

July 30, 2014

Dear Ramona and Bobbie:

Morpace is pleased to present you with your final 2014 Child Medicaid with CCC CAHPS<sup>®</sup> Report. This report is compiled from **Amerigroup Louisiana, Inc.** members' experiences in 2013. Included in this report are the Scoring for Accreditation, Key Driver Analysis, and comparisons to both the 2013 Child Medicaid (General Population) and 2013 Child Medicaid with CCC (CCC Population) Quality Compass.

**New to your 2014 CAHPS<sup>®</sup> report:**

- **Question Summary** (can be found in the PDF report following the At-a-Glances)

Also, Morpace will be conducting a **Webinar** titled *"Identify and Use Insights from your 2014 CAHPS Report"* using our Book of Business Report for discussion purposes. The webinar will be in August. We hope you will be able to attend. An email invitation and registration information will be sent to you soon.

Please feel free to contact us with any comments, feedback, or questions that you may have concerning your report. We will be glad to schedule a walk-thru of your plan's report with you.

It has been a pleasure working with you and your organization on the CAHPS<sup>®</sup> project this year. We will soon be contacting you about 2015 CAHPS<sup>®</sup>.

Sincerely,

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# 2014 CAHPS® Child Medicaid with CCC Member Satisfaction Survey

Amerigroup Louisiana, Inc.

July 2014



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# Executive Summary

## Background and Protocol

### **Background**

- CAHPS® measures health care consumers' satisfaction with the quality of care and customer service provided by their health plan. Plans which are collecting HEDIS® (Healthcare Effectiveness Data and Information Set) data for NCQA accreditation are required to field the CAHPS® survey among their eligible populations.

### **Protocol**

- For CAHPS® results to be considered in HEDIS® results, the CAHPS® 5.0H survey must be fielded by an NCQA (National Committee for Quality Assurance)-certified survey vendor using an NCQA-approved protocol of administration in order to ensure that results are collected in a standardized way and can be compared across plans. Standard NCQA protocols for administering CAHPS® 5.0H include a mixed-mode mail/telephone protocol and a mail-only protocol.
- Amerigroup Louisiana, Inc. chose the mail/telephone protocol. This protocol included mailing a questionnaire with a cover letter. For those selected members who did not respond to the first questionnaire, a second questionnaire with a cover letter encouraging participation was sent. Thank you/reminder postcards were mailed after each survey mailing. If a selected member still did not respond to the questionnaires, at least four telephone calls were made to complete the survey using trained telephone interviewers.
- NCQA originally designed this protocol with the goal of achieving a total response rate of at least 45%. In 2013, the average response rate for all Child Medicaid with CCC plans reporting to NCQA was 27%, which was lower than the 2012 average (28%).
- In February, 3985 Amerigroup Louisiana, Inc. members were randomly selected to participate in the 2014 CAHPS® 5.0H Child Medicaid with CCC Survey. This sample consisted of 2145 randomly selected Child members and 1,840 CCC Supplemental Sample. The CCC Supplemental Sample was pulled after the CAHPS® 5.0H Child survey sample was drawn. The CCC Supplemental Sample consisted of members with the prescreen status code of 2 (children more likely to have a chronic condition) who were not already selected for the CAHPS® 5.0H Child survey sample. Morpace combined the CAHPS® 5.0H Child survey sample and the CCC Supplemental Sample for survey administration and submission of data to NCQA for calculation of survey results. This report is compiled from the responses of the 749 Amerigroup Louisiana, Inc. members who responded to the survey (CAHPS® 5.0H Child survey sample and CCC Supplemental Sample combined).
- For purposes of reporting the Child Medicaid with CCC survey results, the results are divided into two groups: General Population and CCC Population. The General Population consists of all child members who were randomly selected for the CAHPS® 5.0H Child survey during sampling. The CCC Population consists of all children (either from the CAHPS® 5.0H Child survey sample or the CCC Supplemental Sample) who are identified as having a chronic condition, as defined by the member's responses to the CCC survey-based screening tool.

# Executive Summary

## Disposition Summary

- A response rate is calculated for those members who were eligible and able to respond. According to NCQA protocol, ineligible members include those who are deceased, do not meet eligible criteria, have a language barrier, or are either mentally or physically incapacitated. Non-responders include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.
- The table below shows the total number of members in the sample that fell into each of the various disposition categories.

### Amerigroup Louisiana, Inc.

#### 2014 Disposition Summary

Ineligible	Total Sample	General Population
Deceased (M20/T20)	2	2
Does not meet criteria (M21/T21)	13	8
Language barrier (M22/T22)	33	21
Mentally/physically incapacitated (M24/T24)	0	0
<b>Total Ineligible</b>	<b>48</b>	<b>31</b>

Non-response	Total Sample	General Population
Bad address/phone (M23/T23)	289	165
Refusal (M32/T32)	238	129
Maximum attempts made (M33/T33)	2661	1427
<b>Total Non-response</b>	<b>3188</b>	<b>1721</b>

- Ineligible surveys are subtracted from the sample size when computing a response rate (see below):

Completed mail and telephone surveys  
Sample size - Ineligible surveys

= Response Rate

- Using the final figures from Amerigroup Louisiana, Inc.'s Child Medicaid with CCC survey, the numerator and denominator used to compute the response rate are presented below:

$$\frac{\text{Mail completes (427)} + \text{Phone completes (322)}}{\text{Total Sample (3985)} - \text{Total Ineligible (48)}} = \frac{749}{3937} = \text{Total Sample Response Rate} = 19\%$$

$$\frac{\text{Mail completes (231)} + \text{Phone completes (162)}}{\text{Total Sample (2145)} - \text{Total Ineligible (31)}} = \frac{393}{2114} = \text{General Population Response Rate} = 19\%$$

# Executive Summary

## Summary of Key Measures

- For purposes of reporting the CAHPS® results, the National Committee for Quality Assurance (NCQA) uses five core composite measures plus an additional five CCC measures and four rating questions from the survey.
- Each of the composite measures is the average of 2 - 4 questions on the survey, depending on the measure, while each rating score is based on a single question. CAHPS® scores are most commonly shown using Summary Rate scores (percentage of positive responses).

Legend: ↑/↓ 2014 results significantly higher/lower than 2013.  
Significance testing is not conducted on Composite Measures.

Amerigroup Louisiana, Inc.				
	General Population		CCC Population	
Composite Measures	2013	2014	2013	2014
Getting Care Quickly	89%	92%	94%	94%
Shared Decision Making	61%	49%	63%	57%
How Well Doctors Communicate	94%	92%	95%	92%
Getting Needed Care	84%	86%	83%	88%
Customer Service	87%	84%	86%	89%
CCC Composite Measures				
Access to Prescription Medicines	85%	86%	80%	86%
Access to Specialized Services	80%	72%	75%	78%
Family-Centered Care: Personal Doctor Who Knows Child	91%	86%	90%	88%
Family-Centered Care: Getting Needed Information	92%	86%	91%	88%
Coordination of Care for Children with Chronic Conditions	79%	80%	82%	79%
Overall Rating Measures				
Health Care	84%	82%	80%	84%
Personal Doctor	90%	87%	88%	85%
Specialist	95%	85%	88%	88%
Health Plan	82%	78%	76%	79%
Health Promotion & Education	72%	73%	75%	76%
Coordination of Care	89%	79%	86%	73% ↓
	General Population		Total Sample	
Sample Size	2145	2145	3985	3985
# of Completes	460	393	867	749
Response Rates	22%	19%	22%	19%

# Executive Summary

## Scoring for NCQA Accreditation – General Population

				2014 NCQA National Accreditation Comparisons*					
				Below 25th Nat'l	25th Nat'l	50th Nat'l	75th Nat'l	90th Nat'l	
				<b><u>Accreditation Points</u></b>	<b>0.37</b>	<b>0.74</b>	<b>1.26</b>	<b>1.63</b>	<b>1.86</b>
<u>Composite Scores</u>	<u>Unadjusted</u>	<u>Adjusted**</u>	<u>Approximate Percentile Threshold</u>						<u>Approximate Score**</u>
Getting Care Quickly	2.676	2.686	75 <sup>th</sup>		2.54	2.61	2.66	2.69	1.63
How Well Doctors Communicate	2.733	2.743	75 <sup>th</sup>		2.63	2.68	2.72	2.75	1.63
Getting Needed Care	2.523	2.533	75 <sup>th</sup>		2.38	2.46	2.52	2.57	1.63
Customer Service***	0.000	0.000	NA		2.50	2.53	2.58	2.63	NA
<u>Overall Ratings Scores</u>									
Q14 Health Care	2.527	2.541	50 <sup>th</sup>		2.49	2.52	2.57	2.59	1.26
Q41 Personal Doctor	2.681	2.695	90 <sup>th</sup>		2.58	2.62	2.65	2.69	1.86
Q48 Specialist ***	0.000	0.000	NA		2.53	2.59	2.62	2.66	NA
				<b><u>Accreditation Points</u></b>	<b>0.74</b>	<b>1.49</b>	<b>2.53</b>	<b>3.27</b>	<b>3.71</b>
Q54 Health Plan	2.518	2.532	25 <sup>th</sup>		2.51	2.57	2.62	2.67	1.49
<b>Estimated Overall CAHPS® Score:</b>									<b>9.50</b>

**NOTE:** NCQA begins their calculation with an unadjusted raw score showing six digits after the decimal and then compares the adjusted score to their benchmarks and thresholds (also calculated to the sixth decimal place). This report displays accreditation points and scores with only two digits after the decimal. Therefore, the estimated overall CAHPS® score may differ from the sum of the individual scores due to rounding and could differ slightly from official scores provided by NCQA. The CAHPS® measures account for 13 points towards accreditation.

\*Data Source: **NCQA Memorandum of January 30, 2014.** Subject: 2014 Accreditation Benchmarks and Thresholds.

\*\*To take into account inherent sampling variation, prior to scoring, NCQA will add 0.014 to each of the four CAHPS® 5.0H rating questions and to the Customer Service composite means; and 0.01 to the Getting Needed Care, Getting Care Quickly, and How Well Doctors Communicate composite means. Data Source: "Important Information Regarding NCQA Accreditation Scoring Change" announcement dated May 11, 2011. NCQA will phase out the scoring adjustment over five years – 20% per year from 2011 until 2015.

\*\*\* Not reportable due to insufficient sample size.







# Executive Summary

## Comparison to Quality Compass® – General Population

		Amerigroup Louisiana, Inc.	2013 Child Medicaid Quality Compass® Comparisons*				
			10th Nat'l	25th Nat'l	50th Nat'l	75th Nat'l	90th Nat'l
<b><u>Composite Scores</u></b>			%	%	%	%	%
Getting Care Quickly	(% Always and Usually)	91.71%	81.77	87.40	90.06	92.51	94.23
Shared Decision Making	(% A lot/Yes)	48.74%	NA	NA	NA	NA	NA
How Well Doctors Communicate	(% Always and Usually)	92.35%	89.24	91.42	93.24	94.37	95.42
Getting Needed Care	(% Always and Usually)	86.13%	76.58	81.56	84.65	87.85	90.43
Customer Service	(% Always and Usually)	84.24%	84.29	85.78	87.77	89.70	91.21
<b><u>Overall Ratings Scores</u></b>							
Q14	Health Care (% 8, 9, and 10)	82.31%	78.54	81.30	83.73	85.57	87.04
Q41	Personal Doctor (% 8, 9, and 10)	86.90%	83.57	85.31	86.94	88.77	90.22
Q48	Specialist (% 8, 9, and 10)	85.29%	80.49	82.11	83.96	86.54	89.52
Q54	Health Plan (% 8, 9, and 10)	78.44%	77.52	80.46	83.49	86.36	88.92

NA = Comparison data not available from NCQA.

\*Data Source: 2013 Child Medicaid Quality Compass®. Scores above based on 113 plans who qualified and chose to publicly report their scores.

	= Plan score falls on or above 90th Percentile
	= Plan score falls on 75th or below 90th Percentile
	= Plan score falls on 50th or below 75th Percentile
	= Plan score falls on 25th or below 50th Percentile
	= Plan score falls on 10th or below 25th Percentile
	= Plan score falls below 10th Percentile



# Executive Summary

## Comparison to Quality Compass® – CCC Population

		2013 Child Medicaid with CCC Quality Compass® Comparisons*					
		Amerigroup Louisiana, Inc.	10th Nat'l	25th Nat'l	50th Nat'l	75th Nat'l	90th Nat'l
<u>Composite Scores</u>			%	%	%	%	%
Getting Care Quickly (% Always and Usually)		93.77%	86.49	91.01	92.55	93.79	94.81
Shared Decision Making (% A lot/Yes)		56.68%	NA	NA	NA	NA	NA
How Well Doctors Communicate (% Always and Usually)		91.84%	90.85	92.03	93.40	94.61	95.27
Getting Needed Care (% Always and Usually)		88.37%	82.41	83.60	86.75	89.85	91.50
Customer Service (% Always and Usually)		89.00%	83.57	87.50	88.98	90.40	92.47
Access to Prescription Medicines (% Always and Usually)		85.56%	86.13	88.64	91.01	93.69	94.93
Access to Specialized Services (% Always and Usually)		78.43%	67.37	74.95	77.23	80.36	81.78
Coordination of Care for Children with Chronic Conditions (% Yes)		78.69%	72.57	75.06	76.94	80.12	81.44
Family-Centered Care: Getting Needed Information (% Always and Usually)		87.76%	85.84	88.84	90.46	92.45	94.05
Family-Centered Care: Personal Doctor Who Knows Child (% Yes)		87.74%	86.54	88.34	89.59	90.81	92.11
<u>Overall Ratings Scores</u>							
Q14	Health Care (% 8, 9, and 10)	83.51%	75.62	78.60	81.90	84.23	86.67
Q41	Personal Doctor (% 8, 9, and 10)	85.24%	82.65	83.67	86.36	88.56	89.84
Q48	Specialist (% 8, 9, and 10)	88.07%	79.86	82.55	84.51	88.28	89.67
Q54	Health Plan (% 8, 9, and 10)	79.28%	73.83	77.75	81.98	84.45	87.23

NA = Comparison data not available from NCQA.

\*Data Source: 2013 Child Medicaid with CCC Quality Compass®. Scores above based on 38 plans who qualified and chose to publicly report their scores.

<span style="background-color: #90EE90; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	= Plan score falls on or above 90th Percentile
<span style="background-color: #90EE90; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	= Plan score falls on 75th or below 90th Percentile
<span style="background-color: #FFFF00; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	= Plan score falls on 50th or below 75th Percentile
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# Executive Summary

## Key Driver Recommendations for General Population

A Key Driver Analysis is conducted to understand the impact that different aspects of plan service and provider care have on members' overall satisfaction with their health plan, their personal doctor, their specialist, and health care in general. Two specific scores are assessed both individually and in relation to each other. These are:

1. The relative importance of the individual issues (Correlation to overall measures).
2. The current levels of performance on each issue (Percentile group from Quality Compass®)

The key drivers for the health plan and health care are shown below:

High Priority for Improvement (High correlation/Relatively low performance)	
<b>Health Plan</b> Q50 - Got Information or Help Needed Q51 - Treated You with Courtesy and Respect	<b>Health Care</b> Q46 - Easy to Get Appointment for Child with Specialist Q37 - Spend Enough Time with Child
Continue to Target Efforts (High correlation/Relatively high performance)	
<b>Health Plan</b> Q15 - Easy to Get Care Believed Necessary for Child Q4 - Getting Care for Child as Soon as Needed	<b>Health Care</b> Q15 - Easy to Get Care Believed Necessary for Child Q32 - Explain Things in a Way You Could Understand

# Executive Summary

## Key Driver Recommendations for CCC Population

A Key Driver Analysis is conducted to understand the impact that different aspects of plan service and provider care have on members' overall satisfaction with their health plan, their personal doctor, their specialist, and health care in general. Two specific scores are assessed both individually and in relation to each other. These are:

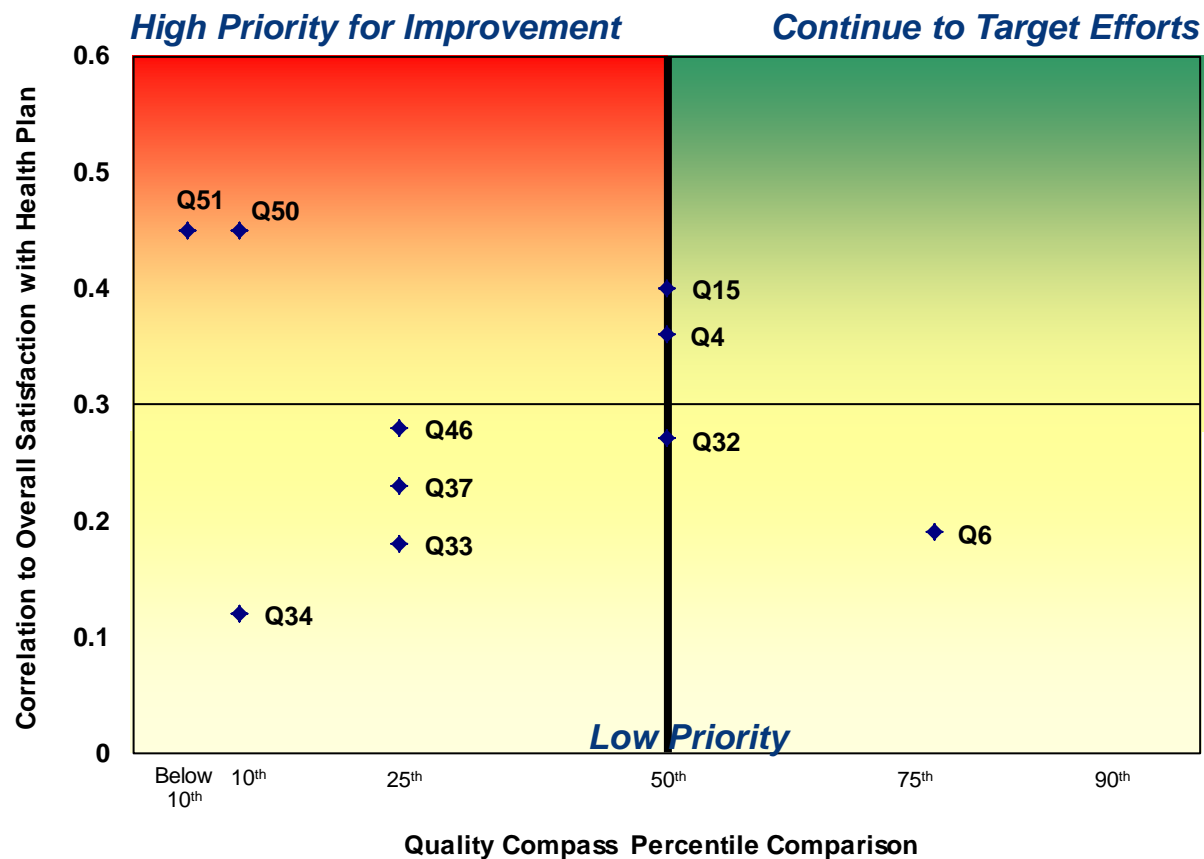
1. The relative importance of the individual issues (Correlation to overall measures).
2. The current levels of performance on each issue (Percentile group from Quality Compass®)

The key drivers for the health plan and health care are shown below:

High Priority for Improvement (High correlation/Relatively low performance)	
<b>Health Plan</b> Q56 - Easy to Get Prescription Medicine for Child Q51 - Treated You with Courtesy and Respect Q23 - Easy to Get Therapy for Child	<b>Health Care</b> Q33 - Listen Carefully to You Q37 - Spend Enough Time with Child Q32 - Explain Things in a Way You Could Understand Q23 - Easy to Get Therapy for Child Q34 - Show Respect for What You Had to Say Q56 - Easy to Get Prescription Medicine for Child
Continue to Target Efforts (High correlation/Relatively high performance)	
<b>Health Plan</b> Q50 - Got Information or Help Needed Q15 - Easy to Get Care Believed Necessary for Child	<b>Health Care</b> Q15 - Easy to Get Care Believed Necessary for Child

# Executive Summary

## Quadrant Analysis – General Population



# Action Plans for Improving CAHPS® Scores

Morpace has consulted with numerous clients on ways to improve CAHPS® scores. Even though each health plan is unique and faces different challenges, many of the improvement strategies discussed on the next few pages can be applied by most plans with appropriate modifications.

In addition to the strategies suggested below, we suggest reviewing AHRQ's CAHPS® Improvement Guide, an online resource located on the Agency for Healthcare Research and Quality website at:

<https://www.cahps.ahrq.gov/qiguide/content/analysis/default.aspx>

## Getting Needed Care

- Ease of obtaining appointment with specialist
  - Review panel of specialists to assure that there are an adequate number of specialists and that they are disbursed geographically to meet the needs of your members.
  - Conduct an Access to Care Survey with either or both of 2 audiences: physician's office and/or among members.
  - Conduct a CG-CAHPS Survey including specialists in the sample to identify the specialists with whom members are having a problem obtaining an appointment.
  - Include supplemental questions on the CAHPS® survey to determine whether the difficulty is in obtaining the initial consult or subsequent appointments.
  - Include a supplemental question on the CAHPS® survey to determine with which type of specialist members have difficulty making an appointment.
  - Utilize Provider Relations staff to question PCP office staff when making a regular visit to determine with which types of specialists they have the most problems scheduling appointments.
  - Develop materials to promote your specialist network and encourage the PCPs to develop new referral patterns that align with the network.
- Ease of obtaining care, tests, or treatment you needed through your health plan
  - Include a supplemental question on the CAHPS® survey to identify the type of care, test or treatment for which the member has a problem obtaining.
  - Review complaints received by Customer Service regarding inability to receive care, tests or treatments.
  - Evaluate pre-certification, authorization, and appeals processes. Of even more importance is to evaluate the manner in which the policies and procedures are delivered to the member, whether the delivery of the information is directly to the member or through their provider. Members may be hearing that they cannot receive the care, tests, or treatment, but are not hearing why.
  - When care or treatment is denied, care should be taken to ensure that the message is understood by both the provider and the member.

# Action Plans for Improving CAHPS® Scores (cont'd)

## Getting Care Quickly

- Obtaining care for urgent care (illness, injury or condition that needed care right away) as soon as you needed
- Obtaining an appointment for routine care/check-ups
  - Conduct a CG-CAHPS survey to identify offices with scheduling issues.
  - Conduct an Access to Care Study
    - Calls to physician office - unblinded
    - Calls to physician office – blinded (Secret Shopper)
    - Calls to members with recent claims
    - Desk audit by provider relations staff
  - Develop seminars for physicians' office staff that could include telephone skills (answering, placing a person on hold, taking messages from patients, dealing with irate patients over the phone, etc.) as well as scheduling advice. Use this time to obtain feedback concerning what issues members have shared with the office staff concerning interactions with the plan.
    - These seminars could be offered early morning, lunch times or evenings so as to be convenient for the office staff. Most physicians would be appreciative of having this type of training for their staff as they do not have the time or talents to train their employees in customer service and practice management.

