	1.9%	8.8%	11.1%	2.6%	4.3%	3.5%	11.7%	3.3%	2.5%	5.3%	8.1%	6.6%	6.2%	3.9%	3.7%	4.7%	9.2%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 40

What is your race? Mark one or more.

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,722	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	328	8	2	15	0	0	0	0	0	3	1	2	2	8	0	0	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,394	234	171	311	111	99	24	12	208	81	148	54	94	234	0	177	57	0
	95.1%	96.7%	98.8%	95.4%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	99.3%	96.4%	97.9%	96.7%	---	100.0%	87.7%	---
White	4,220	119	94	149	111	0	8	7	110	41	74	28	49	119	0	94	25	0
	66.0%	50.9%	55.0%	47.9%	100.0%	0.0%	33.3%	58.3%	52.9%	50.6%	50.0%	51.9%	52.1%	50.9%	---	53.1%	43.9%	---
Black or African-American	1,441	103	72	151	0	99	4	2	89	33	69	20	41	103	0	73	30	0
	22.5%	44.0%	42.1%	48.6%	0.0%	100.0%	16.7%	16.7%	42.8%	40.7%	46.6%	37.0%	43.6%	44.0%	---	41.2%	52.6%	---
Asian	328	5	3	7	0	0	5	0	5	3	2	2	1	5	0	3	2	0
	5.1%	2.1%	1.8%	2.3%	0.0%	0.0%	20.8%	0.0%	2.4%	3.7%	1.4%	3.7%	1.1%	2.1%	---	1.7%	3.5%	---
Native Hawaiian or other Pacific Islander	65	1	0	4	0	0	1	0	0	1	0	0	0	1	0	0	1	0
	1.0%	0.4%	0.0%	1.3%	0.0%	0.0%	4.2%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.4%	---	0.0%	1.8%	---
American Indian or Alaska Native	211	9	2	21	0	0	9	0	6	3	5	3	0	9	0	3	6	0
	3.3%	3.8%	1.2%	6.8%	0.0%	0.0%	37.5%	0.0%	2.9%	3.7%	3.4%	5.6%	0.0%	3.8%	---	1.7%	10.5%	---
Other	590	13	1	29	0	0	13	4	7	7	6	6	3	13	0	6	7	0
	9.2%	5.6%	0.6%	9.3%	0.0%	0.0%	54.2%	33.3%	3.4%	8.6%	4.1%	11.1%	3.2%	5.6%	---	3.4%	12.3%	---

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 41

X723_NLA3

In the last 6 months, how often did you have to wait for an appointment because the health provider you wanted to see worked limited hours or had few available appointments?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	---	15	1	13	6	2	3	0	5	7	0	1	5	5	1	2	4	5	3	4	4
Number no experience	---	41	23	19	22	19	12	14	14	24	12	5	28	13	0	15	16	10	15	15	11
Usable responses	---	186	149	294	81	104	49	63	73	112	48	25	48	99	36	59	63	63	65	67	53
	---	76.9%	86.1%	90.2%	74.3%	83.2%	76.6%	81.8%	79.3%	78.3%	80.0%	80.6%	59.3%	84.6%	97.3%	77.6%	75.9%	80.8%	78.3%	77.9%	77.9%
Always	---	20	10	24	7	13	4	9	7	8	9	3	5	11	4	6	5	9	8	3	8
	---	10.8%	6.7%	8.2%	8.6%	12.5%	8.2%	14.3%	9.6%	7.1%	18.8%	12.0%	10.4%	11.1%	11.1%	10.2%	7.9%	14.3%	12.3%	4.5%	15.1%
Usually	---	17	5	23	7	10	6	5	6	10	4	3	4	11	2	4	7	6	4	7	6
	---	9.1%	3.4%	7.8%	8.6%	9.6%	12.2%	7.9%	8.2%	8.9%	8.3%	12.0%	8.3%	11.1%	5.6%	6.8%	11.1%	9.5%	6.2%	10.4%	11.3%
Sometimes	---	36	33	72	12	23	12	10	14	19	12	5	6	19	10	10	13	12	14	8	14
	---	19.4%	22.1%	24.5%	14.8%	22.1%	24.5%	15.9%	19.2%	17.0%	25.0%	20.0%	12.5%	19.2%	27.8%	16.9%	20.6%	19.0%	21.5%	11.9%	26.4%
Never	---	113	101	175	55	58	27	39	46	75	23	14	33	58	20	39	38	36	39	49	25
	---	60.8%	67.8%	59.5%	67.9%	55.8%	55.1%	61.9%	63.0%	67.0%	47.9%	56.0%	68.8%	58.6%	55.6%	66.1%	60.3%	57.1%	60.0%	73.1%	47.2%
Significantly different from column:*										K	J								U	T	
Never or Sometimes	---	149	134	247	67	81	39	49	60	94	35	19	39	77	30	49	51	48	53	57	39
	---	80.1%	89.9%	84.0%	82.7%	77.9%	79.6%	77.8%	82.2%	83.9%	72.9%	76.0%	81.3%	77.8%	83.3%	83.1%	81.0%	76.2%	81.5%	85.1%	73.6%
Significantly different from column:*		C																			

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 41

In the last 6 months, how often did you have to wait for an appointment because the health provider you wanted to see worked limited hours or had few available appointments?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	---	15	1	13	4	3	0	1	6	6	5	3	3	15	0	6	9	0
Number no experience	---	41	23	19	21	16	4	2	35	20	20	5	8	41	0	29	12	0
Usable responses	---	186	149	294	86	80	20	9	167	58	124	48	85	186	0	142	44	0
	---	76.9%	86.1%	90.2%	77.5%	80.8%	83.3%	75.0%	80.3%	69.0%	83.2%	85.7%	88.5%	76.9%	---	80.2%	67.7%	---
Always	---	20	10	24	10	9	1	1	19	9	10	8	7	20	0	13	7	0
	---	10.8%	6.7%	8.2%	11.6%	11.3%	5.0%	11.1%	11.4%	15.5%	8.1%	16.7%	8.2%	10.8%	---	9.2%	15.9%	---
Usually	---	17	5	23	9	7	1	1	15	7	10	6	7	17	0	13	4	0
	---	9.1%	3.4%	7.8%	10.5%	8.8%	5.0%	11.1%	9.0%	12.1%	8.1%	12.5%	8.2%	9.1%	---	9.2%	9.1%	---
Sometimes	---	36	33	72	16	12	8	1	33	20	15	18	9	36	0	28	8	0
	---	19.4%	22.1%	24.5%	18.6%	15.0%	40.0%	11.1%	19.8%	34.5%	12.1%	37.5%	10.6%	19.4%	---	19.7%	18.2%	---
Never	---	113	101	175	51	52	10	6	100	22	89	16	62	113	0	88	25	0
	---	60.8%	67.8%	59.5%	59.3%	65.0%	50.0%	66.7%	59.9%	37.9%	71.8%	33.3%	72.9%	60.8%	---	62.0%	56.8%	---
Significantly different from column:*										K	J	M	L					
Never or Sometimes	---	149	134	247	67	64	18	7	133	42	104	34	71	149	0	116	33	0
	---	80.1%	89.9%	84.0%	77.9%	80.0%	90.0%	77.8%	79.6%	72.4%	83.9%	70.8%	83.5%	80.1%	---	81.7%	75.0%	---
Significantly different from column:*		C																

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 42

X724

In the last 6 months, did you phone your personal doctor's office during regular office hours to get help or advice for yourself?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	---	17	3	12	8	2	3	2	5	8	0	1	5	9	0	3	5	5	3	4	6
Number no experience	---	20	6	12	9	11	8	7	5	13	5	2	11	8	0	7	9	4	5	8	7
Usable responses	---	205	164	302	92	112	53	68	82	122	55	28	65	100	37	66	69	69	75	74	55
	---	84.7%	94.8%	92.6%	84.4%	89.6%	82.8%	88.3%	89.1%	85.3%	91.7%	90.3%	80.2%	85.5%	100.0%	86.8%	83.1%	88.5%	90.4%	86.0%	80.9%
Yes	---	83	56	122	34	48	20	25	38	43	30	10	11	49	21	20	29	33	27	28	27
	---	40.5%	34.1%	40.4%	37.0%	42.9%	37.7%	36.8%	46.3%	35.2%	54.5%	35.7%	16.9%	49.0%	56.8%	30.3%	42.0%	47.8%	36.0%	37.8%	49.1%
No	---	122	108	180	58	64	33	43	44	79	25	18	54	51	16	46	40	36	48	46	28
	---	59.5%	65.9%	59.6%	63.0%	57.1%	62.3%	63.2%	53.7%	64.8%	45.5%	64.3%	83.1%	51.0%	43.2%	69.7%	58.0%	52.2%	64.0%	62.2%	50.9%
Significantly different from column:*										K	J		NO	M	M	R	P				

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 42

In the last 6 months, did you phone your personal doctor's office during regular office hours to get help or advice for yourself?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	---	17	3	12	3	6	0	1	5	8	5	4	5	17	0	9	8	0
Number no experience	---	20	6	12	9	8	3	1	18	13	7	5	3	20	0	17	3	0
Usable responses	---	205	164	302	99	85	21	10	185	63	137	47	88	205	0	151	54	0
	---	84.7%	94.8%	92.6%	89.2%	85.9%	87.5%	83.3%	88.9%	75.0%	91.9%	83.9%	91.7%	84.7%	---	85.3%	83.1%	---
Yes	---	83	56	122	35	37	11	6	74	26	56	24	45	83	0	57	26	0
	---	40.5%	34.1%	40.4%	35.4%	43.5%	52.4%	60.0%	40.0%	41.3%	40.9%	51.1%	51.1%	40.5%	---	37.7%	48.1%	---
No	---	122	108	180	64	48	10	4	111	37	81	23	43	122	0	94	28	0
	---	59.5%	65.9%	59.6%	64.6%	56.5%	47.6%	40.0%	60.0%	58.7%	59.1%	48.9%	48.9%	59.5%	---	62.3%	51.9%	---
Significantly different from column:*																		

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 43

X725

In the last 6 months, when you phoned during regular office hours, how often did you get the help or advice you needed?

Base: All respondents had a personal doctor and who phoned in their personal doctor's office during regular office hours (Q42)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	83	56	122	34	48	20	25	38	43	30	10	11	49	21	20	29	33	27	28	27
Number missing or multiple answer	---	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	---	1	0	1	0	1	1	0	0	1	0	0	0	1	0	1	0	0	0	1	0
Usable responses	---	82	55	117	34	47	19	25	38	42	30	10	11	48	21	19	29	33	27	27	27
	---	98.8%	98.2%	95.9%	100.0%	97.9%	95.0%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	98.0%	100.0%	95.0%	100.0%	100.0%	100.0%	96.4%	100.0%
Never	---	5	3	6	1	4	1	0	4	2	3	0	3	2	0	1	1	3	1	1	2
	---	6.1%	5.5%	5.1%	2.9%	8.5%	5.3%	0.0%	10.5%	4.8%	10.0%	0.0%	27.3%	4.2%	0.0%	5.3%	3.4%	9.1%	3.7%	3.7%	7.4%
Sometimes	---	15	3	24	5	10	5	4	6	8	6	1	2	8	5	2	7	6	4	3	8
	---	18.3%	5.5%	20.5%	14.7%	21.3%	26.3%	16.0%	15.8%	19.0%	20.0%	10.0%	18.2%	16.7%	23.8%	10.5%	24.1%	18.2%	14.8%	11.1%	29.6%
Usually	---	16	8	24	6	9	3	6	7	8	6	2	1	10	5	2	4	9	4	7	5
	---	19.5%	14.5%	20.5%	17.6%	19.1%	15.8%	24.0%	18.4%	19.0%	20.0%	20.0%	9.1%	20.8%	23.8%	10.5%	13.8%	27.3%	14.8%	25.9%	18.5%
Always	---	46	41	63	22	24	10	15	21	24	15	7	5	28	11	14	17	15	18	16	12
	---	56.1%	74.5%	53.8%	64.7%	51.1%	52.6%	60.0%	55.3%	57.1%	50.0%	70.0%	45.5%	58.3%	52.4%	73.7%	58.6%	45.5%	66.7%	59.3%	44.4%
Significantly different from column:*		C														R	P				
Usually or Always	---	62	49	87	28	33	13	21	28	32	21	9	6	38	16	16	21	24	22	23	17
	---	75.6%	89.1%	74.4%	82.4%	70.2%	68.4%	84.0%	73.7%	76.2%	70.0%	90.0%	54.5%	79.2%	76.2%	84.2%	72.4%	72.7%	81.5%	85.2%	63.0%
Significantly different from column:*		C																			