## How Well Doctors Communicate

- Doctor explained things in a way that was easy to understand
- Doctor listened carefully
- Doctor showed respect for what member had to say
- Doctor spent enough time with member
  - Conduct a CG-CAHPS survey to identify lower performing physicians for whom improvement plans should be developed.
  - Conduct focus group of members to identify examples of behaviors identified in the questions. Video the groups to show physicians how patients characterize excellent and poor physician performance.
  - Include supplemental questions from the Item Set for Addressing Health Literacy to better identify communication issues.
  - Develop "Questions Checklists" on specific diseases to be used by members when speaking to doctors. Have these available in office waiting rooms.
  - Offer in-service programs with CMEs for physicians on improving communication with patients. This could be couched in terms of motivating patients to comply with medication regimens or to incorporate healthy life-style habits. Research has shown that such small changes as having physicians sit down instead of stand when talking with a patient leads the patient to think that the doctor has spent more time with them.
  - Provide the physicians with patient education materials, which the physician will then give to the patient. These materials could reinforce that the physician has heard the concerns of the patient or that they are interested in the well-being of the patient. The materials might also speak to a healthy habit that the physician wants the patient to adopt, thereby reinforcing the communication and increasing the chances for compliance.
  - Provide communication tips in the provider newsletters. Often, these are better accepted if presented as a testimonial from a patient.

# Action Plans for Improving CAHPS® Scores (cont'd)

## Shared Decision Making

- Doctor talked about reasons you might want to take a medicine
- Doctor talked about reasons you might not want to take a medicine
- Doctor asked you what you thought was best
  - Conduct a CG-CAHPS survey and include the Shared Decision Composite as supplemental questions.
  - Develop patient education materials on common medicines described for your members explaining pros and cons of each medicine. Examples: asthma medications, high blood pressure medications, statins.
  - Develop audio recordings and/or videos of patient/doctor dialogues/vignettes on common medications. Distribute to provider panel via podcast or other method.










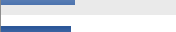
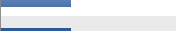
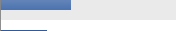
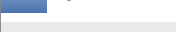
## Health Plan Customer Service

- Customer service gave the information or help needed
- Customer service treated member with courtesy and respect
  - Conduct Call Center Satisfaction Survey. Implement a short IVR survey to members within days of their calling customer service to explore/assess their recent experience.
  - At the end of each Customer Service call, have your representative enter/post the reason for the call. At the end of a month, synthesize the information to discern the major reasons for a call. Have the customer service representatives and other appropriate staff discuss ways to address the reason for the majority of the calls and design interventions so that the reason for the call no longer exists.

# Executive Summary

## Key Driver Analysis for General Population – Health Plan

### Q54. Rating of Health Plan

			Sample Size:	Health Plan's Score	Plan's Percentile Range
Q50. Got Information or Help Needed		0.45	92	79.35%	10 <sup>th</sup>
Q51. Treated You with Courtesy and Respect		0.45	92	89.13%	Below 10 <sup>th</sup>
Q15. Easy to Get Care Believed Necessary for Child		0.40	292	91.10%	50 <sup>th</sup>
Q4. Getting Care for Child as Soon as Needed		0.36	144	91.67%	50 <sup>th</sup>
Q46. Easy to Get Appointment for Child with Specialist		0.28	69	81.16%	25 <sup>th</sup>
Q32. Explain Things in a Way You Could Understand		0.27	244	94.67%	50 <sup>th</sup>
Q11. Discussed Reasons to Take Medicine		0.23	78	51.28%	NA
Q37. Spend Enough Time with Child		0.23	244	86.48%	25 <sup>th</sup>
Q6. Getting Appointment for Child as Soon as Needed		0.19	267	91.76%	75 <sup>th</sup>
Q12. Discussed Reasons Not to Take Medicine		0.18	79	26.58%	NA
Q33. Listen Carefully to You		0.18	247	94.33%	25 <sup>th</sup>
Q34. Show Respect for What You Had to Say		0.12	247	93.93%	10 <sup>th</sup>
Q13. Asked Preference for Medicine		0.09	79	68.35%	NA
	0.0	0.5	1.0		

**High Priority for Improvement**  
(High Correlation/  
Lower Quality Compass<sup>®</sup> Group)

Q50 - Got Information or Help Needed  
Q51 - Treated You with Courtesy and Respect

**Continue to Target Efforts**  
(High Correlation/  
Higher Quality Compass<sup>®</sup> Group)

Q15 - Easy to Get Care Believed Necessary  
for Child  
Q4 - Getting Care for Child as Soon as Needed

Use caution when reviewing scores with sample sizes less than 25.

"Health Plan's Score" is the percent of respondents that answered "Always", "Usually"; "A lot", "Yes"



# Executive Summary

## Key Driver Analysis for General Population – Health Care

### Q14. Rating of Health Care

		Sample Size:	Health Plan's Score	Plan's Percentile Range
Q15. Easy to Get Care Believed Necessary for Child	0.53	292	91.10%	50 <sup>th</sup>
Q46. Easy to Get Appointment for Child with Specialist	0.47	69	81.16%	25 <sup>th</sup>
Q32. Explain Things in a Way You Could Understand	0.45	244	94.67%	50 <sup>th</sup>
Q37. Spend Enough Time with Child	0.41	244	86.48%	25 <sup>th</sup>
Q33. Listen Carefully to You	0.34	247	94.33%	25 <sup>th</sup>
Q50. Got Information or Help Needed	0.30	92	79.35%	10 <sup>th</sup>
Q11. Discussed Reasons to Take Medicine	0.28	78	51.28%	NA
Q6. Getting Appointment for Child as Soon as Needed	0.28	267	91.76%	75 <sup>th</sup>
Q34. Show Respect for What You Had to Say	0.26	247	93.93%	10 <sup>th</sup>
Q4. Getting Care for Child as Soon as Needed	0.23	144	91.67%	50 <sup>th</sup>
Q13. Asked Preference for Medicine	0.21	79	68.35%	NA
Q51. Treated You with Courtesy and Respect	0.16	92	89.13%	Below 10 <sup>th</sup>
Q12. Discussed Reasons Not to Take Medicine	0.08	79	26.58%	NA
	0.0	0.5	1.0	

**High Priority for Improvement**  
(High Correlation/  
Lower Quality Compass<sup>®</sup> Group)

Q46 - Easy to Get Appointment for Child with Specialist

Q37 - Spend Enough Time with Child

**Continue to Target Efforts**  
(High Correlation/  
Higher Quality Compass<sup>®</sup> Group)

Q15 - Easy to Get Care Believed Necessary for Child

Q32 - Explain Things in a Way You Could Understand

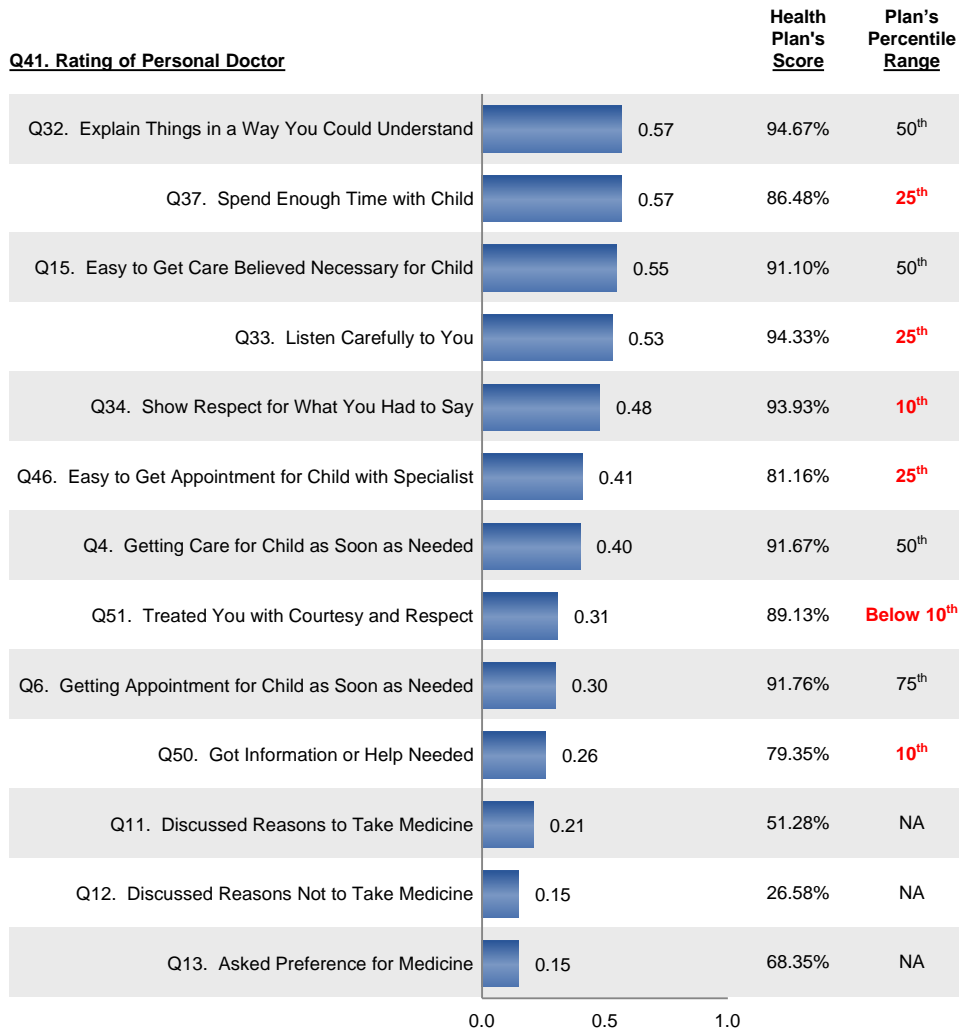
Use caution when reviewing scores with sample sizes less than 25.

"Health Plan's Score" is the percent of respondents that answered "Always", "Usually", "A lot", "Yes"

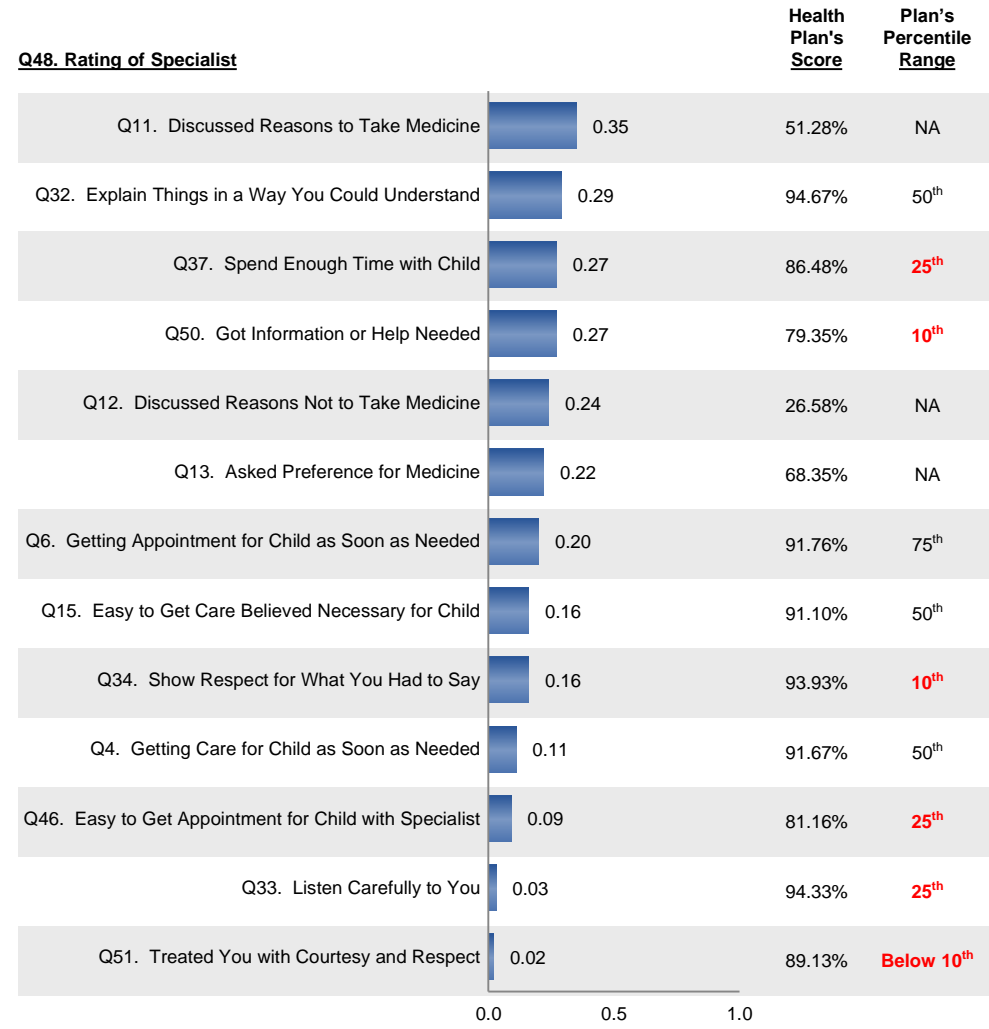
# Executive Summary

## Key Driver Analysis for General Population – Doctor and Specialist

### Q41. Rating of Personal Doctor



### Q48. Rating of Specialist



"Health Plan's Score" is the percent of respondents that answered "Always", "Usually", "A lot", "Yes"

# Executive Summary

## Key Driver Analysis for CCC Population – Health Plan

### Q54. Rating of Health Plan

<u>Q54. Rating of Health Plan</u>			<u>Sample Size:</u>	<u>Health Plan's Score</u>	<u>Plan's Percentile Range</u>
Q50. Got Information or Help Needed	<div><div></div></div> 0.68	100	84.00%	50 <sup>th</sup>	
Q20. Easy to Get Special Medical Equipment for Child	<div><div></div></div> 0.59	29	86.21%	NA	
Q56. Easy to Get Prescription Medicine for Child	<div><div></div></div> 0.45	277	85.56%	Below 10 <sup>th</sup>	
Q51. Treated You with Courtesy and Respect	<div><div></div></div> 0.43	100	94.00%	25 <sup>th</sup>	
Q15. Easy to Get Care Believed Necessary for Child	<div><div></div></div> 0.41	286	90.91%	50 <sup>th</sup>	
Q23. Easy to Get Therapy for Child	<div><div></div></div> 0.41	59	64.41%	10 <sup>th</sup>	
Q11. Discussed Reasons to Take Medicine	<div><div></div></div> 0.36	123	57.72%	NA	
Q37. Spend Enough Time with Child	<div><div></div></div> 0.35	254	87.80%	25 <sup>th</sup>	
Q46. Easy to Get Appointment for Child with Specialist	<div><div></div></div> 0.33	113	85.84%	50 <sup>th</sup>	
Q33. Listen Carefully to You	<div><div></div></div> 0.31	254	92.91%	10 <sup>th</sup>	
Q26. Easy to Get Treatment or Counseling for Child	<div><div></div></div> 0.30	124	84.68%	90 <sup>th</sup>	
Q32. Explain Things in a Way You Could Understand	<div><div></div></div> 0.29	254	93.31%	10 <sup>th</sup>	
Q4. Getting Care for Child as Soon as Needed	<div><div></div></div> 0.28	166	92.77%	25 <sup>th</sup>	
Q6. Getting Appointment for Child as Soon as Needed	<div><div></div></div> 0.28	268	94.78%	90 <sup>th</sup>	
Q34. Show Respect for What You Had to Say	<div><div></div></div> 0.27	255	93.33%	Below 10 <sup>th</sup>	
Q9. Getting Questions Answered by Child's Doctor	<div><div></div></div> 0.26	286	87.76%	10 <sup>th</sup>	
Q18. Getting Help You Needed from Doctor in Contacting School/Daycare	<div><div></div></div> 0.23	56	92.86%	NA	
Q44. Doctor Understands How Medical Conditions Affect Family's Day-to-Day Life	<div><div></div></div> 0.23	201	84.58%	Below 10 <sup>th</sup>	
0.0                      0.5                      1.0					

#### High Priority for Improvement (High Correlation/ Lower Quality Compass<sup>®</sup> Group)

Q56 - Easy to Get Prescription Medicine for Child

Q51 - Treated You with Courtesy and Respect

Q23 - Easy to Get Therapy for Child

#### Continue to Target Efforts (High Correlation/ Higher Quality Compass<sup>®</sup> Group)

Q50 - Got Information or Help Needed

Q15 - Easy to Get Care Believed Necessary for Child

Above are 18 of the 23 key measures. The 5 measures with lowest correlation to Rating of Health Plan are not displayed.

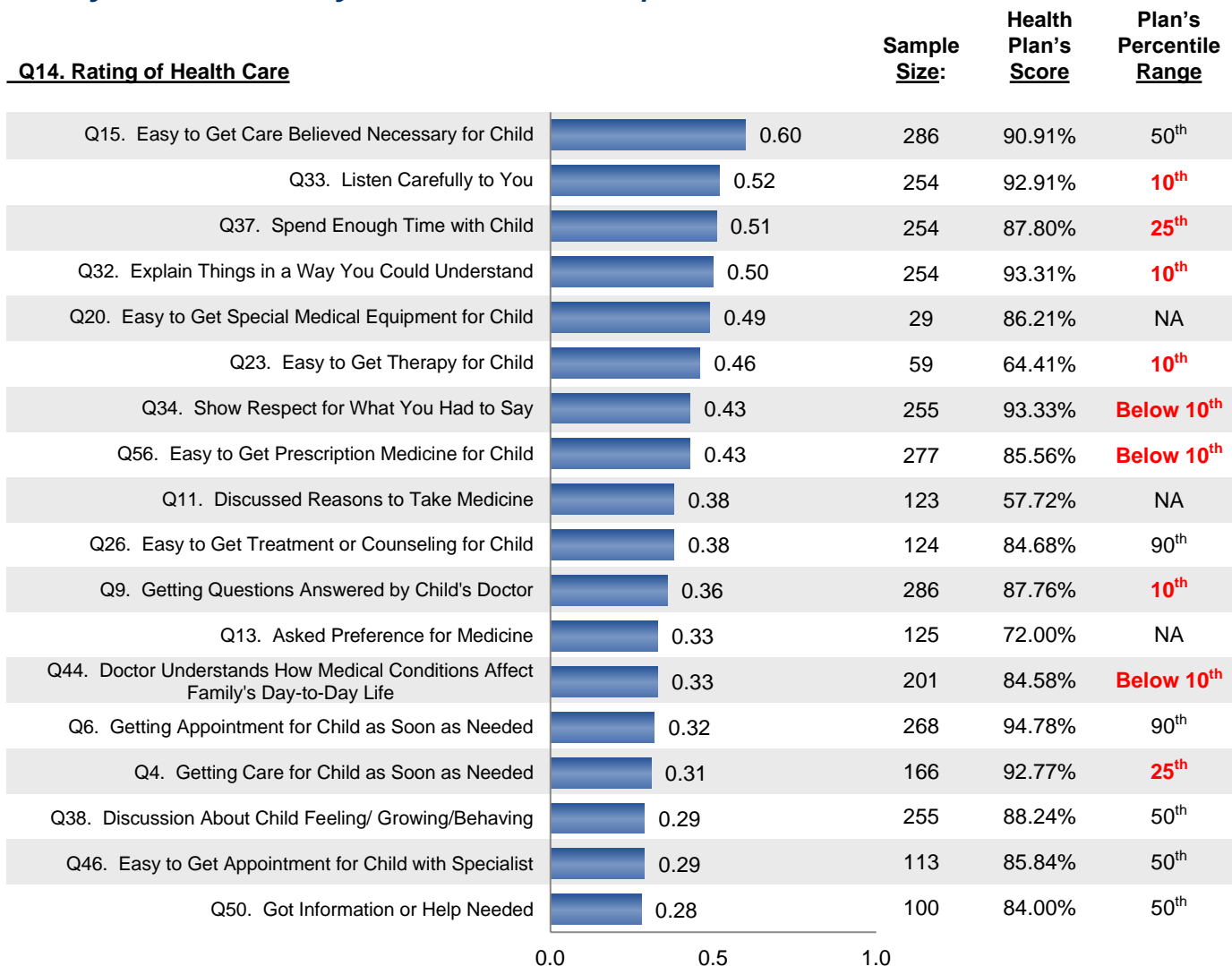
Use caution when reviewing scores with sample sizes less than 25.

"Health Plan's Score" is the percent of respondents that answered "Always", "Usually", "A lot", "Yes"

# Executive Summary

## Key Driver Analysis for CCC Population – Health Care

### Q14. Rating of Health Care



### High Priority for Improvement (High Correlation/ Lower Quality Compass<sup>®</sup> Group)

Q33 - Listen Carefully to You  
Q37 - Spend Enough Time with Child  
Q32 - Explain Things in a Way You Could Understand  
Q23 - Easy to Get Therapy for Child  
Q34 - Show Respect for What You Had to Say  
Q56 - Easy to Get Prescription Medicine for Child

### Continue to Target Efforts (High Correlation/ Higher Quality Compass<sup>®</sup> Group)

Q15 - Easy to Get Care Believed Necessary for Child

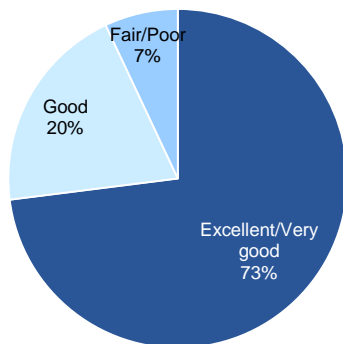
Above are 18 of the 23 key measures. The 5 measures with lowest correlation to Rating of Health Care are not displayed.  
Use caution when reviewing scores with sample sizes less than 25.

"Health Plan's Score" is the percent of respondents that answered "Always", "Usually", "A lot", "Yes"

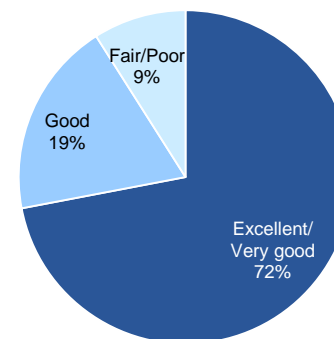
# Executive Summary

## Demographics – General Population

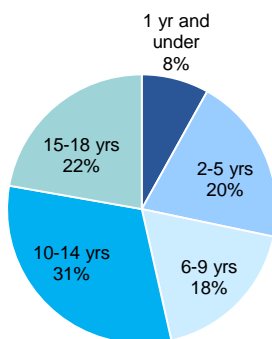
**CHILD'S HEALTH STATUS**



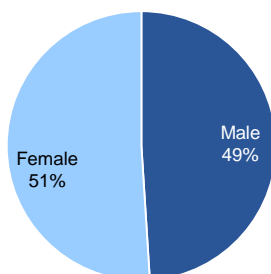
**CHILD'S MENTAL/EMOTIONAL HEALTH STATUS**



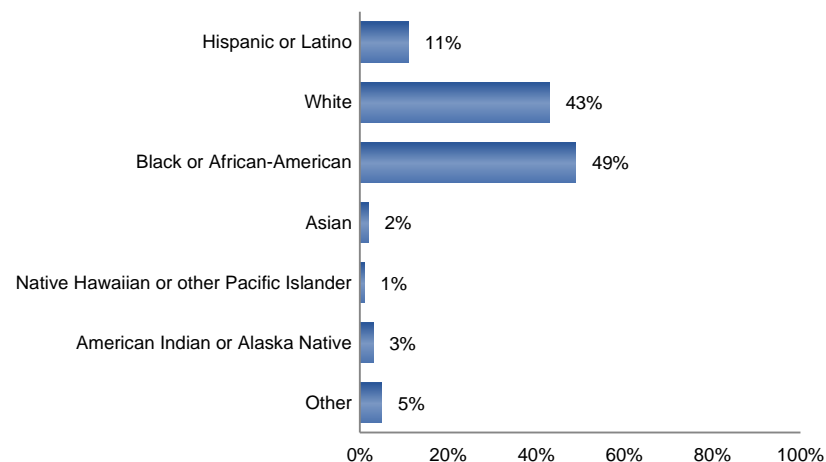
**CHILD'S AGE**



**CHILD'S GENDER**



**CHILD'S RACE / ETHNICITY**

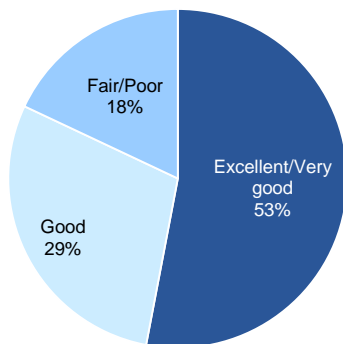


Data shown are self reported.