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 43

In the last 6 months, when you phoned during regular office hours, how often did you get the help or advice you needed?

Base: All respondents had a personal doctor and who phoned in their personal doctor's office during regular office hours (Q42)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	83	56	122	35	37	11	6	74	26	56	24	45	83	0	57	26	0
Number missing or multiple answer	---	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	---	1	0	1	0	0	1	0	1	0	1	1	0	1	0	0	1	0
Usable responses	---	82	55	117	35	37	10	6	73	26	55	23	45	82	0	57	25	0
	---	98.8%	98.2%	95.9%	100.0%	100.0%	90.9%	100.0%	98.6%	100.0%	98.2%	95.8%	100.0%	98.8%	---	100.0%	96.2%	---
Never	---	5	3	6	4	1	0	0	5	1	3	2	0	5	0	5	0	0
	---	6.1%	5.5%	5.1%	11.4%	2.7%	0.0%	0.0%	6.8%	3.8%	5.5%	8.7%	0.0%	6.1%	---	8.8%	0.0%	---
Sometimes	---	15	3	24	6	7	2	0	13	11	4	10	3	15	0	12	3	0
	---	18.3%	5.5%	20.5%	17.1%	18.9%	20.0%	0.0%	17.8%	42.3%	7.3%	43.5%	6.7%	18.3%	---	21.1%	12.0%	---
Usually	---	16	8	24	4	10	2	0	16	5	11	6	8	16	0	9	7	0
	---	19.5%	14.5%	20.5%	11.4%	27.0%	20.0%	0.0%	21.9%	19.2%	20.0%	26.1%	17.8%	19.5%	---	15.8%	28.0%	---
Always	---	46	41	63	21	19	6	6	39	9	37	5	34	46	0	31	15	0
	---	56.1%	74.5%	53.8%	60.0%	51.4%	60.0%	100.0%	53.4%	34.6%	67.3%	21.7%	75.6%	56.1%	---	54.4%	60.0%	---
Significantly different from column:*		C								K	J	M	L					
Usually or Always	---	62	49	87	25	29	8	6	55	14	48	11	42	62	0	40	22	0
	---	75.6%	89.1%	74.4%	71.4%	78.4%	80.0%	100.0%	75.3%	53.8%	87.3%	47.8%	93.3%	75.6%	---	70.2%	88.0%	---
Significantly different from column:*		C								K	J	M	L					

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 44

X726_NLA3

In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?

Base: All respondents who had a personal doctor (Q42)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	205	164	302	92	112	53	68	82	122	55	28	65	100	37	66	69	69	75	74	55
Number missing or multiple answer	---	7	9	10	2	5	1	2	4	6	1	0	3	3	1	4	2	1	3	3	1
Number no experience	---	4	1	2	3	1	2	1	1	3	0	1	2	2	0	1	1	2	1	0	3
Usable responses	---	194	154	290	87	106	50	65	77	113	54	27	60	95	36	61	66	66	71	71	51
	---	94.6%	93.9%	96.0%	94.6%	94.6%	94.3%	95.6%	93.9%	92.6%	98.2%	96.4%	92.3%	95.0%	97.3%	92.4%	95.7%	95.7%	94.7%	95.9%	92.7%
Yes	---	19	14	34	8	10	4	8	7	11	7	1	3	10	6	4	3	11	5	6	8
	---	9.8%	9.1%	11.7%	9.2%	9.4%	8.0%	12.3%	9.1%	9.7%	13.0%	3.7%	5.0%	10.5%	16.7%	6.6%	4.5%	16.7%	7.0%	8.5%	15.7%
No	---	175	140	256	79	96	46	57	70	102	47	26	57	85	30	57	63	55	66	65	43
	---	90.2%	90.9%	88.3%	90.8%	90.6%	92.0%	87.7%	90.9%	90.3%	87.0%	96.3%	95.0%	89.5%	83.3%	93.4%	95.5%	83.3%	93.0%	91.5%	84.3%
Significantly different from column:*																	R	Q			

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 44

In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?

Base: All respondents who had a personal doctor (Q42)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	205	164	302	99	85	21	10	185	63	137	47	88	205	0	151	54	0
Number missing or multiple answer	---	7	9	10	3	4	0	0	6	2	5	1	3	7	0	7	0	0
Number no experience	---	4	1	2	0	2	2	1	2	3	1	0	2	4	0	3	1	0
Usable responses	---	194	154	290	96	79	19	9	177	58	131	46	83	194	0	141	53	0
	---	94.6%	93.9%	96.0%	97.0%	92.9%	90.5%	90.0%	95.7%	92.1%	95.6%	97.9%	94.3%	94.6%	---	93.4%	98.1%	---
Yes	---	19	14	34	6	9	4	1	18	7	12	8	8	19	0	14	5	0
	---	9.8%	9.1%	11.7%	6.3%	11.4%	21.1%	11.1%	10.2%	12.1%	9.2%	17.4%	9.6%	9.8%	---	9.9%	9.4%	---
No	---	175	140	256	90	70	15	8	159	51	119	38	75	175	0	127	48	0
	---	90.2%	90.9%	88.3%	93.8%	88.6%	78.9%	88.9%	89.8%	87.9%	90.8%	82.6%	90.4%	90.2%	---	90.1%	90.6%	---
Significantly different from column:*																		

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 45

X727_NLA3

In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

Base: All respondents who had a personal doctor (Q42) and phoned their personal doctor after office hours (Q44)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	19	14	34	8	10	4	8	7	11	7	1	3	10	6	4	3	11	5	6	8
Number missing or multiple answer	---	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	---	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Usable responses	---	19	12	31	8	10	4	8	7	11	7	1	3	10	6	4	3	11	5	6	8
	---	100.0%	85.7%	91.2%	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%
Never	---	4	0	1	3	1	1	0	3	3	1	0	2	0	2	0	1	3	0	1	3
	---	21.1%	0.0%	3.2%	37.5%	10.0%	25.0%	0.0%	42.9%	27.3%	14.3%	0.0%	66.7%	0.0%	33.3%	0.0%	33.3%	27.3%	0.0%	16.7%	37.5%
Sometimes	---	2	2	8	1	1	1	0	1	0	2	0	0	1	1	2	0	0	1	0	1
	---	10.5%	16.7%	25.8%	12.5%	10.0%	25.0%	0.0%	14.3%	0.0%	28.6%	0.0%	0.0%	10.0%	16.7%	50.0%	0.0%	0.0%	20.0%	0.0%	12.5%
Usually	---	4	1	7	1	2	0	3	1	2	2	0	0	3	1	0	0	3	1	2	1
	---	21.1%	8.3%	22.6%	12.5%	20.0%	0.0%	37.5%	14.3%	18.2%	28.6%	0.0%	0.0%	30.0%	16.7%	0.0%	0.0%	27.3%	20.0%	33.3%	12.5%
Always	---	9	9	15	3	6	2	5	2	6	2	1	1	6	2	2	2	5	3	3	3
	---	47.4%	75.0%	48.4%	37.5%	60.0%	50.0%	62.5%	28.6%	54.5%	28.6%	100.0%	33.3%	60.0%	33.3%	50.0%	66.7%	45.5%	60.0%	50.0%	37.5%
Significantly different from column:*																					
Usually or Always	---	13	10	22	4	8	2	8	3	8	4	1	1	9	3	2	2	8	4	5	4
	---	68.4%	83.3%	71.0%	50.0%	80.0%	50.0%	100.0%	42.9%	72.7%	57.1%	100.0%	33.3%	90.0%	50.0%	50.0%	66.7%	72.7%	80.0%	83.3%	50.0%
Significantly different from column:*																					

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 45

In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

Base: All respondents who had a personal doctor (Q42) and phoned their personal doctor after office hours (Q44)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	19	14	34	6	9	4	1	18	7	12	8	8	19	0	14	5	0
Number missing or multiple answer	---	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	---	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Usable responses	---	19	12	31	6	9	4	1	18	7	12	8	8	19	0	14	5	0
	---	100.0%	85.7%	91.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---
Never	---	4	0	1	2	2	0	0	4	1	3	1	1	4	0	3	1	0
	---	21.1%	0.0%	3.2%	33.3%	22.2%	0.0%	0.0%	22.2%	14.3%	25.0%	12.5%	12.5%	21.1%	---	21.4%	20.0%	---
Sometimes	---	2	2	8	0	1	1	0	2	1	1	2	0	2	0	1	1	0
	---	10.5%	16.7%	25.8%	0.0%	11.1%	25.0%	0.0%	11.1%	14.3%	8.3%	25.0%	0.0%	10.5%	---	7.1%	20.0%	---
Usually	---	4	1	7	1	2	1	0	4	2	2	3	1	4	0	3	1	0
	---	21.1%	8.3%	22.6%	16.7%	22.2%	25.0%	0.0%	22.2%	28.6%	16.7%	37.5%	12.5%	21.1%	---	21.4%	20.0%	---
Always	---	9	9	15	3	4	2	1	8	3	6	2	6	9	0	7	2	0
	---	47.4%	75.0%	48.4%	50.0%	44.4%	50.0%	100.0%	44.4%	42.9%	50.0%	25.0%	75.0%	47.4%	---	50.0%	40.0%	---
Significantly different from column:*																		
Usually or Always	---	13	10	22	4	6	3	1	12	5	8	5	7	13	0	10	3	0
	---	68.4%	83.3%	71.0%	66.7%	66.7%	75.0%	100.0%	66.7%	71.4%	66.7%	62.5%	87.5%	68.4%	---	71.4%	60.0%	---
Significantly different from column:*																		

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 46

X728_NLA3

After hours care is health care when your usual doctor's office or clinic is closed. In the last 6 months, did you need to visit a doctor's office or clinic for after hours care?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	---	16	5	14	7	2	3	1	5	6	1	1	5	8	0	1	5	6	4	3	5
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	---	226	168	312	102	123	61	76	87	137	59	30	76	109	37	75	78	72	79	83	63
	---	93.4%	97.1%	95.7%	93.6%	98.4%	95.3%	98.7%	94.6%	95.8%	98.3%	96.8%	93.8%	93.2%	100.0%	98.7%	94.0%	92.3%	95.2%	96.5%	92.6%
Yes	---	40	29	50	18	21	9	13	18	22	12	6	11	19	10	6	16	17	10	15	15
	---	17.7%	17.3%	16.0%	17.6%	17.1%	14.8%	17.1%	20.7%	16.1%	20.3%	20.0%	14.5%	17.4%	27.0%	8.0%	20.5%	23.6%	12.7%	18.1%	23.8%
No	---	186	139	262	84	102	52	63	69	115	47	24	65	90	27	69	62	55	69	68	48
	---	82.3%	82.7%	84.0%	82.4%	82.9%	85.2%	82.9%	79.3%	83.9%	79.7%	80.0%	85.5%	82.6%	73.0%	92.0%	79.5%	76.4%	87.3%	81.9%	76.2%
Significantly different from column:*																QR	P	P			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 46