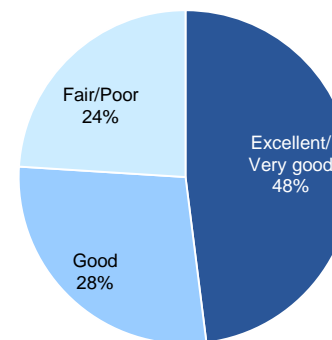
# Executive Summary

## Demographics – CCC Population

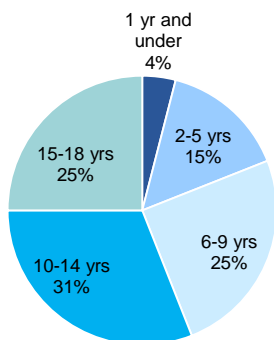
**CHILD'S HEALTH STATUS**



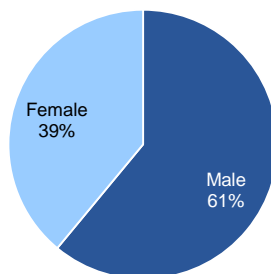
**CHILD'S MENTAL/EMOTIONAL HEALTH STATUS**



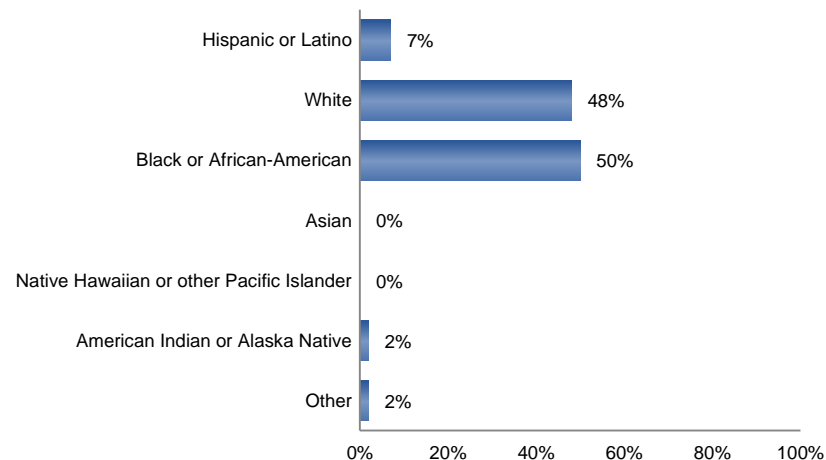
**CHILD'S AGE**



**CHILD'S GENDER**



**CHILD'S RACE / ETHNICITY**



Data shown are self reported.

# Executive Summary

## Child Demographics

		General Population		2013 Quality Compass®-General Population	CCC Population		2013 Quality Compass®-CCC Population
		2013	2014		2013	2014	
<b>Q58. Child's Health Status</b>							
	Excellent/Very good	72%	73%	75%	51%	53%	55%
	Good	22%	20%	20%	33%	29%	32%
	Fair/Poor	6%	7%	5%	16%	18%	13%
<b>Q59. Child's Mental/Emotional Health Status</b>							
	Excellent/Very good	73%	72%	NA	47%	48%	NA
	Good	20%	19%	NA	29%	28%	NA
	Fair/Poor	8%	9%	NA	23%	24%	NA
<b>Q74. Child's Age</b>							
	1yr and under	9%	8%	NA	3%	4%	NA
	2-5 yrs	21%	20%	NA	16%	15%	NA
	6-9 yrs	25%	18%	NA	27%	25%	NA
	10-14 yrs	26%	31%	NA	34%	31%	NA
	15-18 yrs	19%	22%	NA	21%	25%	NA
<b>Q75. Child's Gender</b>							
	Male	53%	49%	52%	59%	61%	59%
	Female	47%	51%	48%	41%	39%	41%
<b>Q76/77. Child's Race/Ethnicity</b>							
	Hispanic or Latino	9%	11%	29%	5%	7%	23%
	White	48%	43%	46%	57%	48%	76%
	Black or African-American	48%	49%	19%	42%	50%	46%
	Asian	2%	2%	4%	1%	0%	6%
	Native Hawaiian or other Pacific Islander	0%	1%	2%	1%	0%	1%
	American Indian or Alaska Native	4%	3%	3%	4%	2%	5%
	Other	4%	5%	11%	3%	2%	23%

Data shown are self reported.

NA = Data not available from NCQA (question added in 2013).



# Executive Summary

## Respondent Demographics

	General Population		2013 Quality Compass®- General Population	CCC Population		2013 Quality Compass®-CCC Population
	2013	2014		2013	2014	
<b>Q7. Number of Times Going to Doctor's Office/Clinic for Care</b>						
None	22%	22%	22%	9%	7%	12%
1 time	22%	23%	25%	16%	16%	19%
2 times	24%	23%	23%	20%	19%	23%
3 times	15%	14%	14%	15%	20%	18%
4 times	8%	8%	7%	13%	15%	10%
5-9 times	7%	7%	7%	20%	16%	13%
10 or more times	2%	3%	2%	7%	7%	5%
<b>Q31. Number of Times Visited Personal Doctor to Get Care</b>						
None	20%	21%	19%	8%	6%	12%
1 time	24%	21%	30%	19%	17%	25%
2 times	26%	24%	24%	23%	24%	24%
3 times	15%	15%	13%	17%	19%	16%
4 times	5%	7%	7%	12%	12%	10%
5-9 times	8%	9%	6%	16%	17%	10%
10 or more times	2%	2%	1%	5%	4%	3%
<b>Q78. Respondent's Age</b>						
Under 18	6%	10%	7%	6%	12%	8%
18 to 24	11%	8%	9%	6%	4%	5%
25 to 34	35%	31%	33%	33%	28%	29%
35 to 44	24%	28%	29%	31%	30%	29%
45 to 54	15%	14%	14%	16%	13%	17%
55 to 64	5%	6%	5%	6%	8%	8%
65 or older	2%	4%	2%	2%	6%	4%
<b>Q79. Respondent's Gender</b>						
Male	8%	9%	11%	7%	9%	10%
Female	92%	91%	89%	93%	91%	90%
<b>Q80. Respondent's Education</b>						
Did not graduate high school	19%	19%	22%	22%	19%	19%
High school graduate or GED	35%	31%	34%	33%	33%	34%
Some college or 2-year degree	37%	36%	33%	35%	38%	36%
4-year college graduate	6%	9%	7%	7%	7%	7%
More than 4-year college degree	2%	3%	4%	3%	2%	4%

Data shown are self reported.





# Executive Summary

## *General Knowledge about Demographic Differences*

The commentary below is based on generally recognized industry knowledge per various published sources:

Age	Older respondents tend to be more satisfied than younger respondents.
Health Status	People who rate their health status as 'Excellent' or 'Very good' tend to be more satisfied than people who rate their health status lower.
Education	More educated respondents tend to be less satisfied.
Race and ethnicity effects are independent of education and income. Lower income generally predicts lower satisfaction with coverage and care.	
Race	Whites give the highest ratings to both rating and composite questions. In general, Hispanics, Asian/Pacific Islanders and American Indian/Alaska Natives give the lowest ratings.
	Growing evidence that lower satisfaction ratings from Asian Americans are partially attributable to cultural differences in their response tendencies. Therefore, their lower scores might not reflect an accurate comparison of their experience with health care.
Ethnicity	Hispanics tend to give lower ratings than non-Hispanics. Non-English speaking Hispanics tend to give lower ratings than English-speaking Hispanics.

Note: If a health plan's population differs from Quality Compass® in any of the demographic groups, these differences could account for the plan's score when compared to Quality Compass®. For example, if a plan's population rates themselves in better health than the Quality Compass® population, this could impact a plan's score positively. Conversely, if a plan's population rates themselves in poorer health than the Quality Compass® population, the plan's scores could be negatively impacted.

# Executive Summary

## Demographic Differences About Your Plan – General Population

Louisiana	Typical Response of Demographic	Response of Amerigroup Respondents
Age	Parents of older members tend to be more satisfied than younger members.	<p>Parents of members 2-5 years old are significantly more satisfied than parents of members 1 year or less years old with:</p> <ul style="list-style-type: none"> <li>• Asked preference for medicine (Q13)</li> </ul> <p>Parents of members 6-9 years old are significantly <u>LESS</u> satisfied than parents of members 2-5 years old with:</p> <ul style="list-style-type: none"> <li>• Asked preference for medicine (Q13)</li> </ul> <p>Parents of members 10-14 years old are significantly more satisfied than parents of members 1 year old or less and members 2-5 years old with:</p> <ul style="list-style-type: none"> <li>• Spend enough time with child (Q37)</li> </ul> <p>Parents of members 10-14 years old are significantly more satisfied than parents of members 15-18 years old with:</p> <ul style="list-style-type: none"> <li>• Spend enough time with child (Q37)</li> <li>• Easy to get care believed necessary for child (Q15)</li> </ul> <p>Parents of members 2-5 years old are significantly more satisfied than parents of members 10-14 years old with:</p> <ul style="list-style-type: none"> <li>• Treated you with courtesy and respect (Q51)</li> </ul> <p>Parents of members 2-5 years old are significantly <u>LESS</u> satisfied than parents of members 6-9 years old and members 10-14 years old with:</p> <ul style="list-style-type: none"> <li>• Easy to get treatment or counseling for child (Q26)</li> </ul> <p>Parents of members 10-14 years old are significantly more satisfied than parents of members 15-18 years old with:</p> <ul style="list-style-type: none"> <li>• Easy to get treatment or counseling for child (Q26)</li> </ul>

# Executive Summary

## *Demographic Differences About Your Plan – General Population*

Louisiana	Typical Response of Demographic	Response of Amerigroup Respondents
Age (cont.)	Parents of older members tend to be more satisfied than younger members.	<p>Parents of members 10-14 years old are significantly more satisfied than parents of members 6-9 years old and members 15-18 years old with:</p> <ul style="list-style-type: none"><li>• Getting questions answered by child's doctor (Q9)</li></ul> <p>Parents of members 15-18 years old are significantly more satisfied than parents of members 2-5 years old with:</p> <ul style="list-style-type: none"><li>• Rating of Specialist</li></ul> <p>Parents of members 2-5 years old and 10-14 years old are significantly more satisfied than parents of members 15-18 years old with:</p> <ul style="list-style-type: none"><li>• Health Promotion and Education (Q8)</li></ul>

# Executive Summary

## Demographic Differences About Your Plan – General Population

Louisiana	Typical Response of Demographic	Response of Amerigroup Respondents
Health Status	People who rate their child's health status as 'Excellent' or 'Very good' tend to be more satisfied than people who rate their child's health status lower.	Parents that rate their child's health status as 'Good' are significantly more satisfied than those who rate the health status as 'Fair' or 'Poor' with: <ul style="list-style-type: none"> <li>• Got information or help needed (Q50)</li> <li>• Doctor talks with you about how child is feeling/growing/behaving (Q38)</li> </ul>
Education	More educated parents tend to be less satisfied.	More educated parents are significantly more satisfied with: <ul style="list-style-type: none"> <li>• Health Promotion and Education (Q8)</li> </ul>
Race and ethnicity effects are independent of education and income. Lower income generally predicts lower satisfaction with coverage and care.		
Race	Whites give the highest ratings to both rating and composite questions. In general, Hispanics, Asian/Pacific Islanders and American Indian/Alaska Natives give the lowest ratings.	African American members are significantly more satisfied than Asian members with: <ul style="list-style-type: none"> <li>• Explain things in a way you could understand (Q32)</li> </ul>
Ethnicity	Hispanics tend to give lower ratings than non-Hispanics. Non-English speaking Hispanics tend to give lower ratings than English-speaking Hispanics.	Non-Hispanics are significantly more satisfied than Hispanics with: <ul style="list-style-type: none"> <li>• Getting appointment for child as soon as needed (Q6)</li> <li>• How Well Doctors Communicate (Q32, Q33, Q34, Q37)</li> <li>• Getting Needed Care (Q15, Q46)</li> <li>• Getting questions answered by child's doctor (Q9)</li> </ul> <p>Hispanics are significantly more satisfied with:</p> <ul style="list-style-type: none"> <li>• Rating of Health Plan</li> </ul>

# Executive Summary

## Composite & Rating Scores by Demographics for General Population

	Child's Age					Child's Race				Child's Ethnicity		Respondent's Educational Level		Child's Health Status		
Demographic	1 yr and under	2-5 yrs	6-9 yrs	10-14 yrs	15-18 yrs	Caucasian	African American	Asian	All other	Hispanic	Non-Hispanic	HS Grad or Less	Some College+	Excellent/Very Good	Good	Fair/Poor
Sample size	(n=32)	(n=76)	(n=70)	(n=119)	(n=82)	(n=169)	(n=193)	(n=9)	(n=31)	(n=43)	(n=333)	(n=194)	(n=187)	(n=285)	(n=78)	(n=28)
<b>Composites (% Always/Usually)</b>																
Getting Care Quickly	95	90	98	89	91	96	90	100	73	81	94	92	92	94	89	81
Shared Decision Making(% A lot/Yes)	33	72	42	47	47	49	49	0	44	40	48	44	50	49	49	48
How Well Doctors Communicate	93	92	93	96	87	94	93	90	78	80	94	93	92	94	88	84
Getting Needed Care	84	84	92	92	75	90	87	50	62	63	89	83	89	90	81	76
Customer Service	94	93	80	74	88	81	86	100	83	93	84	86	81	85	86	75
<b>Ratings (% 8,9,10)</b>																
Personal Doctor	90	93	82	86	87	89	87	100	75	78	88	91	83	89	83	70
Specialist	88	57	79	89	94	78	93	0	67	88	84	80	91	89	83	78
Health Care	90	83	84	81	78	82	85	83	77	84	82	86	79	86	78	63
Health Plan	81	84	77	77	75	77	79	75	83	95	76	79	77	80	75	71

# Detailed Results

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Getting Care Quickly

Shared Decision Making

How Well Doctors Communicate

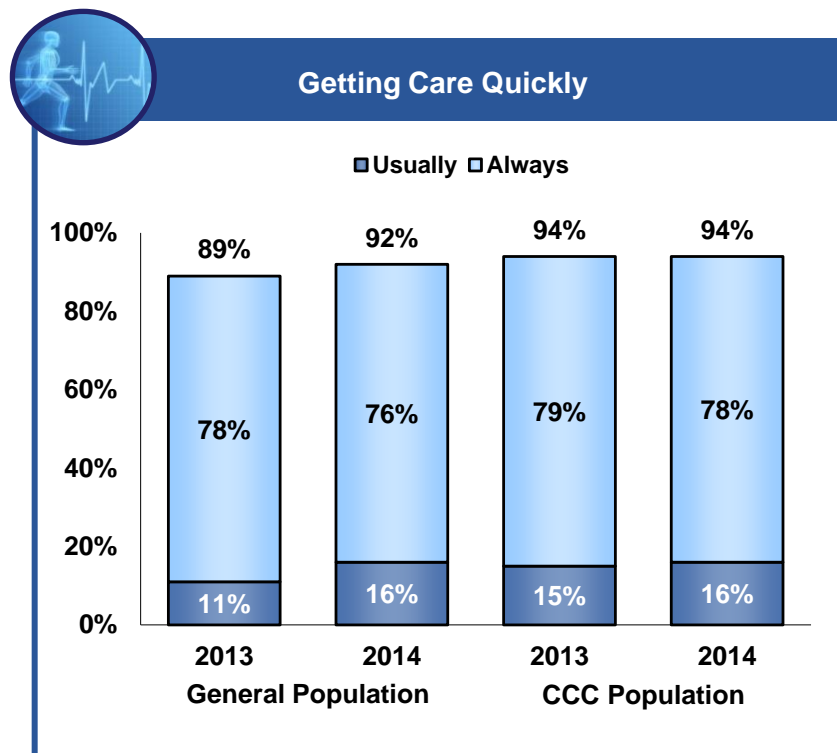
Getting Needed Care

Customer Service

Health Promotion and Education/Coordination of Care

Overall Rating Scores for Health Care, Health Plan, Personal Doctor & Specialist

# Getting Care Quickly Composite



General Population  
plan score falls on 50th  
or below 75th Percentile

CCC Population plan  
score falls on 50th or  
below 75th Percentile

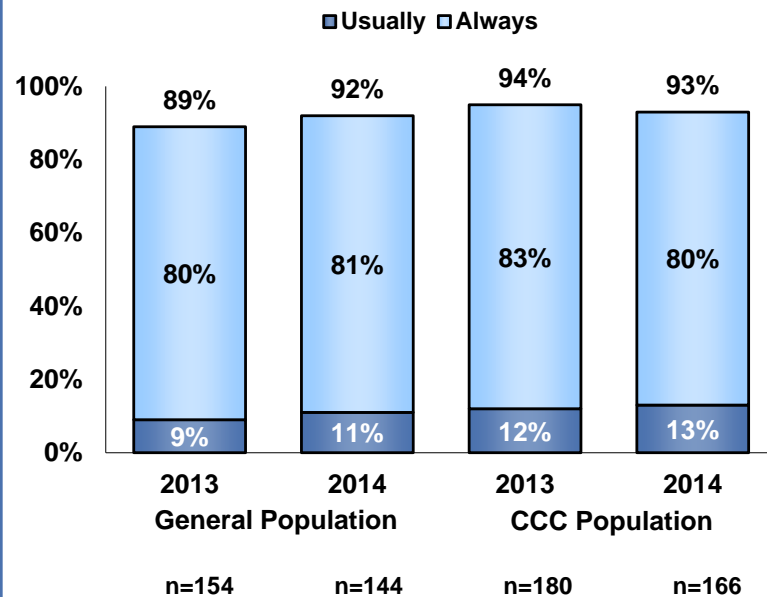
2013 Quality Compass®						
	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
General Population	89.18	81.77	87.40	90.06	92.51	94.23
CCC Population	91.81	86.49	91.01	92.55	93.79	94.81

NOTE: Numbers are rounded to the nearest whole number

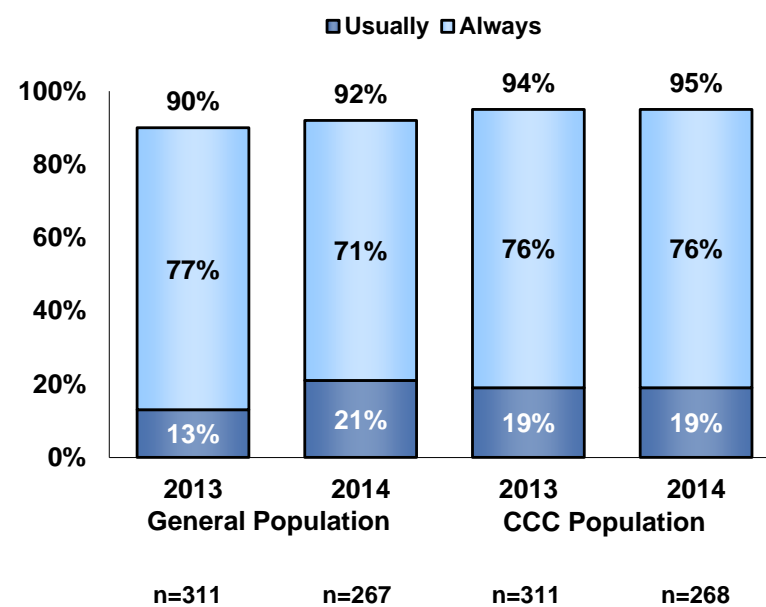
# Getting Care Quickly

## Composite Measures

**Q4. Getting Care as Soon as Needed**



**Q6. Getting Appointment for Child as Soon as Needed**



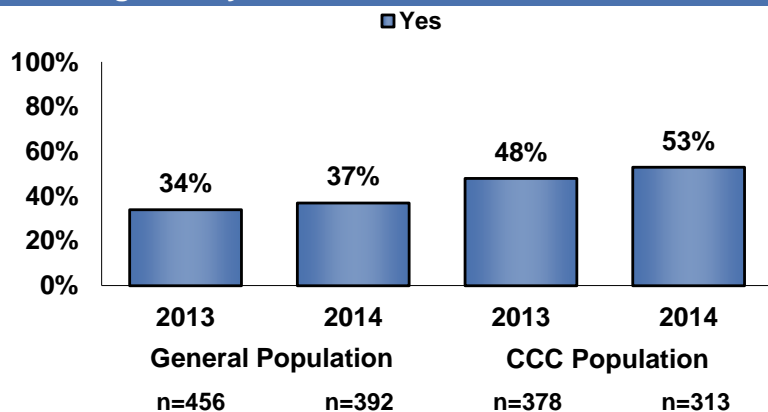
Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.  
NOTE: Numbers are rounded to the nearest whole number



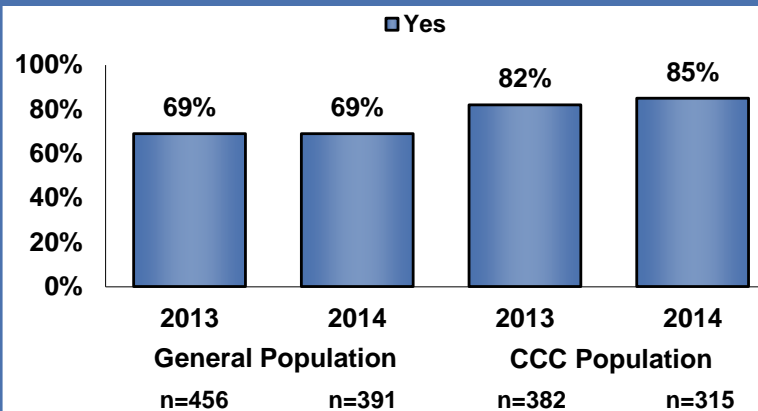
# Getting Care Quickly

## Access to Care

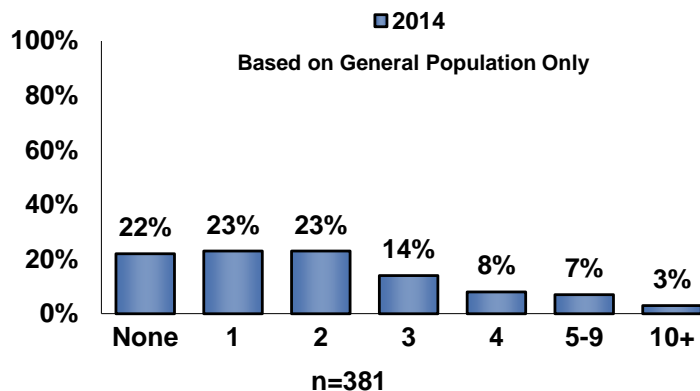
**Q3. Had Illness/Injury/Condition that Needed Care Right Away from Clinic, ER, or Doctor's Office**



**Q5. Made an Appt. at Doctor's Office or Clinic**



**Q7. Number of Times Going to Doctor's Office/Clinic for Care**



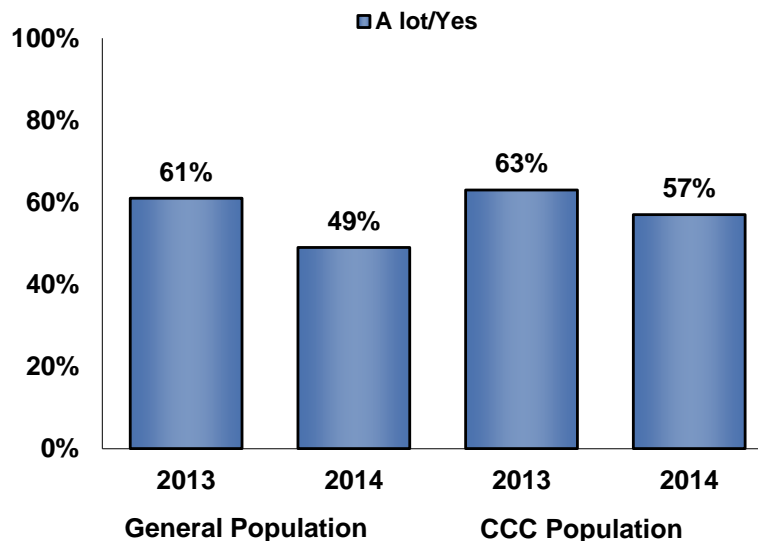
Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.