After hours care is health care when your usual doctor's office or clinic is closed. In the last 6 months, did you need to visit a doctor's office or clinic for after hours care?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African- American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	---	16	5	14	2	6	0	0	6	6	4	3	5	16	0	8	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	226	168	312	109	93	24	12	202	78	145	53	91	226	0	169	57	0
	---	93.4%	97.1%	95.7%	98.2%	93.9%	100.0%	100.0%	97.1%	92.9%	97.3%	94.6%	94.8%	93.4%	---	95.5%	87.7%	---
Yes	---	40	29	50	18	16	6	2	36	15	24	15	13	40	0	36	4	0
	---	17.7%	17.3%	16.0%	16.5%	17.2%	25.0%	16.7%	17.8%	19.2%	16.6%	28.3%	14.3%	17.7%	---	21.3%	7.0%	---
No	---	186	139	262	91	77	18	10	166	63	121	38	78	186	0	133	53	0
	---	82.3%	82.7%	84.0%	83.5%	82.8%	75.0%	83.3%	82.2%	80.8%	83.4%	71.7%	85.7%	82.3%	---	78.7%	93.0%	---
Significantly different from column:*												M	L			Q	P	

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 47

X729_NLA3

In the last 6 months, how often was it easy to get the after hours care you thought you needed?

Base: All respondents who had a visit to a doctor's office or clinic for after hours care (Q46)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	40	29	50	18	21	9	13	18	22	12	6	11	19	10	6	16	17	10	15	15
Number missing or multiple answer	---	2	1	2	0	2	0	1	1	1	0	1	1	0	1	0	1	1	1	0	1
Number no experience	---	1	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	1	0	1	0
Usable responses	---	37	27	48	18	18	9	12	16	20	12	5	10	18	9	6	15	15	9	14	14
	---	92.5%	93.1%	96.0%	100.0%	85.7%	100.0%	92.3%	88.9%	90.9%	100.0%	83.3%	90.9%	94.7%	90.0%	100.0%	93.8%	88.2%	90.0%	93.3%	93.3%
Never	---	4	2	5	3	1	0	2	2	3	1	0	2	1	1	1	1	2	1	2	1
	---	10.8%	7.4%	10.4%	16.7%	5.6%	0.0%	16.7%	12.5%	15.0%	8.3%	0.0%	20.0%	5.6%	11.1%	16.7%	6.7%	13.3%	11.1%	14.3%	7.1%
Sometimes	---	6	1	8	3	2	2	3	1	3	2	1	2	2	2	0	2	3	1	1	4
	---	16.2%	3.7%	16.7%	16.7%	11.1%	22.2%	25.0%	6.3%	15.0%	16.7%	20.0%	20.0%	11.1%	22.2%	0.0%	13.3%	20.0%	11.1%	7.1%	28.6%
Usually	---	8	6	7	3	5	0	3	5	2	4	2	0	4	4	0	5	3	2	4	2
	---	21.6%	22.2%	14.6%	16.7%	27.8%	0.0%	25.0%	31.3%	10.0%	33.3%	40.0%	0.0%	22.2%	44.4%	0.0%	33.3%	20.0%	22.2%	28.6%	14.3%
Always	---	19	18	28	9	10	7	4	8	12	5	2	6	11	2	5	7	7	5	7	7
	---	51.4%	66.7%	58.3%	50.0%	55.6%	77.8%	33.3%	50.0%	60.0%	41.7%	40.0%	60.0%	61.1%	22.2%	83.3%	46.7%	46.7%	55.6%	50.0%	50.0%
Significantly different from column:*																					
Usually or Always	---	27	24	35	12	15	7	7	13	14	9	4	6	15	6	5	12	10	7	11	9
	---	73.0%	88.9%	72.9%	66.7%	83.3%	77.8%	58.3%	81.3%	70.0%	75.0%	80.0%	60.0%	83.3%	66.7%	83.3%	80.0%	66.7%	77.8%	78.6%	64.3%
Significantly different from column:*																					

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 47

In the last 6 months, how often was it easy to get the after hours care you thought you needed?

Base: All respondents who had a visit to a doctor's office or clinic for after hours care (Q46)

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	40	29	50	18	16	6	2	36	15	24	15	13	40	0	36	4	0
Number missing or multiple answer	---	2	1	2	1	1	0	0	2	1	1	0	0	2	0	2	0	0
Number no experience	---	1	1	0	1	0	0	0	1	0	1	0	1	1	0	0	1	0
Usable responses	---	37	27	48	16	15	6	2	33	14	22	15	12	37	0	34	3	0
	---	92.5%	93.1%	96.0%	88.9%	93.8%	100.0%	100.0%	91.7%	93.3%	91.7%	100.0%	92.3%	92.5%	---	94.4%	75.0%	---
Never	---	4	2	5	1	2	1	0	4	1	3	1	1	4	0	2	2	0
	---	10.8%	7.4%	10.4%	6.3%	13.3%	16.7%	0.0%	12.1%	7.1%	13.6%	6.7%	8.3%	10.8%	---	5.9%	66.7%	---
Sometimes	---	6	1	8	2	3	1	1	4	3	3	1	3	6	0	5	1	0
	---	16.2%	3.7%	16.7%	12.5%	20.0%	16.7%	50.0%	12.1%	21.4%	13.6%	6.7%	25.0%	16.2%	---	14.7%	33.3%	---
Usually	---	8	6	7	4	2	2	1	6	6	2	6	2	8	0	8	0	0
	---	21.6%	22.2%	14.6%	25.0%	13.3%	33.3%	50.0%	18.2%	42.9%	9.1%	40.0%	16.7%	21.6%	---	23.5%	0.0%	---
Always	---	19	18	28	9	8	2	0	19	4	14	7	6	19	0	19	0	0
	---	51.4%	66.7%	58.3%	56.3%	53.3%	33.3%	0.0%	57.6%	28.6%	63.6%	46.7%	50.0%	51.4%	---	55.9%	0.0%	---
Significantly different from column:*										K	J							
Usually or Always	---	27	24	35	13	10	4	1	25	10	16	13	8	27	0	27	0	0
	---	73.0%	88.9%	72.9%	81.3%	66.7%	66.7%	50.0%	75.8%	71.4%	72.7%	86.7%	66.7%	73.0%	---	79.4%	0.0%	---
Significantly different from column:*																		