NOTE: Numbers are rounded to the nearest whole number

# Shared Decision Making Composite



## Shared Decision Making



This composite was revised in 2013 to focus on patients' discussion with their doctor or other health provider about prescription medicine. The score for this measure is the average of 3 questions (Q11 - % A lot, Q12 - % A lot, Q13 - % Yes). This measure will be publicly reported for the first time in 2014.

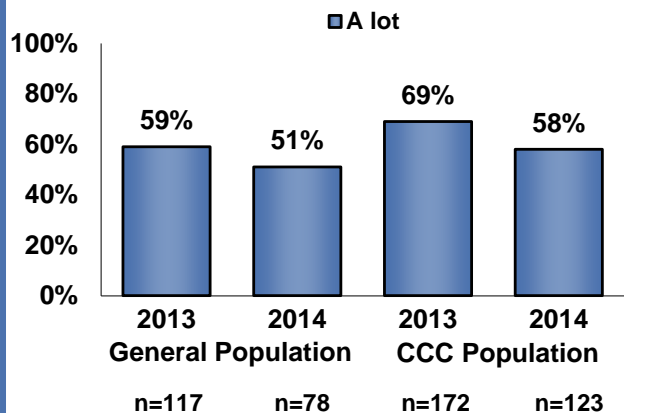
2013 Quality Compass®						
	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
General Population	NA	NA	NA	NA	NA	NA
CCC Population	NA	NA	NA	NA	NA	NA

NOTE: Numbers are rounded to the nearest whole number

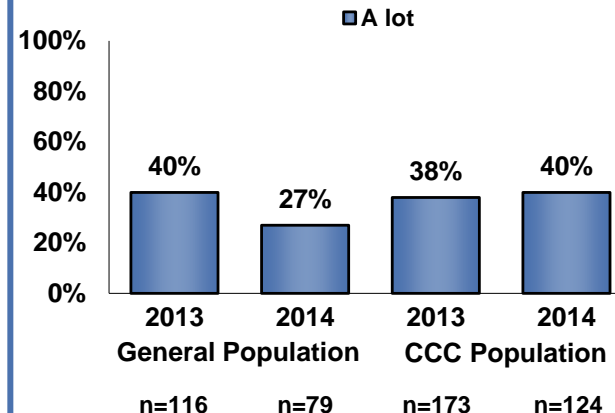
# Shared Decision Making

## Composite Measures

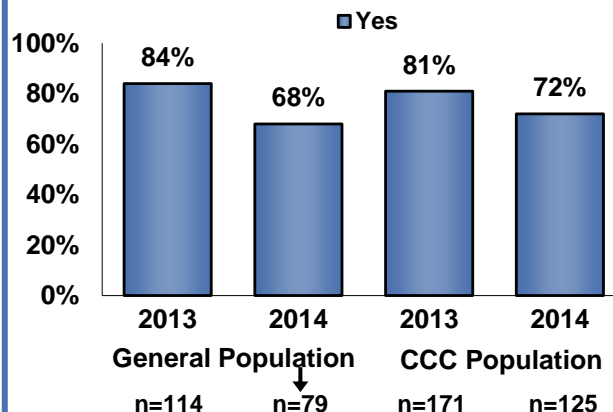
Q11. Discussed Reasons to Take Medicine



Q12. Discussed Reasons Not to Take Medicine



Q13. Asked Preference for Medicine



Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.

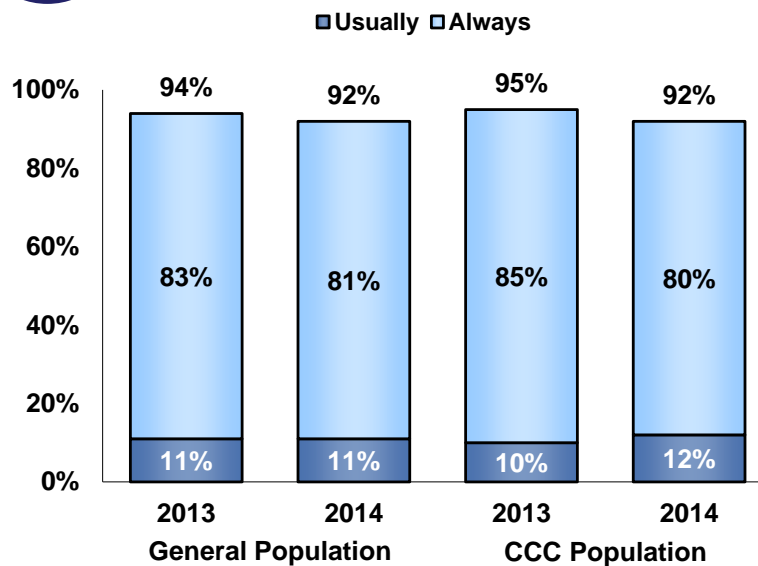
NOTE: Numbers are rounded to the nearest whole number

# How Well Doctors Communicate

## Composite



### How Well Doctors Communicate



General Population  
plan score falls on 25th  
or below 50th Percentile

CCC Population plan  
score falls on 10th or  
below 25th Percentile

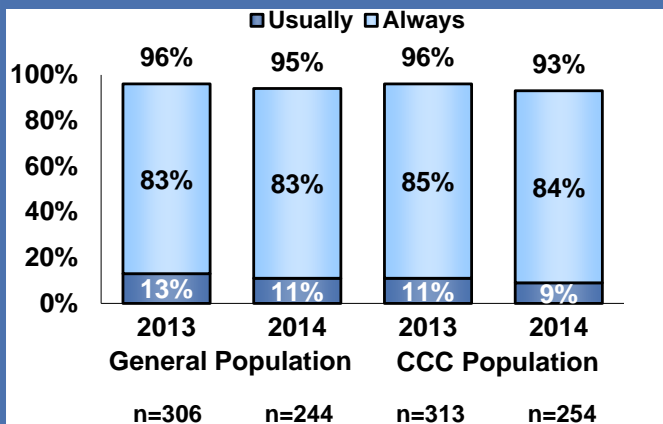
2013 Quality Compass®						
	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
General Population	92.61	89.24	91.42	93.24	94.37	95.42
CCC Population	93.06	90.85	92.03	93.40	94.61	95.27

NOTE: Numbers are rounded to the nearest whole number

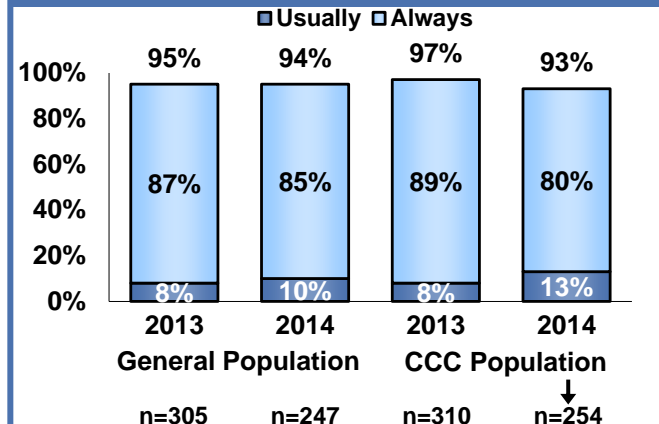
# How Well Doctors Communicate

## Composite Measures

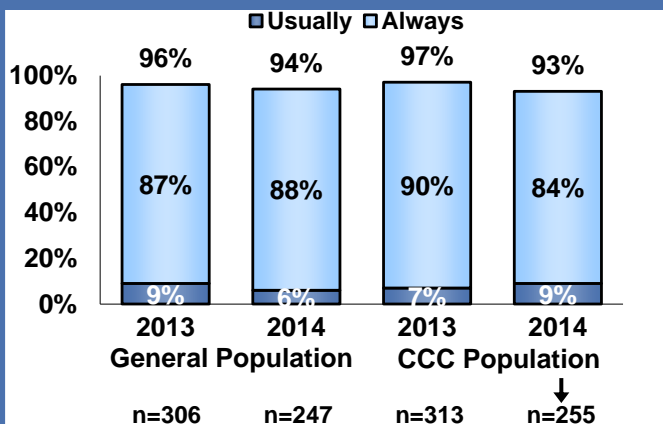
**Q32. Explain Things in a Way You Could Understand**



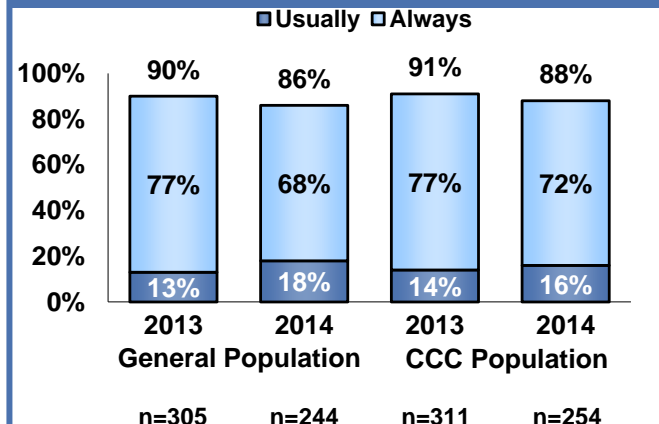
**Q33. Listen Carefully to You**



**Q34. Show Respect for What You Had to Say**



**Q37. Spend Enough Time with Child**



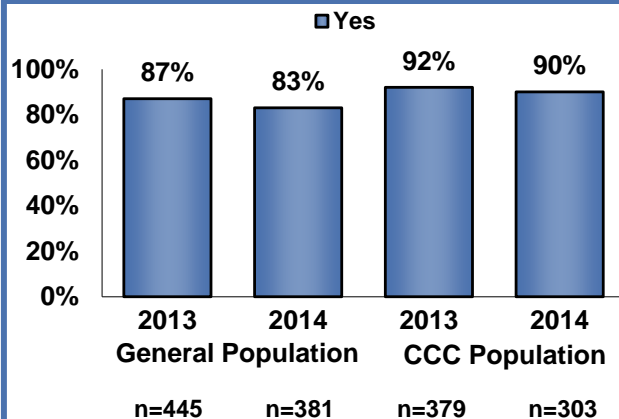
Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.

NOTE: Numbers are rounded to the nearest whole number

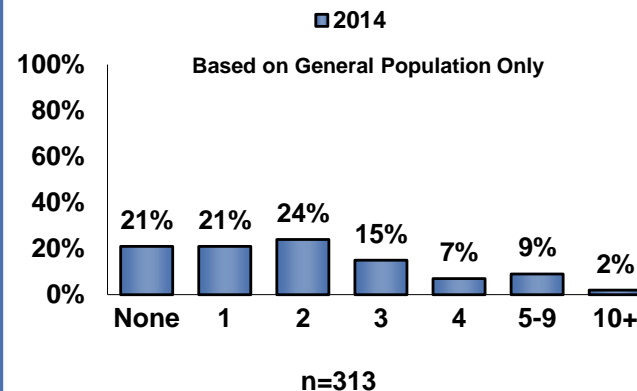
# How Well Doctors Communicate

## Access to Personal Doctor

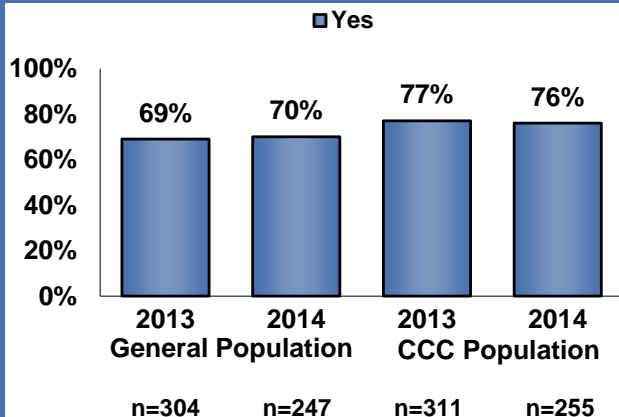
**Q30. Have a Personal Doctor**



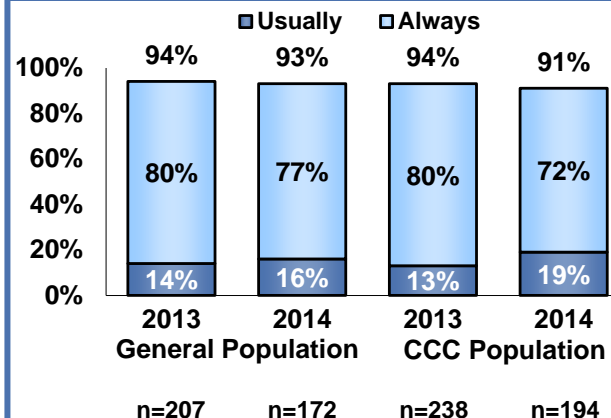
**Q31. Number of Times Visited Personal Doctor to Get Care**



**Q35. Child Able to Talk with Doctors About Care**



**Q36. Doctor Explained Things for Child to Understand**



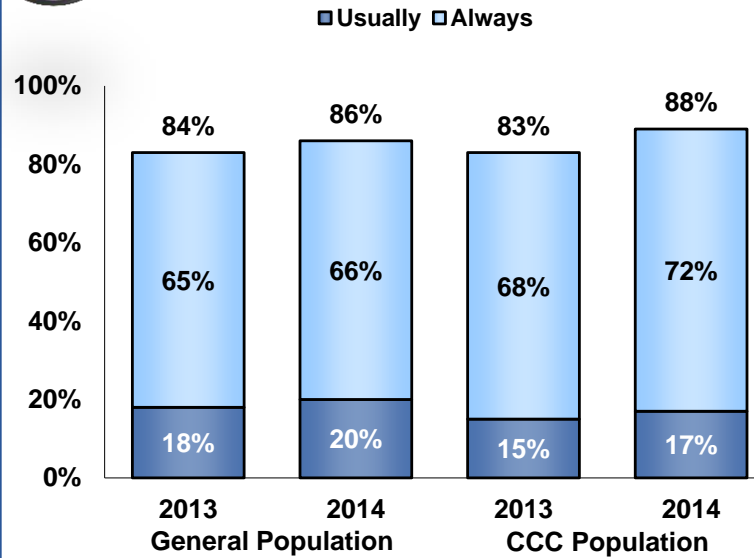
Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.

NOTE: Numbers are rounded to the nearest whole number

# Getting Needed Care Composite



## Getting Needed Care



General Population  
plan score falls on 50th  
or below 75th Percentile

CCC Population plan  
score falls on 50th or  
below 75th Percentile

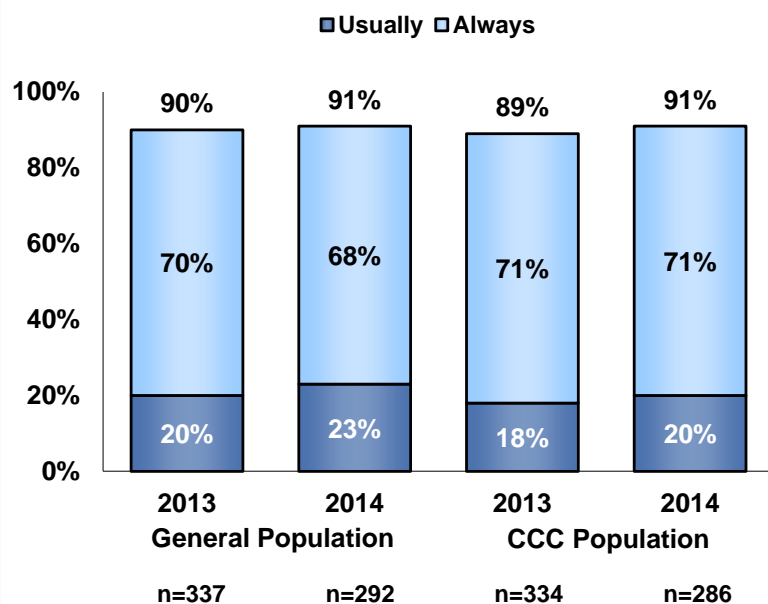
2013 Quality Compass®						
	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
General Population	84.38	76.58	81.56	84.65	87.85	90.43
CCC Population	86.43	82.41	83.60	86.75	89.85	91.50

NOTE: Numbers are rounded to the nearest whole number

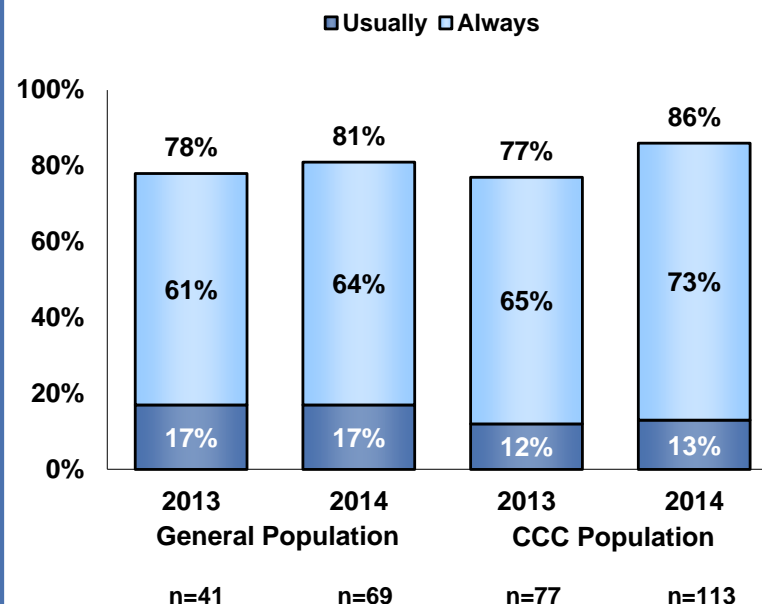
# Getting Needed Care

## Composite Measures

**Q15. Easy to Get Care Believed Necessary**



**Q46. Easy to Get Appointment for Child with Specialist**



Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.

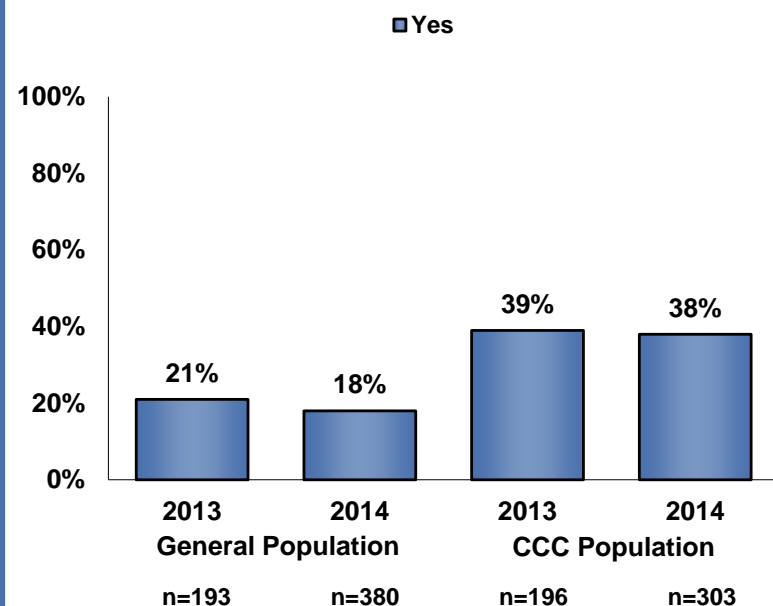
NOTE: Numbers are rounded to the nearest whole number



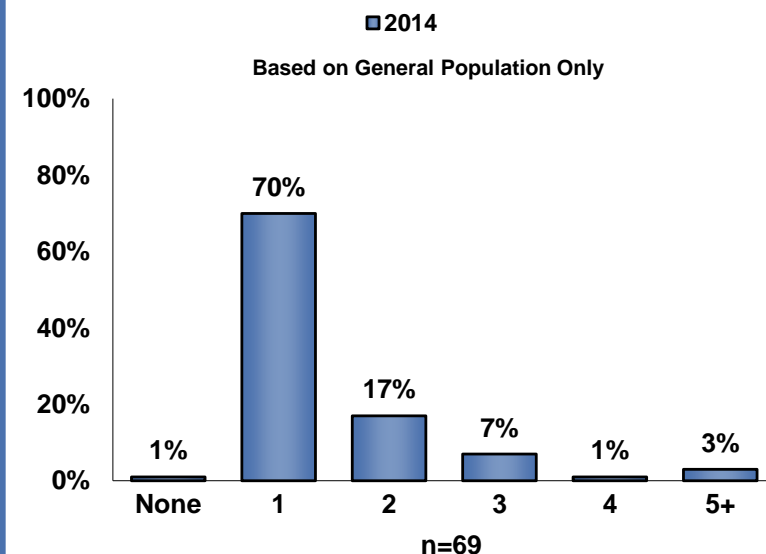
# Getting Needed Care

## Access to Specialty Care

**Q45. Made an Appointment to See a Specialist**



**Q47. Number of Specialists Seen**



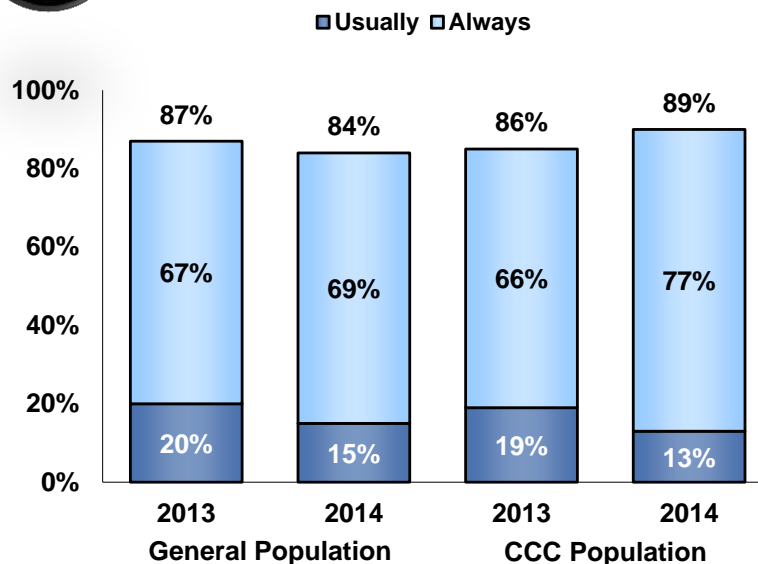
Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.