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 48

X717_NLA3

In the last 6 months, how often was it easy to get appointments with specialists?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	242	173	326	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	---	13	1	17	3	3	3	1	2	3	1	2	5	5	0	2	3	4	2	3	4
Number no experience	---	82	61	64	46	36	34	18	29	47	23	12	40	33	7	31	34	17	31	34	17
Usable responses	---	147	111	245	60	86	27	58	61	93	36	17	36	79	30	43	46	57	50	49	47
	---	60.7%	64.2%	75.2%	55.0%	68.8%	42.2%	75.3%	66.3%	65.0%	60.0%	54.8%	44.4%	67.5%	81.1%	56.6%	55.4%	73.1%	60.2%	57.0%	69.1%
Never	---	22	13	39	9	13	2	11	9	15	6	1	14	7	1	4	8	10	6	10	6
	---	15.0%	11.7%	15.9%	15.0%	15.1%	7.4%	19.0%	14.8%	16.1%	16.7%	5.9%	38.9%	8.9%	3.3%	9.3%	17.4%	17.5%	12.0%	20.4%	12.8%
Sometimes	---	27	13	37	13	13	6	10	11	16	8	3	4	14	8	7	7	12	6	8	12
	---	18.4%	11.7%	15.1%	21.7%	15.1%	22.2%	17.2%	18.0%	17.2%	22.2%	17.6%	11.1%	17.7%	26.7%	16.3%	15.2%	21.1%	12.0%	16.3%	25.5%
Usually	---	32	27	51	14	18	7	11	14	21	5	5	5	22	5	8	10	14	11	10	11
	---	21.8%	24.3%	20.8%	23.3%	20.9%	25.9%	19.0%	23.0%	22.6%	13.9%	29.4%	13.9%	27.8%	16.7%	18.6%	21.7%	24.6%	22.0%	20.4%	23.4%
Always	---	66	58	118	24	42	12	26	27	41	17	8	13	36	16	24	21	21	27	21	18
	---	44.9%	52.3%	48.2%	40.0%	48.8%	44.4%	44.8%	44.3%	44.1%	47.2%	47.1%	36.1%	45.6%	53.3%	55.8%	45.7%	36.8%	54.0%	42.9%	38.3%
Significantly different from column:*																					
Usually or Always	---	98	85	169	38	60	19	37	41	62	22	13	18	58	21	32	31	35	38	31	29
	---	66.7%	76.6%	69.0%	63.3%	69.8%	70.4%	63.8%	67.2%	66.7%	61.1%	76.5%	50.0%	73.4%	70.0%	74.4%	67.4%	61.4%	76.0%	63.3%	61.7%
Significantly different from column:*													N	M							

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 48

In the last 6 months, how often was it easy to get appointments with specialists?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	242	173	326	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	---	13	1	17	2	3	0	0	5	3	5	3	2	13	0	4	9	0
Number no experience	---	82	61	64	34	37	11	2	75	26	53	11	29	82	0	57	25	0
Usable responses	---	147	111	245	75	59	13	10	128	55	91	42	65	147	0	116	31	0
	---	60.7%	64.2%	75.2%	67.6%	59.6%	54.2%	83.3%	61.5%	65.5%	61.1%	75.0%	67.7%	60.7%	---	65.5%	47.7%	---
Never	---	22	13	39	13	7	2	2	19	10	11	6	2	22	0	17	5	0
	---	15.0%	11.7%	15.9%	17.3%	11.9%	15.4%	20.0%	14.8%	18.2%	12.1%	14.3%	3.1%	15.0%	---	14.7%	16.1%	---
Sometimes	---	27	13	37	14	9	4	0	26	11	16	11	11	27	0	23	4	0
	---	18.4%	11.7%	15.1%	18.7%	15.3%	30.8%	0.0%	20.3%	20.0%	17.6%	26.2%	16.9%	18.4%	---	19.8%	12.9%	---
Usually	---	32	27	51	16	14	2	4	25	18	14	13	12	32	0	27	5	0
	---	21.8%	24.3%	20.8%	21.3%	23.7%	15.4%	40.0%	19.5%	32.7%	15.4%	31.0%	18.5%	21.8%	---	23.3%	16.1%	---
Always	---	66	58	118	32	29	5	4	58	16	50	12	40	66	0	49	17	0
	---	44.9%	52.3%	48.2%	42.7%	49.2%	38.5%	40.0%	45.3%	29.1%	54.9%	28.6%	61.5%	44.9%	---	42.2%	54.8%	---
Significantly different from column:*										K	J	M	L					
Usually or Always	---	98	85	169	48	43	7	8	83	34	64	25	52	98	0	76	22	0
	---	66.7%	76.6%	69.0%	64.0%	72.9%	53.8%	80.0%	64.8%	61.8%	70.3%	59.5%	80.0%	66.7%	---	65.5%	71.0%	---
Significantly different from column:*										M	L							