NOTE: Numbers are rounded to the nearest whole number

# Customer Service Composite



## Customer Service



General Population  
plan score falls below  
10th Percentile

CCC Population plan  
score falls on 50th or  
below 75th Percentile

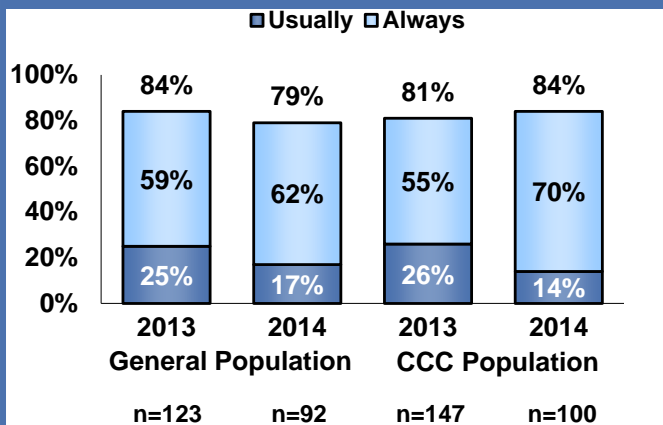
2013 Quality Compass®						
	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
General Population	87.61	84.29	85.78	87.77	89.70	91.21
CCC Population	88.74	83.57	87.50	88.98	90.40	92.47

NOTE: Numbers are rounded to the nearest whole number

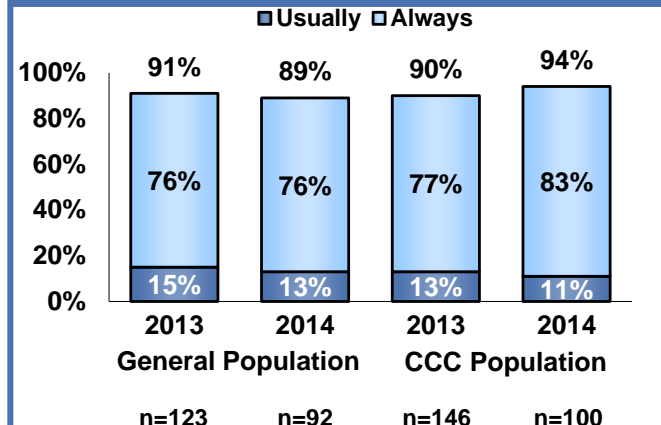
# Customer Service

## Composite Measures

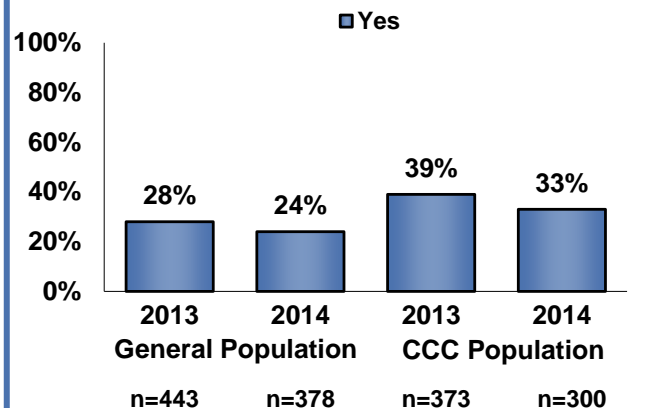
**Q50. Got Information or Help Needed**



**Q51. Treated You with Courtesy and Respect**



**Q49. Sought Information/Help from Customer Service**



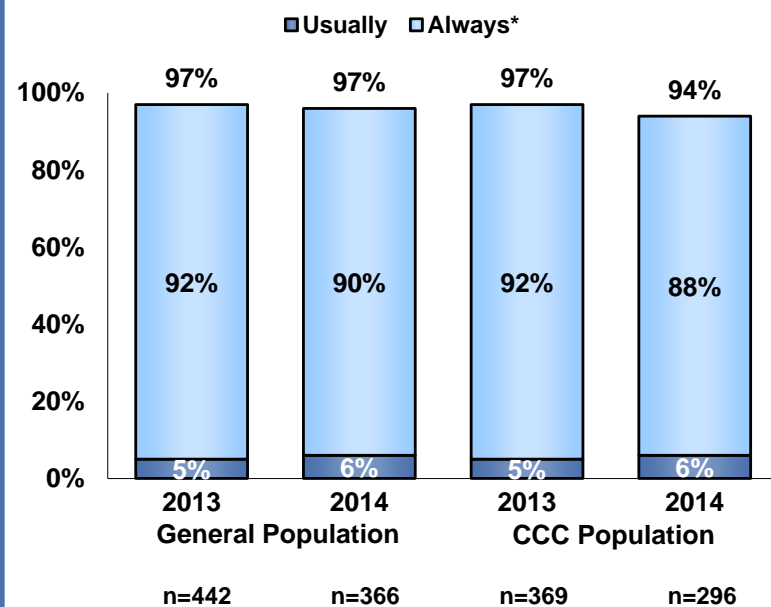
Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.

NOTE: Numbers are rounded to the nearest whole number

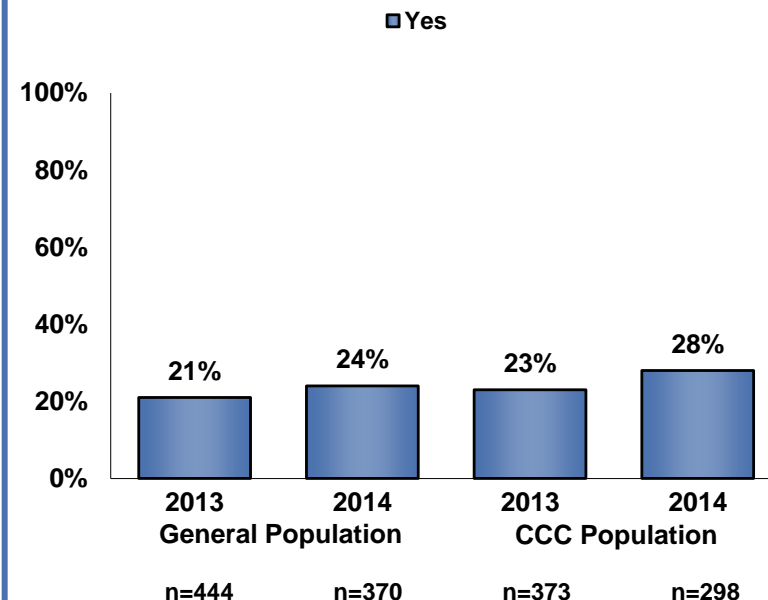
# Customer Service

## Access to Information and Paperwork

**Q52/Q53. Health Plan Forms Easy to Fill Out**



**Q52. Health Plan Gave You Forms to Fill Out**



Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.  
NOTE: Numbers are rounded to the nearest whole number

\*Q53 includes the No's from Q52.

# Other Measures

Health Promotion & Education

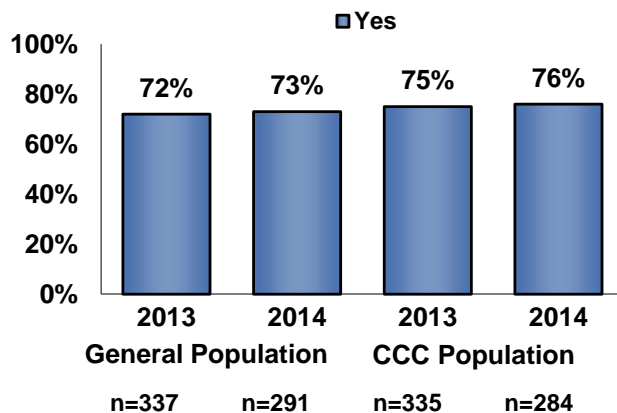
Coordination of Care

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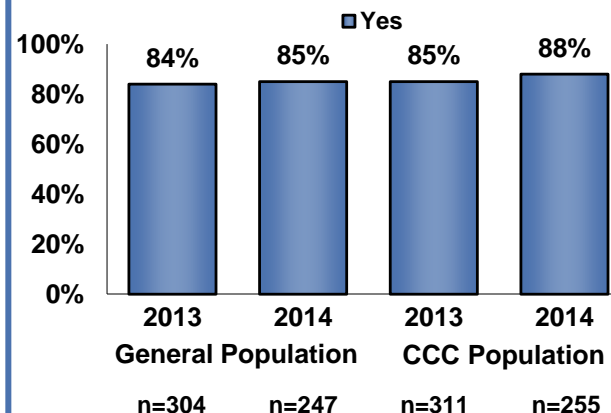
# Health Promotion & Education

## Coordination of Care

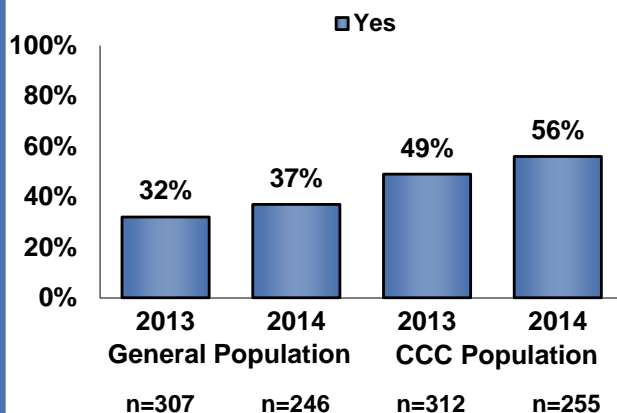
Q8. Health Promotion and Education



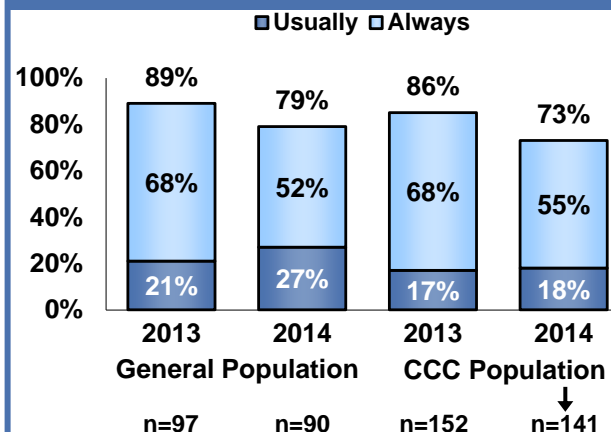
Q38. Discussion About Child Feeling/  
Growing/Behaving



Q39. Received Care from Other Providers



Q40. Coordination of Care



Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.

NOTE: Numbers are rounded to the nearest whole number

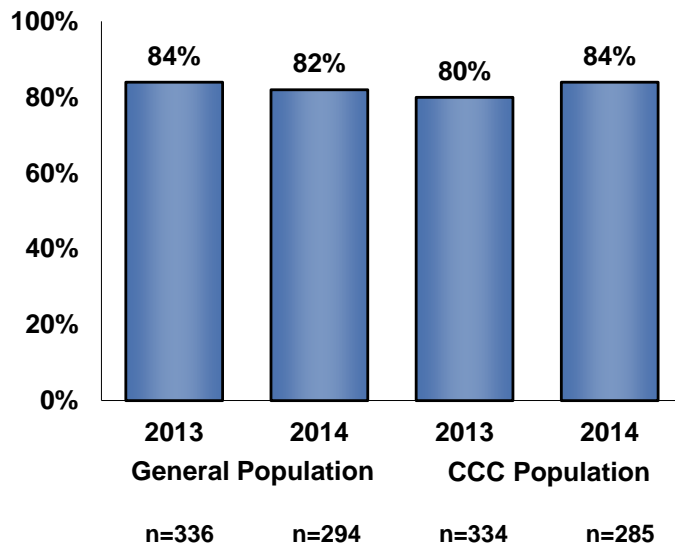
# Overall Ratings

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# Overall Rating – Health Care & Health Plan



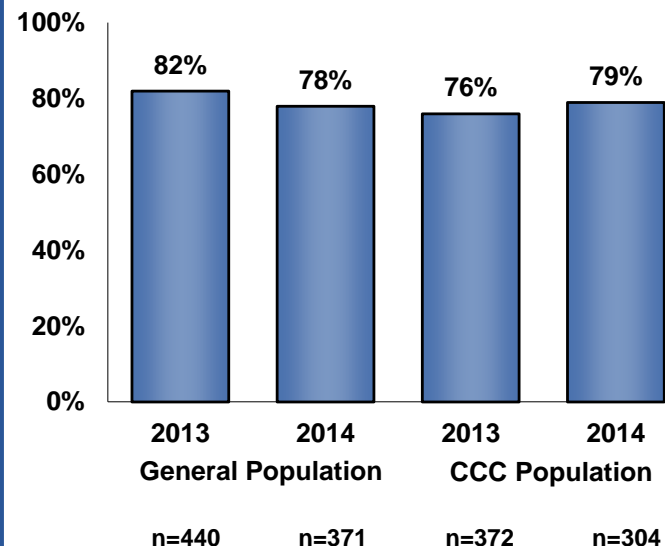
**Q14. Rating of Health Care**  
(% 8, 9, 10)



General  
Population  
plan score  
falls on  
25th or  
below 50th  
Percentile

CCC  
Population  
plan score  
falls on  
50th or  
below 75th  
Percentile

**Q54. Rating of Health Plan**  
(% 8, 9, 10)



General  
Population  
plan score  
falls on  
10th or  
below 25th  
Percentile

CCC  
Population  
plan score  
falls on  
25th or  
below 50th  
Percentile

**2013 Quality Compass®**

	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
General Population	83.12	78.54	81.30	83.73	85.57	87.04
CCC Population	81.61	75.62	78.60	81.90	84.23	86.67

**2013 Quality Compass®**

	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
General Population	82.89	77.52	80.46	83.49	86.36	88.92
CCC Population	81.07	73.83	77.75	81.98	84.45	87.23

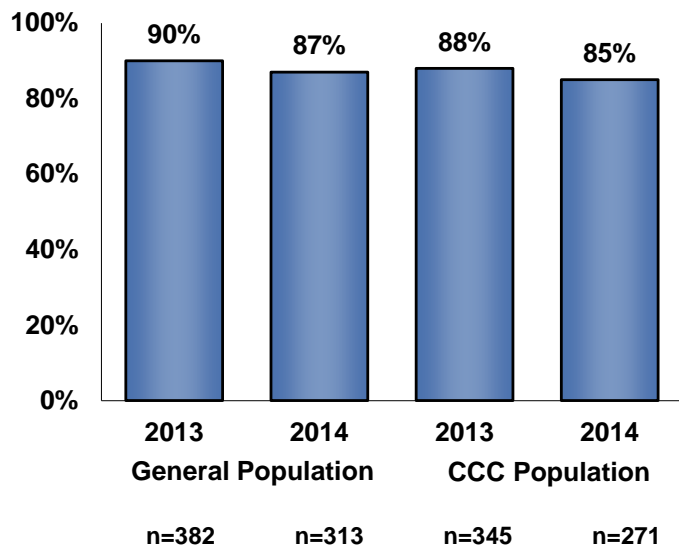
Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.  
NOTE: Numbers are rounded to the nearest whole number



# Overall Rating – Personal Doctor & Specialist



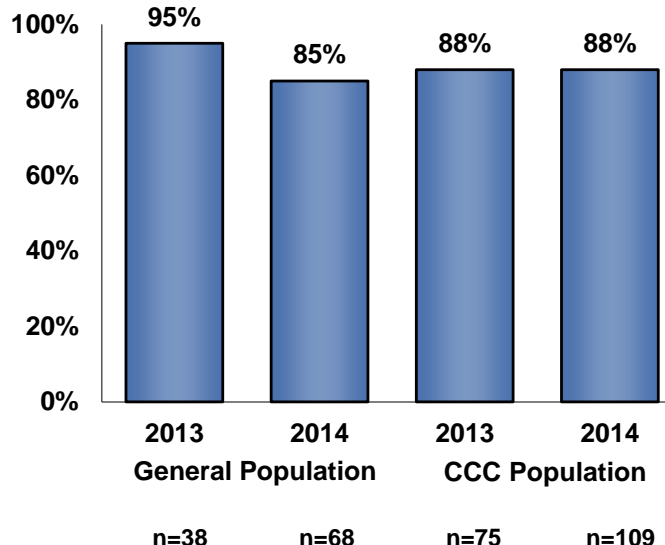
**Q41. Rating of Personal Doctor**  
(% 8, 9, 10)



General  
Population  
plan score  
falls on  
25th or  
below 50th  
Percentile

CCC  
Population  
plan score  
falls on  
25th or  
below 50th  
Percentile

**Q48. Rating of Specialist**  
(% 8, 9, 10)



General  
Population  
plan score  
falls on  
50th or  
below 75th  
Percentile

CCC  
Population  
plan score  
falls on  
50th or  
below 75th  
Percentile

**2013 Quality Compass®**

	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
General Population	87.10	83.57	85.31	86.94	88.77	90.22
CCC Population	86.28	82.65	83.67	86.36	88.56	89.84

**2013 Quality Compass®**

	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
General Population	84.52	80.49	82.11	83.96	86.54	89.52
CCC Population	84.97	79.86	82.55	84.51	88.28	89.67

Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.  
NOTE: Numbers are rounded to the nearest whole number

# Detailed Results – CCC Measures

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Access to Prescription Medicines

Access to Specialized Services

Family-Centered Care: Personal Doctor Who Knows Child

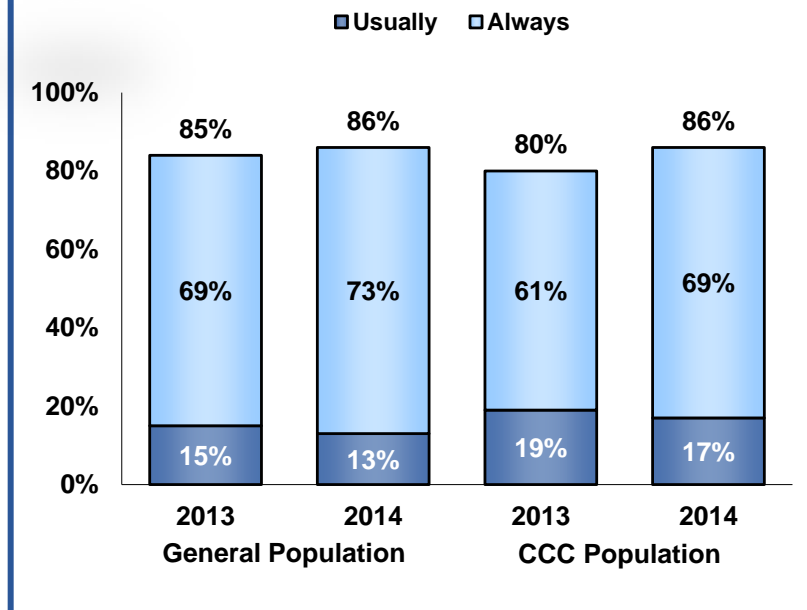
Family-Centered Care: Getting Needed Information

Coordination of Care for Children with Chronic Conditions

# Access to Prescription Medicines



## Access to Prescription Medicines



**CCC Population plan  
score falls below 10th  
Percentile**

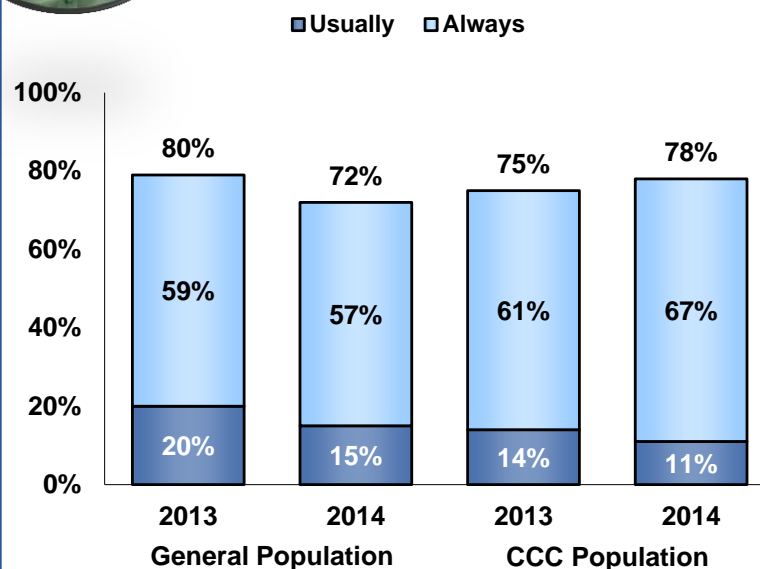
2013 Quality Compass®						
	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
CCC Population	90.55	86.13	88.64	91.01	93.69	94.93

NOTE: Numbers are rounded to the nearest whole number

# Access to Specialized Services Composite



## Access to Specialized Services



**CCC Population plan  
score falls on 50th or  
below 75th Percentile**

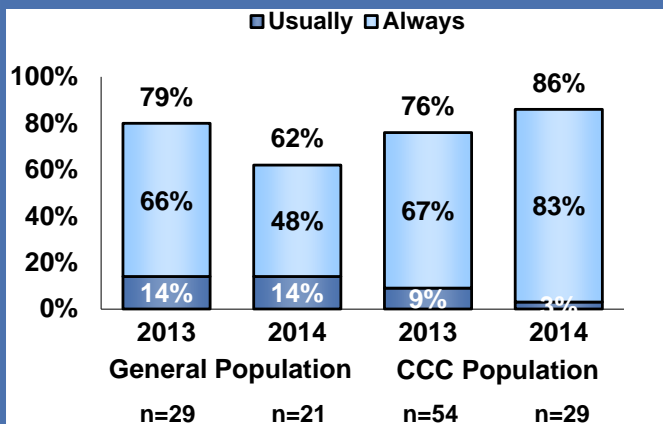
2013 Quality Compass®						
	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
CCC Population	76.70	67.37	74.95	77.23	80.36	81.78

NOTE: Numbers are rounded to the nearest whole number

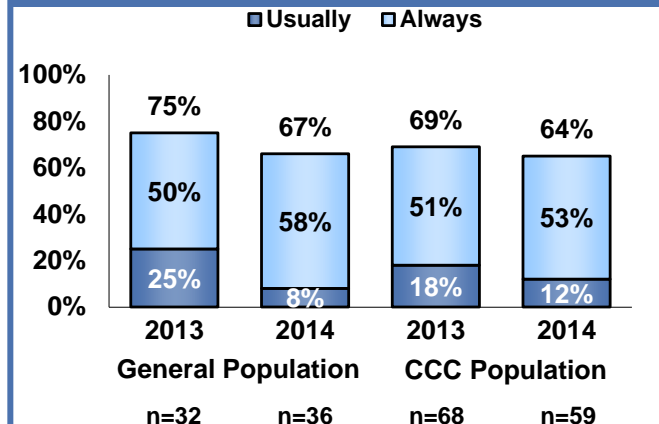
# Access to Specialized Services

## Composite Measures

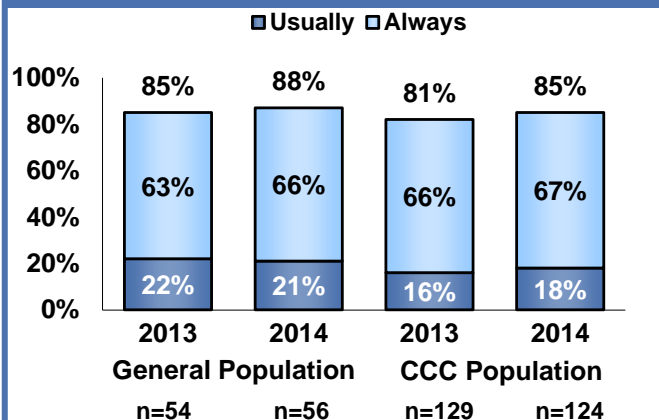
**Q20. Easy to Get Special Medical Equipment for Child**



**Q23. Easy to Get Therapy for Child**



**Q26. Easy to Get Treatment or Counseling for Child**



Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.