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 49

x765_NLA3

In the last 6 months, how often was it easy to get your prescription medicine from your health plan?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Doctor Visits in One Year (Q7)			Health Status (Q29)			Mental Health Status (Q30)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	---	242	---	---	109	125	64	77	92	143	60	31	81	117	37	76	83	78	83	86	68
Number missing or multiple answer	---	13	---	---	5	1	4	0	2	4	1	1	5	5	0	2	3	4	3	1	5
Number no experience	---	34	---	---	20	14	15	10	9	20	5	9	25	9	0	13	17	4	13	14	7
Usable responses	---	195	---	---	84	110	45	67	81	119	54	21	51	103	37	61	63	70	67	71	56
	---	80.6%	---	---	77.1%	88.0%	70.3%	87.0%	88.0%	83.2%	90.0%	67.7%	63.0%	88.0%	100.0%	80.3%	75.9%	89.7%	80.7%	82.6%	82.4%
Never	---	8	---	---	5	3	2	3	3	5	2	1	5	3	0	1	2	5	0	6	2
	---	4.1%	---	---	6.0%	2.7%	4.4%	4.5%	3.7%	4.2%	3.7%	4.8%	9.8%	2.9%	0.0%	1.6%	3.2%	7.1%	0.0%	8.5%	3.6%
Sometimes	---	16	---	---	5	11	3	7	6	8	6	2	3	5	7	6	4	6	6	2	8
	---	8.2%	---	---	6.0%	10.0%	6.7%	10.4%	7.4%	6.7%	11.1%	9.5%	5.9%	4.9%	18.9%	9.8%	6.3%	8.6%	9.0%	2.8%	14.3%
Usually	---	29	---	---	13	15	6	9	13	19	9	1	9	16	3	6	9	13	5	13	11
	---	14.9%	---	---	15.5%	13.6%	13.3%	13.4%	16.0%	16.0%	16.7%	4.8%	17.6%	15.5%	8.1%	9.8%	14.3%	18.6%	7.5%	18.3%	19.6%
Always	---	142	---	---	61	81	34	48	59	87	37	17	34	79	27	48	48	46	56	50	35
	---	72.8%	---	---	72.6%	73.6%	75.6%	71.6%	72.8%	73.1%	68.5%	81.0%	66.7%	76.7%	73.0%	78.7%	76.2%	65.7%	83.6%	70.4%	62.5%
Significantly different from column:*																			U		S
Usually or Always	---	171	---	---	74	96	40	57	72	106	46	18	43	95	30	54	57	59	61	63	46
	---	87.7%	---	---	88.1%	87.3%	88.9%	85.1%	88.9%	89.1%	85.2%	85.7%	84.3%	92.2%	81.1%	88.5%	90.5%	84.3%	91.0%	88.7%	82.1%
Significantly different from column:*																					

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Community Care Health Plan of Louisiana, Inc. dba Healthy Blue

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

7123000

Question 49

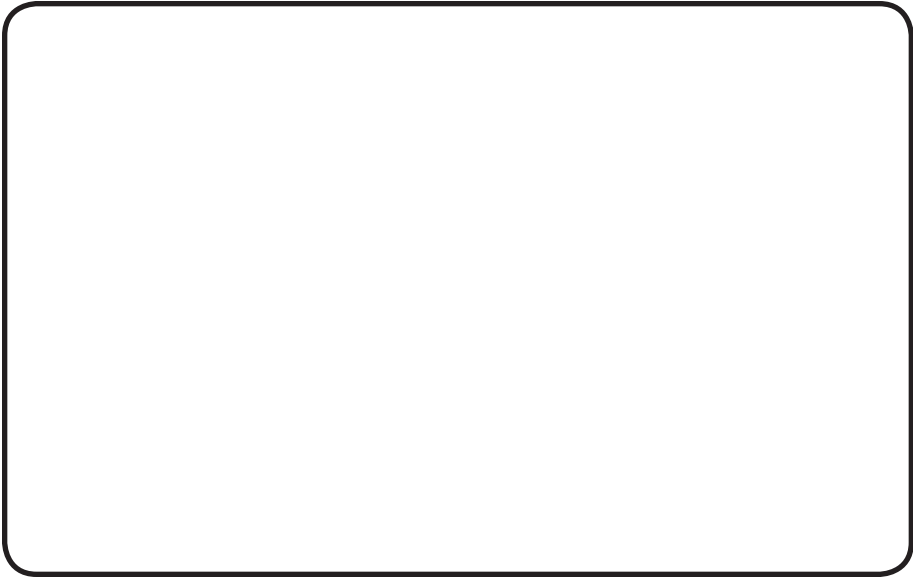
In the last 6 months, how often was it easy to get your prescription medicine from your health plan?

Base: All respondents

	2021 Anthem National Adult Medicaid Average	2021	2020	2019	Race (Q40)			Ethnicity (Q39)		Rating of Health Plan (Q28)		Rating of Health Care (Q8)		Survey Language		Survey Type		
					White	African-American	Other	Hispanic	Not Hispanic	0 to 8	9 to 10	0 to 8	9 to 10	English	Spanish	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	242	---	---	111	99	24	12	208	84	149	56	96	242	0	177	65	0
Number missing or multiple answer	---	13	---	---	1	3	1	0	4	3	6	3	2	13	0	3	10	0
Number no experience	---	34	---	---	13	16	5	3	29	17	16	3	6	34	0	26	8	0
Usable responses	---	195	---	---	97	80	18	9	175	64	127	50	88	195	0	148	47	0
	---	80.6%	---	---	87.4%	80.8%	75.0%	75.0%	84.1%	76.2%	85.2%	89.3%	91.7%	80.6%	---	83.6%	72.3%	---
Never	---	8	---	---	6	2	0	0	8	3	4	2	1	8	0	6	2	0
	---	4.1%	---	---	6.2%	2.5%	0.0%	0.0%	4.6%	4.7%	3.1%	4.0%	1.1%	4.1%	---	4.1%	4.3%	---
Sometimes	---	16	---	---	5	7	4	0	15	8	7	6	5	16	0	11	5	0
	---	8.2%	---	---	5.2%	8.8%	22.2%	0.0%	8.6%	12.5%	5.5%	12.0%	5.7%	8.2%	---	7.4%	10.6%	---
Usually	---	29	---	---	11	15	3	1	26	13	16	9	10	29	0	21	8	0
	---	14.9%	---	---	11.3%	18.8%	16.7%	11.1%	14.9%	20.3%	12.6%	18.0%	11.4%	14.9%	---	14.2%	17.0%	---
Always	---	142	---	---	75	56	11	8	126	40	100	33	72	142	0	110	32	0
	---	72.8%	---	---	77.3%	70.0%	61.1%	88.9%	72.0%	62.5%	78.7%	66.0%	81.8%	72.8%	---	74.3%	68.1%	---
Significantly different from column:*										K	J	M	L					
Usually or Always	---	171	---	---	86	71	14	9	152	53	116	42	82	171	0	131	40	0
	---	87.7%	---	---	88.7%	88.8%	77.8%	100.0%	86.9%	82.8%	91.3%	84.0%	93.2%	87.7%	---	88.5%	85.1%	---
Significantly different from column:*																		