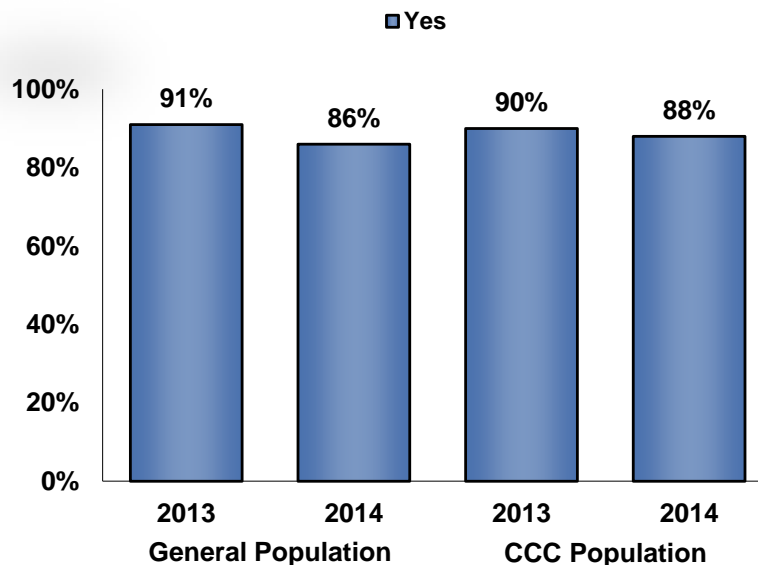
NOTE: Numbers are rounded to the nearest whole number

# Family-Centered Care: Personal Doctor Who Knows Child

## Composite



**Family-Centered Care:  
Personal Doctor Who Knows Child**



**CCC Population plan  
score falls on 10th or  
below 25th Percentile**

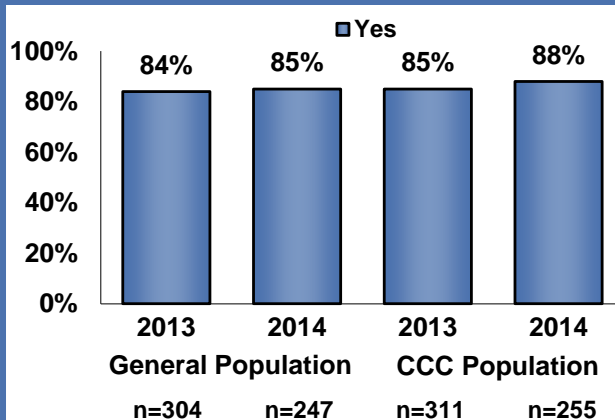
2013 Quality Compass®						
	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
CCC Population	89.26	86.54	88.34	89.59	90.81	92.11

NOTE: Numbers are rounded to the nearest whole number

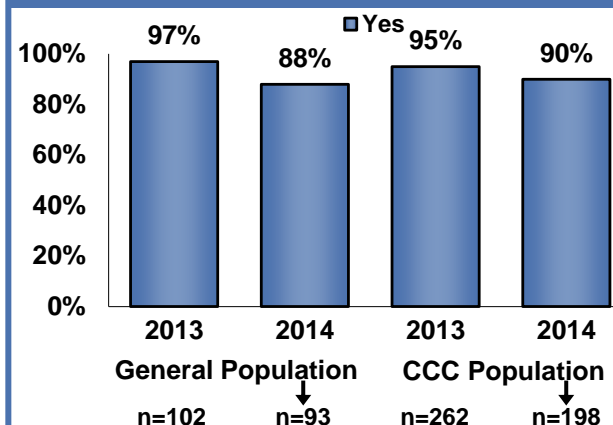
# Family-Centered Care: Personal Doctor Who Knows Child

## Composite Measures

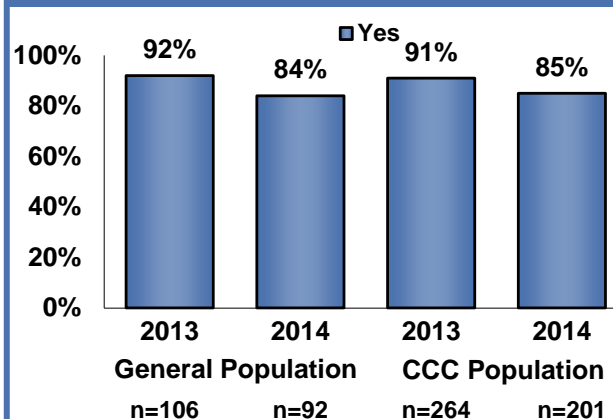
**Q38. Discussion About Child Feeling/  
Growing/Behaving**



**Q43. Doctor Understands How Medical  
Conditions Affect Child's Day-to-Day Life**



**Q44. Doctor Understands How Medical  
Conditions Affect Family's Day-to-Day Life**



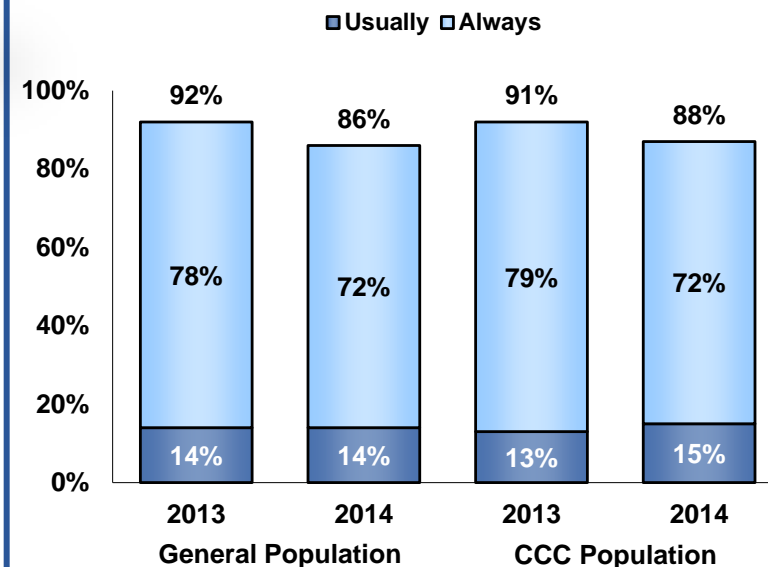
Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.

NOTE: Numbers are rounded to the nearest whole number

# Family-Centered Care: Getting Needed Information



Family-Centered Care: Getting Needed Information



CCC Population plan score falls on 10th or below 25th Percentile

2013 Quality Compass®						
	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
CCC Population	90.26	85.84	88.84	90.46	92.45	94.05

NOTE: Numbers are rounded to the nearest whole number

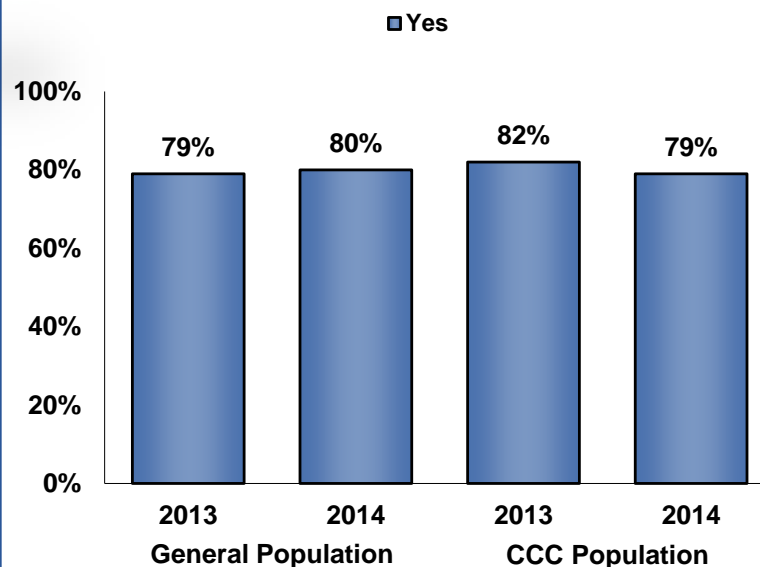


# Coordination of Care for Children with Chronic Conditions

## Composite



### Coordination of Care for Children with Chronic Conditions



CCC Population plan score falls on 50<sup>th</sup> or below 75<sup>th</sup> Percentile

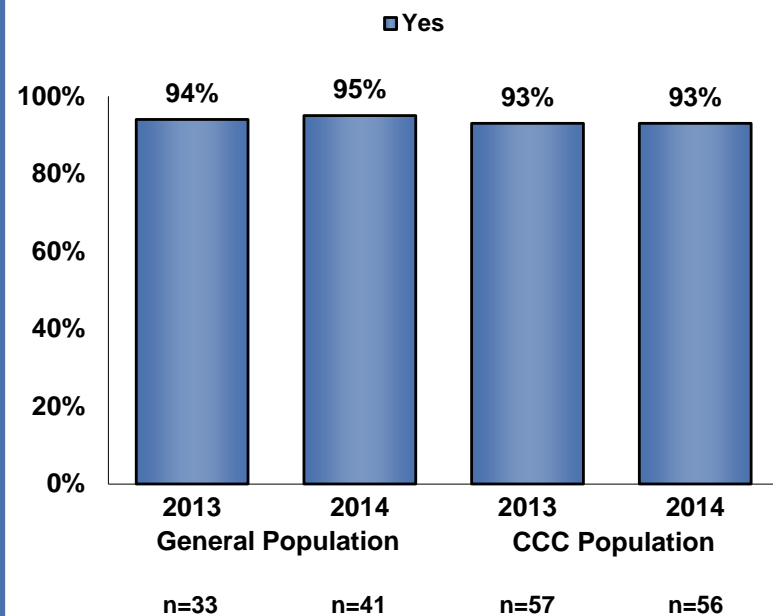
2013 Quality Compass®						
	Mean	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
CCC Population	77.19	72.57	75.06	76.94	80.12	81.44

NOTE: Numbers are rounded to the nearest whole number

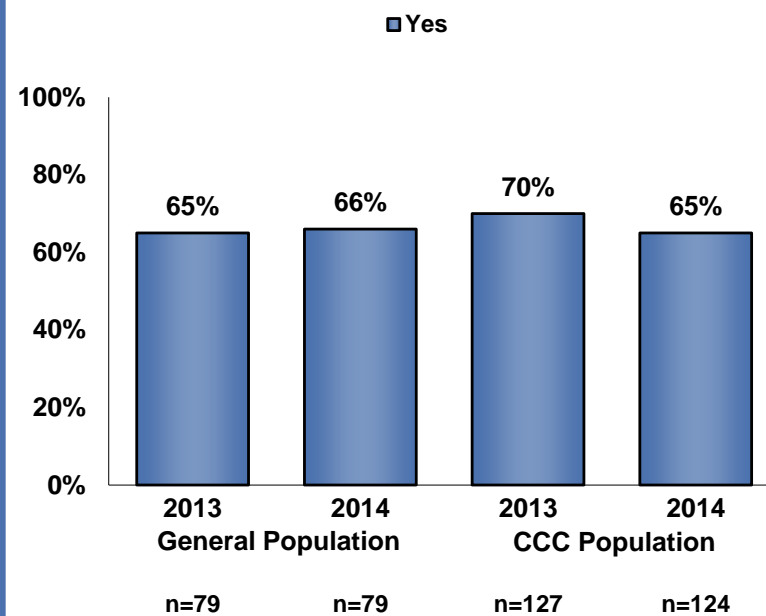
# Coordination of Care for Children with Chronic Conditions

## Composite Measures

**Q18. Getting Help You Needed from Doctor in Contacting School/Daycare**



**Q29. Health Plan or Doctor's Office Helps Coordinate Care**



Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.  
NOTE: Numbers are rounded to the nearest whole number

# Supplemental Questions

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# Supplemental Questions – Mental Health / Substance Abuse

**Q59a. In the last 6 months, if you needed mental health or substance abuse services for your child, did you access them?**

	2014
Yes	33%
No	67%
Sample Size: (n=328)	

**Q59b. Was the mental health or substance abuse provider helpful to your child?**

	2013	2014
Yes	92%	87%
No	8%	13%
Sample Size: (n=88) (n=100)		

# Supplemental Questions – Mental Health / Substance Abuse

**Q59c. Please rate the mental health or substance abuse services your child received through their health plan.**

	2014
Excellent	32%
Very Good	27%
Good	26%
Fair	9%
Poor	7%
Sample Size: (n=101)	

**Q59d. Was your child's health plan helpful in getting mental health or substance abuse services for your child?**

	2013	2014
Yes	82%	80%
No	18%	20%
Sample Size: (n=102)		(n=105)

# 2014 Child Medicaid with CCC CAHPS® Results Amerigroup Louisiana, Inc. - General Population



Legend:



Getting Care Quickly				% Always/Usually	Sample Size
Getting care for child as soon as needed	3	6	11	81	92 (144)
Getting appointment for child as soon as needed	7	21		71	92 (267)

Shared Decision Making (% Not at all, A little, Some, A lot)				% A lot/Yes	
Discussed reasons to take medicine	14	33	51	51	(78)
Discussed reasons not to take medicine	24	18	32	27	(79)
Asked preference for medicine (% No, Yes)	32		68	68	(79)

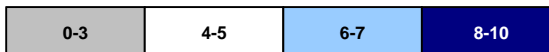
How Well Doctors Communicate					
Explain things in a way you could understand	5	11	83	95	(244)
Listen carefully to you	4	10	85	94	(247)
Show respect for what you had to say	5	6	88	94	(247)
Spend enough time with child	2	12	18	68	86 (244)

Getting Needed Care					
Easy to get care believed necessary for child	8	23	68	91	(292)
Easy to get appointment for child with specialist	4	14	17	64	81 (69)

Customer Service					
Got information or help needed	4	16	17	62	79 (92)
Treated you with courtesy and respect	3	8	13	76	89 (92)

Other Measures					
Health Promotion and Education (% No, Yes)	27		73	73	(291)
Coordination of Care	8	13	27	52	79 (90)

Legend:



Ratings				% 8-10	
Health Care	3	5	10	82	82 (294)
Personal Doctor	23	9		87	87 (313)
Specialist	7	7		85	85 (68)
Health Plan	3	7	12	78	78 (371)

Percents may not add to 100% due to rounding

**Plan Comparison to 2013 Child Medicaid Quality Compass®**  
**Amerigroup Louisiana, Inc. - General Population**



	Amerigroup Louisiana, Inc.		2013 Child Medicaid Quality Compass® - General Population Results					
Child Medicaid with CCC Survey Questions	2014	Percentile	Mean	10th	25th	50th	75th	90th
Getting Care Quickly (% Always/Usually)	91.71	50th	89.18	81.77	87.40	90.06	92.51	94.23
Q4 Getting care for child as soon as needed	91.67	50th	90.47	83.09	87.92	91.35	94.14	95.53
Q6 Getting appointment for child as soon as needed	91.76	75th	87.92	79.44	85.59	88.89	91.40	93.24
Shared Decision Making (% A lot/Yes)	48.74	NA	NA	NA	NA	NA	NA	NA
Q11 Discussed reasons to take medicine (% A lot)	51.28	NA	NA	NA	NA	NA	NA	NA
Q12 Discussed reasons not to take medicine (% A lot)	26.58	NA	NA	NA	NA	NA	NA	NA
Q13 Asked preference for medicine (% Yes)	68.35	NA	NA	NA	NA	NA	NA	NA
How Well Doctors Communicate (% Always/Usually)	92.35	25th	92.61	89.24	91.42	93.24	94.37	95.42
Q32 Explain things in a way you could understand	94.67	50th	93.20	89.07	91.88	93.72	95.43	96.47
Q33 Listen carefully to you	94.33	25th	94.18	91.64	93.08	94.42	95.46	96.39
Q34 Show respect for what you had to say	93.93	10th	95.33	93.09	94.17	95.59	96.49	97.15
Q37 Spend enough time with child	86.48	25th	87.73	83.08	85.69	88.43	90.71	92.40
Getting Needed Care (% Always/Usually)	86.13	50th	84.38	76.58	81.56	84.65	87.85	90.43
Q15 Easy to get care believed necessary for child	91.10	50th	88.62	82.27	85.91	89.62	91.82	93.22
Q46 Easy to get appointment for child with specialist	81.16	25th	80.52	71.14	76.64	81.25	85.09	89.00
Customer Service (% Always/Usually)	84.24	Below 10th	87.61	84.29	85.78	87.77	89.70	91.21
Q50 Got information or help needed	79.35	10th	82.34	77.61	79.55	82.45	84.78	87.50
Q51 Treated you with courtesy and respect	89.13	Below 10th	92.93	89.95	91.40	93.16	94.85	96.06
Q14 Rating of Health Care (% 8, 9, 10)	82.31	25th	83.12	78.54	81.30	83.73	85.57	87.04
Q41 Rating of Personal Doctor (% 8, 9, 10)	86.90	25th	87.10	83.57	85.31	86.94	88.77	90.22
Q48 Rating of Specialist (% 8, 9, 10)	85.29	50th	84.52	80.49	82.11	83.96	86.54	89.52
Q54 Rating of Health Plan (% 8, 9, 10)	78.44	10th	82.89	77.52	80.46	83.49	86.36	88.92
Q8 Health Promotion and Education (% Yes)	73.20	NA	NA	NA	NA	NA	NA	NA
Q40 Coordination of Care (% Always/Usually)	78.89	25th	80.05	73.34	77.96	80.69	83.14	85.29

NA= Comparison data not available from NCQA

The 2013 Child Medicaid Quality Compass® consists of 113 plans who publicly reported their scores. (All lines of business excluding PPOs)

Legend

<span style="background-color: #00FF00; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	= Plan score falls on or above 90th Percentile
<span style="background-color: #90EE90; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	= Plan score falls on 75th or below 90th Percentile
<span style="background-color: #FFFF00; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	= Plan score falls on 50th or below 75th Percentile
<span style="background-color: #FFA500; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	= Plan score falls on 25th or below 50th Percentile
<span style="background-color: #FF0000; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	= Plan score falls on 10th or below 25th Percentile
<span style="background-color: #FF0000; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	= Plan score falls below 10th Percentile

**Plan Comparison to 2013 Child Medicaid with CCC Quality Compass®**  
**Amerigroup Louisiana, Inc. - CCC Population**



Child Medicaid with CCC Survey Questions	Amerigroup Louisiana, Inc.		2013 Child Medicaid with CCC Quality Compass® - CCC Population Results					
	2014	Percentile	Mean	10th	25th	50th	75th	90th
<b>Getting Care Quickly (% Always/Usually)</b>	<b>93.77</b>	<b>50th</b>	91.81	86.49	91.01	92.55	93.79	94.81
Q4 Getting care for child as soon as needed	92.77	25th	92.77	87.39	91.88	93.18	95.16	96.55
Q6 Getting appointment for child as soon as needed	94.78	90th	90.65	85.60	89.54	91.77	92.80	94.51
<b>Shared Decision Making (% A lot/Yes)</b>	<b>56.68</b>	<b>NA</b>	NA	NA	NA	NA	NA	NA
Q11 Discussed reasons to take medicine (% A lot)	57.72	NA	NA	NA	NA	NA	NA	NA
Q12 Discussed reasons not to take medicine (% A lot)	40.32	NA	NA	NA	NA	NA	NA	NA
Q13 Asked preference for medicine (% Yes)	72.00	NA	NA	NA	NA	NA	NA	NA
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>91.84</b>	<b>10th</b>	93.06	90.85	92.03	93.40	94.61	95.27
Q32 Explain things in a way you could understand	93.31	10th	94.09	90.65	93.43	94.67	95.85	96.46
Q33 Listen carefully to you	92.91	10th	93.88	92.31	93.01	94.12	94.62	95.89
Q34 Show respect for what you had to say	93.33	Below 10th	95.00	93.53	94.24	95.22	95.90	96.70
Q37 Spend enough time with child	87.80	25th	89.28	85.63	87.41	90.13	92.10	93.01
<b>Getting Needed Care (% Always/Usually)</b>	<b>88.37</b>	<b>50th</b>	86.43	82.41	83.60	86.75	89.85	91.50
Q15 Easy to get care believed necessary for child	90.91	50th	90.07	86.63	88.92	90.31	92.59	93.75
Q46 Easy to get appointment for child with specialist	85.84	50th	83.21	76.14	78.86	84.16	87.67	90.05
<b>Customer Service (% Always/Usually)</b>	<b>89.00</b>	<b>50th</b>	88.74	83.57	87.50	88.98	90.40	92.47
Q50 Got information or help needed	84.00	50th	83.81	79.25	80.95	83.78	85.28	88.52
Q51 Treated you with courtesy and respect	94.00	25th	93.67	89.75	92.31	94.12	95.93	96.83
<b>Access to Prescription Medicines (% Always/Usually)</b>	<b>85.56</b>	<b>Below 10th</b>	90.55	86.13	88.64	91.01	93.69	94.93
Q56 Easy to get prescription medicine for child	85.56	Below 10th	90.55	86.13	88.64	91.01	93.69	94.93
<b>Access to Specialized Services (% Always/Usually)</b>	<b>78.43</b>	<b>50th</b>	76.70	67.37	74.95	77.23	80.36	81.78
Q20 Easy to get special medical equipment for child	86.21	NA	NA	NA	NA	NA	NA	NA
Q23 Easy to get therapy for child	64.41	10th	73.43	59.58	68.15	74.95	80.20	84.33
Q26 Easy to get treatment or counseling for child	84.68	90th	75.70	64.38	72.08	76.59	81.91	84.13
<b>Family-Centered Care: Personal Doctor Who Knows Child (% Yes)</b>	<b>87.74</b>	<b>10th</b>	89.26	86.54	88.34	89.59	90.81	92.11
Q38 Doctor talks with you about how child is feeling/growing/behaving	88.24	50th	86.80	83.75	85.21	86.61	89.66	90.86
Q43 Doctor understands how medical conditions affect child's day-to-day life	90.40	10th	92.43	88.27	91.64	92.95	94.27	95.38
Q44 Doctor understands how medical conditions affect family's day-to-day life	84.58	Below 10th	88.73	85.02	86.96	88.96	91.08	91.90
<b>Family-Centered Care: Getting Needed Information (% Always/Usually)</b>	<b>87.76</b>	<b>10th</b>	90.26	85.84	88.84	90.46	92.45	94.05
Q9 Getting questions answered by child's doctor	87.76	10th	90.26	85.84	88.84	90.46	92.45	94.05
<b>Coordination of Care for Children with Chronic Conditions (% Yes)</b>	<b>78.69</b>	<b>50th</b>	77.19	72.57	75.06	76.94	80.12	81.44
Q18 Getting help you needed from doctor in contacting school/daycare	92.86	NA	NA	NA	NA	NA	NA	NA
Q29 Health plan or doctor's office helps coordinate care	64.52	50th	61.72	56.08	57.35	61.68	64.57	68.44
Q14 Rating of Health Care (% 8, 9, 10)	<b>83.51</b>	<b>50th</b>	81.61	75.62	78.60	81.90	84.23	86.67
Q41 Rating of Personal Doctor (% 8, 9, 10)	<b>85.24</b>	<b>25th</b>	86.28	82.65	83.67	86.36	88.56	89.84
Q48 Rating of Specialist (% 8, 9, 10)	<b>88.07</b>	<b>50th</b>	84.97	79.86	82.55	84.51	88.28	89.67
Q54 Rating of Health Plan (% 8, 9, 10)	<b>79.28</b>	<b>25th</b>	81.07	73.83	77.75	81.98	84.45	87.23
Q8 Health Promotion and Education (% Yes)	76.41	NA	NA	NA	NA	NA	NA	NA
Q40 Coordination of Care (% Always/Usually)	73.05	Below 10th	80.07	75.62	77.98	80.65	83.14	84.54

NA= Comparison data not available from NCQA.

The 2013 Child Medicaid with CCC Quality Compass® consists of 38 plans who publicly reported their scores. (All lines of business)

Legend	Plan score falls on or above 90th Percentile
	Plan score falls on 75th or below 90th Percentile
	Plan score falls on 50th or below 75th Percentile
	Plan score falls on 25th or below 50th Percentile
	Plan score falls on 10th or below 25th Percentile
	Plan score falls below 10th Percentile



Child Medicaid with CCC Historical Trending  
Amerigroup Louisiana, Inc. - Total



Child Medicaid with CCC Survey Questions	Total							
	2012		2013		2014		Sig Testing	
	Summary Rate	Sample Size	Summary Rate	Sample Size	Summary Rate	Sample Size	2012 to 2013	2013 to 2014
<b>Getting Care Quickly (% Always/Usually)</b>	<b>NA</b>		<b>90.7</b>		<b>92.5</b>			
Q4 Getting care for child as soon as needed**	NA	NA	91.1	347	92.3	310	NC	NS
Q6 Getting appointment for child as soon as needed**	NA	NA	90.3	629	92.7	561	NC	NS
<b>Shared Decision Making (% A lot/Yes)</b>	<b>NT</b>		<b>59.3</b>		<b>53.6</b>			
Q11 Discussed reasons to take medicine (% A lot)	NT	NT	61.4	277	53.7	190	NC	NS
Q12 Discussed reasons not to take medicine (% A lot)	NT	NT	36.8	277	36.1	191	NC	NS
Q13 Asked preference for medicine (% Yes)	NT	NT	79.8	272	71.1	190	NC	-
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>NA</b>		<b>94.1</b>		<b>91.8</b>			
Q32 Explain things in a way you could understand**	NA	NA	94.9	622	93.1	518	NC	NS
Q33 Listen carefully to you	NA	NA	95.3	619	93.3	520	NC	NS
Q34 Show respect for what you had to say	NA	NA	96.3	622	94.1	521	NC	NS
Q37 Spend enough time with child	NA	NA	90.0	618	86.7	518	NC	NS
<b>Getting Needed Care (% Always/Usually)</b>	<b>NA</b>		<b>85.2</b>		<b>86.7</b>			
Q15 Easy to get care believed necessary for child**	NA	NA	89.3	670	91.2	590	NC	NS
Q46 Easy to get appointment for child with specialist**	NA	NA	81.1	111	82.1	168	NC	NS
<b>Customer Service (% Always/Usually)</b>	<b>NA</b>		<b>87.7</b>		<b>87.8</b>			
Q50 Got information or help needed	NA	NA	83.0	265	83.2	196	NC	NS
Q51 Treated you with courtesy and respect	NA	NA	92.5	265	92.4	196	NC	NS
<b>Access to Prescription Medicines (% Always/Usually)</b>	<b>NA</b>		<b>81.7</b>		<b>85.7</b>			
Q56 Easy to get prescription medicine for child	NA	NA	81.7	552	85.7	481	NC	NS
<b>Access to Specialized Services (% Always/Usually)</b>	<b>NA</b>		<b>75.9</b>		<b>74.2</b>			
Q20 Easy to get special medical equipment for child	NA	NA	76.3	80	74.6	55	NC	NS
Q23 Easy to get therapy for child	NA	NA	71.3	87	63.0	92	NC	NS
Q26 Easy to get treatment or counseling for child	NA	NA	80.3	147	84.9	146	NC	NS
<b>Family-Centered Care: Personal Doctor Who Knows Child (% Yes)</b>	<b>NA</b>		<b>90.4</b>		<b>86.7</b>			
Q38 Doctor talks with you about how child is feeling/growing/behaving	NA	NA	84.3	619	85.4	519	NC	NS
Q43 Doctor understands how medical conditions affect child's day-to-day life	NA	NA	95.4	303	90.2	234	NC	-
Q44 Doctor understands how medical conditions affect family's day-to-day life**	NA	NA	91.6	308	84.7	235	NC	-
<b>Family-Centered Care: Getting Needed Information (% Always/Usually)</b>	<b>NA</b>		<b>89.6</b>		<b>86.8</b>			
Q9 Getting questions answered by child's doctor	NA	NA	89.6	673	86.8	591	NC	NS
<b>Coordination of Care for Children with Chronic Conditions (% Yes)</b>	<b>NA</b>		<b>78.1</b>		<b>76.5</b>			
Q18 Getting help you needed from doctor in contacting school/daycare	NA	NA	91.1	79	91.5	82	NC	NS
Q29 Health plan or doctor's office helps coordinate care	NA	NA	65.1	195	61.5	182	NC	NS
Q14 Rating of Health Care (% 8, 9, 10)	NA	NA	82.0	671	83.9	591	NC	NS
Q41 Rating of Personal Doctor (% 8, 9, 10)	NA	NA	89.0	742	86.7	615	NC	NS
Q48 Rating of Specialist (% 8, 9, 10)	NA	NA	89.0	109	88.5	156	NC	NS
Q54 Rating of Health Plan (% 8, 9, 10)	NA	NA	80.3	833	80.5	716	NC	NS
Q8 Health Promotion and Education (% Yes)	NT	NT	72.5	673	73.4	587	NC	NS
Q40 Coordination of Care (% Always/Usually)	NA	NA	85.3	245	77.7	211	NC	-

\*\* Question wording changed in 2013.

NT= Not trendable

NC= Not comparable

Legend

+ = Results significantly higher than prior year's results  
 NS = No significant difference between the two years  
 - = Results significantly lower than prior year's results

**Child Medicaid with CCC Historical Trending**  
**Amerigroup Louisiana, Inc. - General Population**



Child Medicaid with CCC Survey Questions	General Population							
	2012		2013		2014		Sig Testing	
	Summary Rate	Sample Size	Summary Rate	Sample Size	Summary Rate	Sample Size	2012 to 2013	2013 to 2014
<b>Getting Care Quickly (% Always/Usually)</b>	<b>NA</b>		<b>89.5</b>		<b>91.7</b>			
Q4 Getting care for child as soon as needed**	NA	NA	89.0	154	91.7	144	NC	NS
Q6 Getting appointment for child as soon as needed**	NA	NA	90.0	311	91.8	267	NC	NS
<b>Shared Decision Making (% A lot/Yes)</b>	<b>NT</b>		<b>61.0</b>		<b>48.7</b>			
Q11 Discussed reasons to take medicine (% A lot)	NT	NT	59.0	117	51.3	78	NC	NS
Q12 Discussed reasons not to take medicine (% A lot)	NT	NT	39.7	116	26.6	79	NC	NS
Q13 Asked preference for medicine (% Yes)	NT	NT	84.2	114	68.4	79	NC	-
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>NA</b>		<b>94.4</b>		<b>92.4</b>			
Q32 Explain things in a way you could understand**	NA	NA	95.8	306	94.7	244	NC	NS
Q33 Listen carefully to you	NA	NA	95.1	305	94.3	247	NC	NS
Q34 Show respect for what you had to say	NA	NA	96.4	306	93.9	247	NC	NS
Q37 Spend enough time with child	NA	NA	90.2	305	86.5	244	NC	NS
<b>Getting Needed Care (% Always/Usually)</b>	<b>NA</b>		<b>83.8</b>		<b>86.1</b>			
Q15 Easy to get care believed necessary for child**	NA	NA	89.6	337	91.1	292	NC	NS
Q46 Easy to get appointment for child with specialist**	NA	NA	78.1	41	81.2	69	NC	NS
<b>Customer Service (% Always/Usually)</b>	<b>NA</b>		<b>87.4</b>		<b>84.2</b>			
Q50 Got information or help needed	NA	NA	83.7	123	79.4	92	NC	NS
Q51 Treated you with courtesy and respect	NA	NA	91.1	123	89.1	92	NC	NS
<b>Access to Prescription Medicines (% Always/Usually)</b>	<b>NA</b>		<b>84.7</b>		<b>85.8</b>			
Q56 Easy to get prescription medicine for child	NA	NA	84.7	242	85.8	219	NC	NS
<b>Access to Specialized Services (% Always/Usually)</b>	<b>NA</b>		<b>79.8</b>		<b>72.0</b>			
Q20 Easy to get special medical equipment for child	NA	NA	79.3	29	61.9	21	NC	NS
Q23 Easy to get therapy for child	NA	NA	75.0	32	66.7	36	NC	NS
Q26 Easy to get treatment or counseling for child	NA	NA	85.2	54	87.5	56	NC	NS
<b>Family-Centered Care: Personal Doctor Who Knows Child (% Yes)</b>	<b>NA</b>		<b>91.0</b>		<b>85.6</b>			
Q38 Doctor talks with you about how child is feeling/growing/behaving	NA	NA	83.6	304	85.0	247	NC	NS
Q43 Doctor understands how medical conditions affect child's day-to-day life	NA	NA	97.1	102	88.2	93	NC	-
Q44 Doctor understands how medical conditions affect family's day-to-day life**	NA	NA	92.5	106	83.7	92	NC	NS
<b>Family-Centered Care: Getting Needed Information (% Always/Usually)</b>	<b>NA</b>		<b>91.7</b>		<b>86.1</b>			
Q9 Getting questions answered by child's doctor	NA	NA	91.7	338	86.1	294	NC	-
<b>Coordination of Care for Children with Chronic Conditions (% Yes)</b>	<b>NA</b>		<b>79.3</b>		<b>80.5</b>			
Q18 Getting help you needed from doctor in contacting school/daycare	NA	NA	93.9	33	95.1	41	NC	NS
Q29 Health plan or doctor's office helps coordinate care	NA	NA	64.6	79	65.8	79	NC	NS
Q14 Rating of Health Care (% 8, 9, 10)	NA	NA	84.2	336	82.3	294	NC	NS
Q41 Rating of Personal Doctor (% 8, 9, 10)	NA	NA	90.1	382	86.9	313	NC	NS
Q48 Rating of Specialist (% 8, 9, 10)	NA	NA	94.7	38	85.3	68	NC	NS
Q54 Rating of Health Plan (% 8, 9, 10)	NA	NA	82.1	440	78.4	371	NC	NS
Q8 Health Promotion and Education (% Yes)	NT	NT	71.5	337	73.2	291	NC	NS
Q40 Coordination of Care (% Always/Usually)	NA	NA	88.7	97	78.9	90	NC	NS

\*\* Question wording changed in 2013.

NT= Not trendable

NC= Not comparable

**Legend**

+ = Results significantly higher than prior year's results  
 NS = No significant difference between two years results  
 - = Results significantly lower than prior year's results

**Child Medicaid with CCC Historical Trending**  
**Amerigroup Louisiana, Inc. - CCC Population**



Child Medicaid with CCC Survey Questions	CCC Population							
	2012		2013		2014		Sig Testing	
	Summary Rate	Sample Size	Summary Rate	Sample Size	Summary Rate	Sample Size	2012 to 2013	2013 to 2014
<b>Getting Care Quickly (% Always/Usually)</b>	<b>NA</b>		<b>94.3</b>		<b>93.8</b>			
Q4 Getting care for child as soon as needed**	NA	NA	94.4	180	92.8	166	NC	NS
Q6 Getting appointment for child as soon as needed**	NA	NA	94.2	311	94.8	268	NC	NS
<b>Shared Decision Making (% A lot/Yes)</b>	<b>NT</b>		<b>62.7</b>		<b>56.7</b>			
Q11 Discussed reasons to take medicine (% A lot)	NT	NT	68.6	172	57.7	123	NC	NS
Q12 Discussed reasons not to take medicine (% A lot)	NT	NT	38.2	173	40.3	124	NC	NS
Q13 Asked preference for medicine (% Yes)	NT	NT	81.3	171	72.0	125	NC	NS
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>NA</b>		<b>95.3</b>		<b>91.8</b>			
Q32 Explain things in a way you could understand**	NA	NA	95.9	313	93.3	254	NC	NS
Q33 Listen carefully to you	NA	NA	97.1	310	92.9	254	NC	-
Q34 Show respect for what you had to say	NA	NA	97.1	313	93.3	255	NC	-
Q37 Spend enough time with child	NA	NA	91.0	311	87.8	254	NC	NS
<b>Getting Needed Care (% Always/Usually)</b>	<b>NA</b>		<b>82.8</b>		<b>88.4</b>			
Q15 Easy to get care believed necessary for child**	NA	NA	88.9	334	90.9	286	NC	NS
Q46 Easy to get appointment for child with specialist**	NA	NA	76.6	77	85.8	113	NC	NS
<b>Customer Service (% Always/Usually)</b>	<b>NA</b>		<b>85.7</b>		<b>89.0</b>			
Q50 Got information or help needed	NA	NA	81.0	147	84.0	100	NC	NS
Q51 Treated you with courtesy and respect	NA	NA	90.4	146	94.0	100	NC	NS
<b>Access to Prescription Medicines (% Always/Usually)</b>	<b>NA</b>		<b>79.7</b>		<b>85.6</b>			
Q56 Easy to get prescription medicine for child	NA	NA	79.7	335	85.6	277	NC	NS
<b>Access to Specialized Services (% Always/Usually)</b>	<b>NA</b>		<b>75.5</b>		<b>78.4</b>			
Q20 Easy to get special medical equipment for child	NA	NA	75.9	54	86.2	29	NC	NS
Q23 Easy to get therapy for child	NA	NA	69.1	68	64.4	59	NC	NS
Q26 Easy to get treatment or counseling for child	NA	NA	81.4	129	84.7	124	NC	NS
<b>Family-Centered Care: Personal Doctor Who Knows Child (% Yes)</b>	<b>NA</b>		<b>90.4</b>		<b>87.7</b>			
Q38 Doctor talks with you about how child is feeling/growing/behaving	NA	NA	85.2	311	88.2	255	NC	NS
Q43 Doctor understands how medical conditions affect child's day-to-day life	NA	NA	95.4	262	90.4	198	NC	-
Q44 Doctor understands how medical conditions affect family's day-to-day life**	NA	NA	90.5	264	84.6	201	NC	NS
<b>Family-Centered Care: Getting Needed Information (% Always/Usually)</b>	<b>NA</b>		<b>91.0</b>		<b>87.8</b>			
Q9 Getting questions answered by child's doctor	NA	NA	91.0	335	87.8	286	NC	NS
<b>Coordination of Care for Children with Chronic Conditions (% Yes)</b>	<b>NA</b>		<b>81.5</b>		<b>78.7</b>			
Q18 Getting help you needed from doctor in contacting school/daycare	NA	NA	93.0	57	92.9	56	NC	NS
Q29 Health plan or doctor's office helps coordinate care	NA	NA	70.1	127	64.5	124	NC	NS
Q14 Rating of Health Care (% 8, 9, 10)	NA	NA	80.2	334	83.5	285	NC	NS
Q41 Rating of Personal Doctor (% 8, 9, 10)	NA	NA	88.1	345	85.2	271	NC	NS
Q48 Rating of Specialist (% 8, 9, 10)	NA	NA	88.0	75	88.1	109	NC	NS
Q54 Rating of Health Plan (% 8, 9, 10)	NA	NA	76.1	372	79.3	304	NC	NS
Q8 Health Promotion and Education (% Yes)	NT	NT	75.2	335	76.4	284	NC	NS
Q40 Coordination of Care (% Always/Usually)	NA	NA	85.5	152	73.1	141	NC	-

\*\* Question wording changed in 2013.

NT= Not trendable

NC= Not comparable

Legend

+ = Results significantly higher than prior year's results  
 NS = No significant difference between the two years  
 - = Results significantly lower than prior year's results

**2014 Child Medicaid with CCC Sample Comparison**  
**Amerigroup Louisiana, Inc.**



		Amerigroup Louisiana, Inc.				
Child Medicaid with CCC Survey Questions		Total Sample (%)	Gen Pop (%)	Sample Size	CCC Pop (%)	Sig Testing
Sample Size		(n=749)		(n=393)		(n=315) CCC vs. Gen Pop
<b>Getting Care Quickly (% Always/Usually)</b>		<b>92.5%</b>	<b>91.7%</b>		<b>93.8%</b>	
Q4	Getting care for child as soon as needed	92.3%	91.7%	144	92.8%	166 NS
Q6	Getting appointment for child as soon as needed	92.7%	91.8%	267	94.8%	268 NS
<b>Shared Decision Making (% A lot/Yes)</b>		<b>53.6%</b>	<b>48.7%</b>		<b>56.7%</b>	
Q11	Discussed reasons to take medicine (% A lot)	53.7%	51.3%	78	57.7%	123 NS
Q12	Discussed reasons not to take medicine (% A lot)	36.1%	26.6%	79	40.3%	124 +
Q13	Asked preference for medicine (% Yes)	71.1%	68.4%	79	72.0%	125 NS
<b>How Well Doctors Communicate (% Always/Usually)</b>		<b>91.8%</b>	<b>92.4%</b>		<b>91.8%</b>	
Q32	Explain things in a way you could understand	93.1%	94.7%	244	93.3%	254 NS
Q33	Listen carefully to you	93.3%	94.3%	247	92.9%	254 NS
Q34	Show respect for what you had to say	94.1%	93.9%	247	93.3%	255 NS
Q37	Spend enough time with child	86.7%	86.5%	244	87.8%	254 NS
<b>Getting Needed Care (% Always/Usually)</b>		<b>86.7%</b>	<b>86.1%</b>		<b>88.4%</b>	
Q15	Easy to get care believed necessary for child	91.2%	91.1%	292	90.9%	286 NS
Q46	Easy to get appointment for child with specialist	82.1%	81.2%	69	85.8%	113 NS
<b>Customer Service (% Always/Usually)</b>		<b>87.8%</b>	<b>84.2%</b>		<b>89.0%</b>	
Q50	Got information or help needed	83.2%	79.4%	92	84.0%	100 NS
Q51	Treated you with courtesy and respect	92.4%	89.1%	92	94.0%	100 NS
<b>Access to Prescription Medicines (% Always/Usually)</b>		<b>85.7%</b>	<b>85.8%</b>		<b>85.6%</b>	
Q56	Easy to get prescription medicine for child	85.7%	85.8%	219	85.6%	277 NS
<b>Access to Specialized Services (% Always/Usually)</b>		<b>74.2%</b>	<b>72.0%</b>		<b>78.4%</b>	
Q20	Easy to get special medical equipment for child	74.6%	61.9%	21	86.2%	29 +
Q23	Easy to get therapy for child	63.0%	66.7%	36	64.4%	59 NS
Q26	Easy to get treatment or counseling for child	84.9%	87.5%	56	84.7%	124 NS
<b>Family-Centered Care: Personal Doctor Who Knows Child (% Yes)</b>		<b>86.7%</b>	<b>85.6%</b>		<b>87.7%</b>	
Q38	Doctor talks with you about how child is feeling/growing/behaving	85.4%	85.0%	247	88.2%	255 NS
Q43	Doctor understands how medical conditions affect child's day-to-day life	90.2%	88.2%	93	90.4%	198 NS
Q44	Doctor understands how medical conditions affect family's day-to-day life	84.7%	83.7%	92	84.6%	201 NS
<b>Family-Centered Care: Getting Needed Information (% Always/Usually)</b>		<b>86.8%</b>	<b>86.1%</b>		<b>87.8%</b>	
Q9	Getting questions answered by child's doctor	86.8%	86.1%	294	87.8%	286 NS
<b>Coordination of Care for Children with Chronic Conditions (% Yes)</b>		<b>76.5%</b>	<b>80.5%</b>		<b>78.7%</b>	
Q18	Getting help you needed from doctor in contacting school/daycare	91.5%	95.1%	41	92.9%	56 NS
Q29	Health plan or doctor's office helps coordinate care	61.5%	65.8%	79	64.5%	124 NS
Q14	Rating of Health Care (% 8, 9, 10)	<b>83.9%</b>	<b>82.3%</b>	<b>294</b>	<b>83.5%</b>	<b>285 NS</b>
Q41	Rating of Personal Doctor (% 8, 9, 10)	<b>86.7%</b>	<b>86.9%</b>	<b>313</b>	<b>85.2%</b>	<b>271 NS</b>
Q48	Rating of Specialist (% 8, 9, 10)	<b>88.5%</b>	<b>85.3%</b>	<b>68</b>	<b>88.1%</b>	<b>109 NS</b>
Q54	Rating of Health Plan (% 8, 9, 10)	<b>80.5%</b>	<b>78.4%</b>	<b>371</b>	<b>79.3%</b>	<b>304 NS</b>
Q8	Health Promotion and Education (% Yes)	73.4%	73.2%	291	76.4%	284 NS
Q40	Coordination of Care (% Always/Usually)	77.7%	78.9%	90	73.1%	141 NS

Legend

+ = CCC results significantly higher than Gen Pop results  
 NS = No significant difference between CCC and Gen Pop  
 - = CCC results significantly lower than Gen Pop results

**2014 Child Medicaid with CCC Demographic Profile -  
Child's Age  
Amerigroup Louisiana, Inc. - General Population**



		General Population						
	Child Medicaid with CCC Survey Questions	Total (%)	1 and Less (%)	2 - 5 (%)	6 - 9 (%)	10 - 14 (%)	15 - 18 (%)	High/Low Diff (%)
	Sample Size	(n=393)	(n=32)	(n=76)	(n=70)	(n=119)	(n=82)	
Getting Care Quickly (% Always/Usually)		92	95	90	98	89	91	9
Q4	Getting care for child as soon as needed	92	100	92	100	88	88	12
Q6	Getting appointment for child as soon as needed	92	90	87	96	90	94	9
Shared Decision Making (% A lot/Yes)		49	33	72	42	47	47	39
Q11	Discussed reasons to take medicine (% A lot)	51	40	83	47	48	42	43
Q12	Discussed reasons not to take medicine (% A lot)	27	20	33	25	20	32	13
Q13	Asked preference for medicine (% Yes)	68	40	100	55	72	68	60
How Well Doctors Communicate (% Always/Usually)		92	93	92	93	96	87	9
Q32	Explain things in a way you could understand	95	96	96	92	97	93	5
Q33	Listen carefully to you	94	96	98	94	96	88	10
Q34	Show respect for what you had to say	94	96	96	96	94	88	8
Q37	Spend enough time with child	86	82	80	88	96	81	16
Getting Needed Care (% Always/Usually)		86	84	84	92	92	75	17
Q15	Easy to get care believed necessary for child	91	94	93	92	94	82	12
Q46	Easy to get appointment for child with specialist	81	75	75	93	89	69	24
Customer Service (% Always/Usually)		84	94	93	80	74	88	20
Q50	Got information or help needed	79	88	85	75	70	85	18
Q51	Treated you with courtesy and respect	89	100	100	85	78	92	22
Q14	Rating of Health Care (% 8, 9, 10)	82	90	83	84	81	78	12
Q41	Rating of Personal Doctor (% 8, 9, 10)	87	90	93	82	86	87	11
Q48	Rating of Specialist (% 8, 9, 10)	85	88	57	79	89	94	37
Q54	Rating of Health Plan (% 8, 9, 10)	78	81	84	77	77	75	9
Q8	Health Promotion and Education (% Yes)	73	65	83	72	79	58	25
Q40	Coordination of Care (% Always/Usually)	79	86	82	67	86	72	19

"High/Low Diff" is the percentage point difference between the largest and smallest score across the demographic categories for that specific measure.