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

APPENDIX D. SURVEY MATERIALS



Presorted
First Class
U.S. Postage
PAID
Permit #5745
Baltimore, MD

**RESPONSE
NEEDED**

CSS Processing
PO Box 3416
Hopkins, MN 55343



HBLLA3_1

How can Healthy Blue serve you better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide at Healthy Blue. It will take less than 20 minutes to complete.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we are asking only a few people to take the survey, **it is very important that you fill out the survey and return it right away.** Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better.

Sincerely,

Dr. Laura Herrera Scott
VP, Medicaid Clinical Operations
Healthy Blue

Si quiere que CSS le envíe un cuestionario en español, por favor llámenos al 1-800-874-5561.

myhealthybluela.com

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.



HBLLA3_3

About three weeks ago, we sent you a survey about the services we provide at Healthy Blue. If you sent your survey back, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It will take less than 20 minutes to complete.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we asked only a few people to take the survey, **it is very important that you fill out the survey and return it right away.** Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better.

Sincerely,

Dr. Laura Herrera Scott
VP, Medicaid Clinical Operations
Healthy Blue

Si quiere que CSS le envíe un cuestionario en español, por favor llámenos al 1-800-874-5561.

myhealthybluela.com

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.



PRST FIRST CLASS
U.S. POSTAGE
PAID
BALTIMORE, MD
PERMIT 5745

CSS Processing
PO Box 3416
Hopkins, MN 55343

myhealthybluela.com

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc.,
an independent licensee of the Blue Cross and Blue Shield Association.

1030551LAMESHBL 10 20

HBL 3

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!

Si quiere que CSS le envíe un cuestionario en español, por favor llámenos al 1-800-874-5561.



SURVEY INSTRUCTIONS

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- ☒₁ Yes → *If Yes, Go to Question 1*
☐₂ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

1. Our records show that you are now in Healthy Blue. Is that right?

- ☐₁ Yes → *If Yes, Go to Question 3*
☐₂ No

2. What is the name of your health plan?
(Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care 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?

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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?

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you 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?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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***

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?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

13. In the last 6 months, how often did your personal doctor listen carefully to you?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

15. In the last 6 months, how often did your personal doctor spend enough time with you?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

26. In the last 6 months, did your health plan give you any forms to fill out?

☐₁ Yes
☐₂ No → **If No, Go to Question 28**

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

0	1	2	3	4	5	6	7	8	9	10	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Worst health plan possible											Best health plan possible

ABOUT YOU

29. In general, how would you rate your overall health?

- ☐₁ Excellent
- ☐₂ Very good
- ☐₃ Good
- ☐₄ Fair
- ☐₅ Poor

30. In general, how would you rate your overall mental or emotional health?

- ☐₁ Excellent
- ☐₂ Very good
- ☐₃ Good
- ☐₄ Fair
- ☐₅ Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 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?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

34. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

35. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

36. What is your age?

- ☐₁ 18 to 24
- ☐₂ 25 to 34
- ☐₃ 35 to 44
- ☐₄ 45 to 54
- ☐₅ 55 to 64
- ☐₆ 65 to 74
- ☐₇ 75 or older

37. Are you male or female?

- ☐₁ Male
- ☐₂ Female

38. What is the highest grade or level of school that you have completed?

- ☐₁ 8th grade or less
- ☐₂ Some high school, but did not graduate
- ☐₃ High school graduate or GED
- ☐₄ Some college or 2-year degree
- ☐₅ 4-year college graduate
- ☐₆ More than 4-year college degree

39. Are you of Hispanic or Latino origin or descent?

- ☐₁ Yes, Hispanic or Latino
- ☐₂ No, not Hispanic or Latino

40. What is your race? Mark one or more.

- ☐_a White
- ☐_b Black or African-American
- ☐_c Asian
- ☐_d Native Hawaiian or other Pacific Islander
- ☐_e American Indian or Alaska Native
- ☐_f Other

Now we would like to ask a few more questions about the services your health plan provides.

41. In the last 6 months, how often did you have to wait for an appointment because the health provider you wanted to see worked limited hours or had few available appointments?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not make an appointment to see a health provider in the last 6 months

42. In the last 6 months, did you phone your personal doctor's office during regular office hours to get help or advice for yourself?

- ☐₁ Yes
- ☐₂ No → ***If No, Go to Question 44***
- ☐₃ I do not have a personal doctor → ***Go to Question 46***

43. In the last 6 months, when you phoned during regular office hours, how often did you get the help or advice you needed?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not phone for help or advice during regular office hours in the last 6 months

44. In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?

- ☐₁ Yes
- ☐₂ No → ***If No, Go to Question 46***
- ☐₃ I do not have a personal doctor → ***Go to Question 46***

45. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not phone for help or advice after regular office hours in the last 6 months

46. After hours care is health care when your usual doctor's office or clinic is closed. In the last 6 months, did you need to visit a doctor's office or clinic for after hours care?

- ☐₁ Yes
- ☐₂ No → ***If No, Go to Question 48***

47. In the last 6 months, how often was it easy to get the after hours care you thought you needed?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not need after hours care in the last 6 months

48. In the last 6 months, how often was it easy to get appointments with specialists?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ No experience

49. In the last 6 months, how often was it easy to get your prescription medicine from your health plan?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not need any prescription medicine in the last 6 months

THANK YOU

Please return the completed survey in the postage-paid envelope to:

**Center for the Study of Services
PO Box 3416
Hopkins, MN 55343**

Please do not include any other correspondence.

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.