"High/Low Diff" column may not be exact due to rounding.

2014 Child Medicaid with CCC Demographic Profile -  
Child's Race (1 of 2)



Amerigroup Louisiana, Inc. - General Population

		General Population					
Child Medicaid with CCC Survey Questions		Total (%)	Caucasian (%)	African American (%)	Asian (%)	All other (%)	High/Low Diff (%)
	Sample Size	(n=393)	(n=169)	(n=193)	(n=9)	(n=31)	
<b>Getting Care Quickly (% Always/Usually)</b>		<b>92</b>	<b>96</b>	<b>90</b>	<b>100</b>	<b>73</b>	<b>27</b>
Q4	Getting care for child as soon as needed	92	96	90	100	70	30
Q6	Getting appointment for child as soon as needed	92	96	90	100	77	23
<b>Shared Decision Making (% A lot/Yes)</b>		<b>49</b>	<b>49</b>	<b>49</b>	<b>0</b>	<b>44</b>	<b>49</b>
Q11	Discussed reasons to take medicine (% A lot)	51	49	58	0	33	58
Q12	Discussed reasons not to take medicine (% A lot)	27	29	20	0	33	33
Q13	Asked preference for medicine (% Yes)	68	69	68	0	67	69
<b>How Well Doctors Communicate (% Always/Usually)</b>		<b>92</b>	<b>94</b>	<b>93</b>	<b>90</b>	<b>78</b>	<b>16</b>
Q32	Explain things in a way you could understand	95	95	97	80	79	18
Q33	Listen carefully to you	94	95	96	80	84	16
Q34	Show respect for what you had to say	94	94	96	100	79	21
Q37	Spend enough time with child	86	91	84	100	68	32
<b>Getting Needed Care (% Always/Usually)</b>		<b>86</b>	<b>90</b>	<b>87</b>	<b>50</b>	<b>62</b>	<b>40</b>
Q15	Easy to get care believed necessary for child	91	92	92	100	82	18
Q46	Easy to get appointment for child with specialist	81	88	83	0	43	88
<b>Customer Service (% Always/Usually)</b>		<b>84</b>	<b>81</b>	<b>86</b>	<b>100</b>	<b>83</b>	<b>19</b>
Q50	Got information or help needed	79	76	81	100	83	24
Q51	Treated you with courtesy and respect	89	85	91	100	83	17
Q14	Rating of Health Care (% 8, 9, 10)	<b>82</b>	<b>82</b>	<b>85</b>	<b>83</b>	<b>77</b>	<b>8</b>
Q41	Rating of Personal Doctor (% 8, 9, 10)	<b>87</b>	<b>89</b>	<b>87</b>	<b>100</b>	<b>75</b>	<b>25</b>
Q48	Rating of Specialist (% 8, 9, 10)	<b>85</b>	<b>78</b>	<b>93</b>	<b>0</b>	<b>67</b>	<b>93</b>
Q54	Rating of Health Plan (% 8, 9, 10)	<b>78</b>	<b>77</b>	<b>79</b>	<b>75</b>	<b>83</b>	<b>8</b>
Q8	Health Promotion and Education (% Yes)	73	71	74	40	73	34
Q40	Coordination of Care (% Always/Usually)	79	80	79	0	33	80

"High/Low Diff" is the percentage point difference between the largest and smallest score across the demographic categories for that specific measure.

"High/Low Diff" column may not be exact due to rounding.

# 2014 Child Medicaid with CCC Demographic Profile - Child's Race (2 of 2)



## Amerigroup Louisiana, Inc. - General Population

		General Population			
Child Medicaid with CCC Survey Questions		Total (%)	Caucasian (%)	Non-Caucasian (%)	High/Low Diff (%)
Sample Size		(n=393)	(n=169)	(n=207)	
<b>Getting Care Quickly (% Always/Usually)</b>		<b>92</b>	<b>96</b>	<b>88</b>	<b>8</b>
Q4	Getting care for child as soon as needed	92	96	87	9
Q6	Getting appointment for child as soon as needed	92	96	89	7
<b>Shared Decision Making (% A lot/Yes)</b>		<b>49</b>	<b>49</b>	<b>46</b>	<b>3</b>
Q11	Discussed reasons to take medicine (% A lot)	51	49	52	3
Q12	Discussed reasons not to take medicine (% A lot)	27	29	21	8
Q13	Asked preference for medicine (% Yes)	68	69	64	5
<b>How Well Doctors Communicate (% Always/Usually)</b>		<b>92</b>	<b>94</b>	<b>92</b>	<b>2</b>
Q32	Explain things in a way you could understand	95	95	96	1
Q33	Listen carefully to you	94	95	95	0
Q34	Show respect for what you had to say	94	94	95	1
Q37	Spend enough time with child	86	91	84	7
<b>Getting Needed Care (% Always/Usually)</b>		<b>86</b>	<b>90</b>	<b>85</b>	<b>5</b>
Q15	Easy to get care believed necessary for child	91	92	91	1
Q46	Easy to get appointment for child with specialist	81	88	78	10
<b>Customer Service (% Always/Usually)</b>		<b>84</b>	<b>81</b>	<b>86</b>	<b>5</b>
Q50	Got information or help needed	79	76	82	6
Q51	Treated you with courtesy and respect	89	85	91	6
Q14	Rating of Health Care (% 8, 9, 10)	<b>82</b>	<b>82</b>	<b>83</b>	<b>1</b>
Q41	Rating of Personal Doctor (% 8, 9, 10)	<b>87</b>	<b>89</b>	<b>86</b>	<b>3</b>
Q48	Rating of Specialist (% 8, 9, 10)	<b>85</b>	<b>78</b>	<b>90</b>	<b>12</b>
Q54	Rating of Health Plan (% 8, 9, 10)	<b>78</b>	<b>77</b>	<b>79</b>	<b>2</b>
Q8	Health Promotion and Education (% Yes)	73	71	74	3
Q40	Coordination of Care (% Always/Usually)	79	80	79	1

"High/Low Diff" is the percentage point difference between the largest and smallest score across the demographic categories for that specific measure.  
 "High/Low Diff" column may not be exact due to rounding.



# 2014 Child Medicaid with CCC Demographic Profile - Child's Ethnicity



## Amerigroup Louisiana, Inc. - General Population

		General Population			
	Child Medicaid with CCC Survey Questions	Total (%)	Hispanic (%)	Non-Hispanic (%)	High/Low Diff (%)
	Sample Size	(n=393)	(n=43)	(n=333)	
	<b>Getting Care Quickly (% Always/Usually)</b>	<b>92</b>	<b>81</b>	<b>94</b>	<b>13</b>
Q4	Getting care for child as soon as needed	92	81	94	13
Q6	Getting appointment for child as soon as needed	92	81	94	13
	<b>Shared Decision Making (% A lot/Yes)</b>	<b>49</b>	<b>40</b>	<b>48</b>	<b>8</b>
Q11	Discussed reasons to take medicine (% A lot)	51	38	50	12
Q12	Discussed reasons not to take medicine (% A lot)	27	25	27	2
Q13	Asked preference for medicine (% Yes)	68	57	68	11
	<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>92</b>	<b>80</b>	<b>94</b>	<b>14</b>
Q32	Explain things in a way you could understand	95	83	96	13
Q33	Listen carefully to you	94	83	95	12
Q34	Show respect for what you had to say	94	83	95	12
Q37	Spend enough time with child	86	71	89	18
	<b>Getting Needed Care (% Always/Usually)</b>	<b>86</b>	<b>63</b>	<b>89</b>	<b>26</b>
Q15	Easy to get care believed necessary for child	91	81	92	11
Q46	Easy to get appointment for child with specialist	81	44	86	42
	<b>Customer Service (% Always/Usually)</b>	<b>84</b>	<b>93</b>	<b>84</b>	<b>9</b>
Q50	Got information or help needed	79	86	79	7
Q51	Treated you with courtesy and respect	89	100	88	12
Q14	Rating of Health Care (% 8, 9, 10)	<b>82</b>	<b>84</b>	<b>82</b>	<b>2</b>
Q41	Rating of Personal Doctor (% 8, 9, 10)	<b>87</b>	<b>78</b>	<b>88</b>	<b>10</b>
Q48	Rating of Specialist (% 8, 9, 10)	<b>85</b>	<b>88</b>	<b>84</b>	<b>4</b>
Q54	Rating of Health Plan (% 8, 9, 10)	<b>78</b>	<b>95</b>	<b>76</b>	<b>19</b>
Q8	Health Promotion and Education (% Yes)	73	75	73	2
Q40	Coordination of Care (% Always/Usually)	79	67	79	12

"High/Low Diff" is the percentage point difference between the largest and smallest score across the demographic categories for that specific measure.

"High/Low Diff" column may not be exact due to rounding.



**2014 Child Medicaid with CCC Demographic Profile -  
Respondent's Education  
Amerigroup Louisiana, Inc. - General Population**



		General Population			
	Child Medicaid with CCC Survey Questions	Total (%)	HS grad or less (%)	Some college or more (%)	High/Low Diff (%)
	<i>Sample Size</i>	(n=393)	(n=194)	(n=187)	
	<b>Getting Care Quickly (% Always/Usually)</b>	<b>92</b>	<b>92</b>	<b>92</b>	<b>0</b>
Q4	Getting care for child as soon as needed	92	94	91	3
Q6	Getting appointment for child as soon as needed	92	90	94	4
	<b>Shared Decision Making (% A lot/Yes)</b>	<b>49</b>	<b>44</b>	<b>50</b>	<b>6</b>
Q11	Discussed reasons to take medicine (% A lot)	51	41	56	15
Q12	Discussed reasons not to take medicine (% A lot)	27	26	24	2
Q13	Asked preference for medicine (% Yes)	68	65	69	4
	<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>92</b>	<b>93</b>	<b>92</b>	<b>1</b>
Q32	Explain things in a way you could understand	95	93	96	3
Q33	Listen carefully to you	94	95	93	2
Q34	Show respect for what you had to say	94	94	93	1
Q37	Spend enough time with child	86	88	85	3
	<b>Getting Needed Care (% Always/Usually)</b>	<b>86</b>	<b>83</b>	<b>89</b>	<b>6</b>
Q15	Easy to get care believed necessary for child	91	89	93	4
Q46	Easy to get appointment for child with specialist	81	78	84	6
	<b>Customer Service (% Always/Usually)</b>	<b>84</b>	<b>86</b>	<b>81</b>	<b>5</b>
Q50	Got information or help needed	79	83	74	9
Q51	Treated you with courtesy and respect	89	90	88	2
Q14	Rating of Health Care (% 8, 9, 10)	<b>82</b>	<b>86</b>	<b>79</b>	<b>7</b>
Q41	Rating of Personal Doctor (% 8, 9, 10)	<b>87</b>	<b>91</b>	<b>83</b>	<b>8</b>
Q48	Rating of Specialist (% 8, 9, 10)	<b>85</b>	<b>80</b>	<b>91</b>	<b>11</b>
Q54	Rating of Health Plan (% 8, 9, 10)	<b>78</b>	<b>79</b>	<b>77</b>	<b>2</b>
Q8	Health Promotion and Education (% Yes)	73	66	80	14
Q40	Coordination of Care (% Always/Usually)	79	81	76	5

"High/Low Diff" is the percentage point difference between the largest and smallest score across the demographic categories for that specific measure.  
"High/Low Diff" column may not be exact due to rounding.

**2014 Child Medicaid with CCC Demographic Profile -  
Child's Health Status  
Amerigroup Louisiana, Inc. - General Population**



		General Population				
Child Medicaid with CCC Survey Questions		Total (%)	Excellent/ Very Good (%)	Good (%)	Fair/ Poor (%)	High/Low Diff (%)
	Sample Size	(n=393)	(n=285)	(n=78)	(n=28)	
<b>Getting Care Quickly (% Always/Usually)</b>		<b>92</b>	<b>94</b>	<b>89</b>	<b>81</b>	<b>13</b>
Q4	Getting care for child as soon as needed	92	96	85	85	11
Q6	Getting appointment for child as soon as needed	92	93	93	78	15
<b>Shared Decision Making (% A lot/Yes)</b>		<b>49</b>	<b>49</b>	<b>49</b>	<b>48</b>	<b>1</b>
Q11	Discussed reasons to take medicine (% A lot)	51	50	52	57	7
Q12	Discussed reasons not to take medicine (% A lot)	27	26	27	29	3
Q13	Asked preference for medicine (% Yes)	68	70	68	57	13
<b>How Well Doctors Communicate (% Always/Usually)</b>		<b>92</b>	<b>94</b>	<b>88</b>	<b>84</b>	<b>10</b>
Q32	Explain things in a way you could understand	95	96	94	86	10
Q33	Listen carefully to you	94	97	88	88	9
Q34	Show respect for what you had to say	94	96	88	88	8
Q37	Spend enough time with child	86	89	82	73	16
<b>Getting Needed Care (% Always/Usually)</b>		<b>86</b>	<b>90</b>	<b>81</b>	<b>76</b>	<b>14</b>
Q15	Easy to get care believed necessary for child	91	94	86	75	19
Q46	Easy to get appointment for child with specialist	81	86	75	78	11
<b>Customer Service (% Always/Usually)</b>		<b>84</b>	<b>85</b>	<b>86</b>	<b>75</b>	<b>11</b>
Q50	Got information or help needed	79	82	86	50	36
Q51	Treated you with courtesy and respect	89	89	86	100	14
Q14	Rating of Health Care (% 8, 9, 10)	<b>82</b>	<b>86</b>	<b>78</b>	<b>63</b>	<b>23</b>
Q41	Rating of Personal Doctor (% 8, 9, 10)	<b>87</b>	<b>89</b>	<b>83</b>	<b>70</b>	<b>19</b>
Q48	Rating of Specialist (% 8, 9, 10)	<b>85</b>	<b>89</b>	<b>83</b>	<b>78</b>	<b>11</b>
Q54	Rating of Health Plan (% 8, 9, 10)	<b>78</b>	<b>80</b>	<b>75</b>	<b>71</b>	<b>9</b>
Q8	Health Promotion and Education (% Yes)	73	76	71	54	22
Q40	Coordination of Care (% Always/Usually)	79	85	75	56	29

"High/Low Diff" is the percentage point difference between the largest and smallest score across the demographic categories for that specific measure.

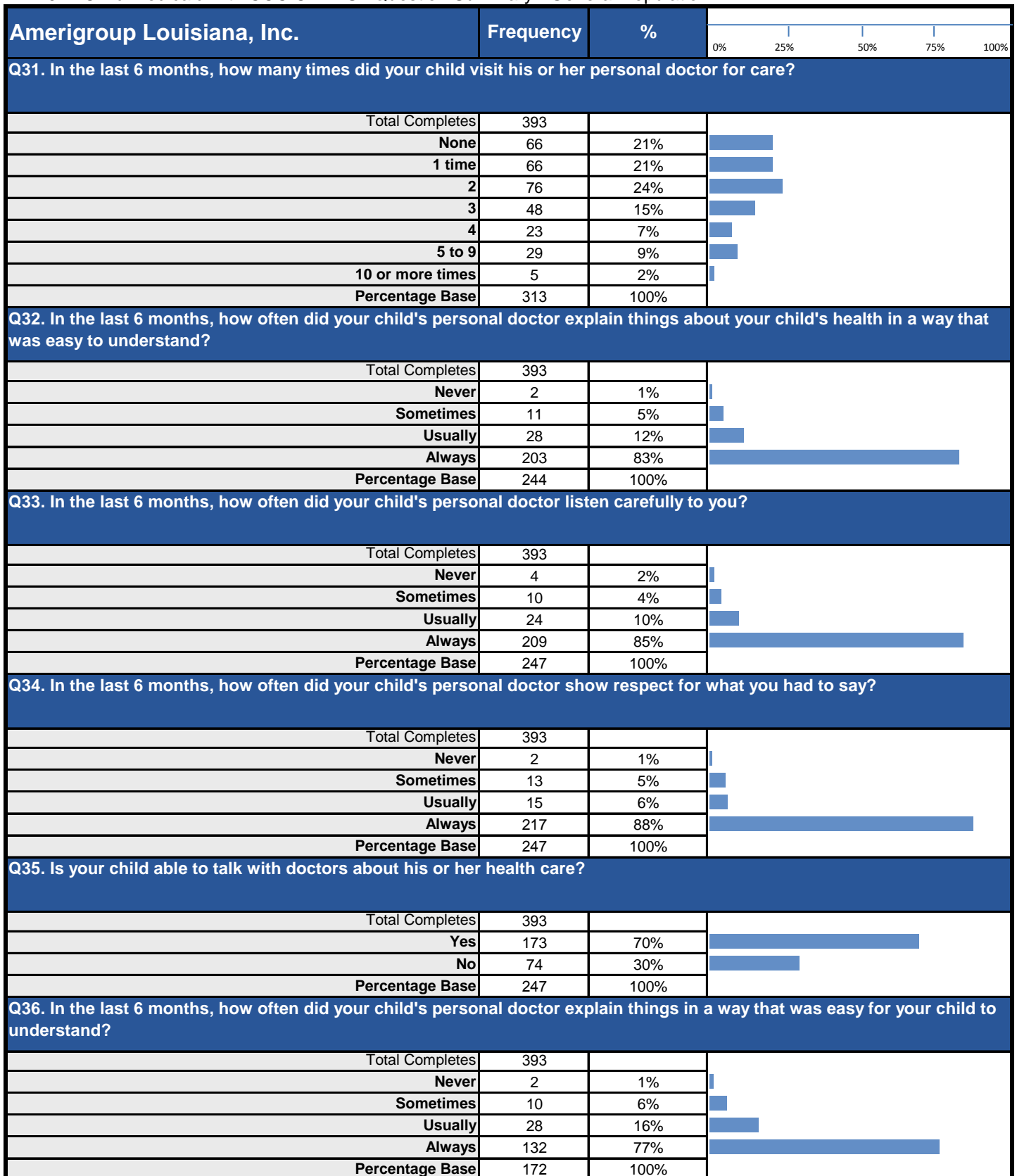
"High/Low Diff" column may not be exact due to rounding.

Amerigroup Louisiana, Inc.		Frequency	%	0%25%50%75%100%	
Q1. Our records show that your child is now in Amerigroup Louisiana, Inc.. Is that right?					
Total Completes	393				
Yes	392	100%			
No	0	0%			
Percentage Base	392	100%			
Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?					
Total Completes	393				
Yes	145	37%			
No	247	63%			
Percentage Base	392	100%			
Q4. 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?					
Total Completes	393				
Never	4	3%			
Sometimes	8	6%			
Usually	16	11%			
Always	116	81%			
Percentage Base	144	100%			
Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?					
Total Completes	393				
Yes	269	69%			
No	122	31%			
Percentage Base	391	100%			
Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?					
Total Completes	393				
Never	2	1%			
Sometimes	20	8%			
Usually	55	21%			
Always	190	71%			
Percentage Base	267	100%			
Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?					
Total Completes	393				
None	85	22%			
1 time	86	23%			
2	89	23%			
3	53	14%			
4	31	8%			
5 to 9	27	7%			
10 or more times	10	3%			
Percentage Base	381	100%			
Q8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?					
Total Completes	393				
Yes	213	73%			
No	78	27%			
Percentage Base	291	100%			

Amerigroup Louisiana, Inc.			Frequency	%	0% 25% 50% 75% 100%
<b>Q9. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?</b>					
Total Completes	393				
Never	18	6%			
Sometimes	23	8%			
Usually	41	14%			
Always	212	72%			
Percentage Base	294	100%			
<b>Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?</b>					
Total Completes	393				
Yes	80	27%			
No	213	73%			
Percentage Base	293	100%			
<b>Q11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?</b>					
Total Completes	393				
Not at all	1	1%			
A little	11	14%			
Some	26	33%			
A lot	40	51%			
Percentage Base	78	100%			
<b>Q12. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?</b>					
Total Completes	393				
Not at all	19	24%			
A little	14	18%			
Some	25	32%			
A lot	21	27%			
Percentage Base	79	100%			
<b>Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?</b>					
Total Completes	393				
Yes	54	68%			
No	25	32%			
Percentage Base	79	100%			
<b>Q14. 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?</b>					
Total Completes	393				
0 Worst health care possible	2	1%			
1	1	0%			
2	2	1%			
3	4	1%			
4	5	2%			
5	10	3%			
6	11	4%			
7	17	6%			
8	52	18%			
9	53	18%			
10 Best health care possible	137	47%			
Percentage Base	294	100%			

Amerigroup Louisiana, Inc.			Frequency	%	0% 25% 50% 75% 100%
<b>Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?</b>					
Total Completes	393				
Never	4	1%			
Sometimes	22	8%			
Usually	66	23%			
Always	200	69%			
Percentage Base	292	100%			
<b>Q16. Is your child now enrolled in any kind of school or daycare?</b>					
Total Completes	393				
Yes	298	76%			
No	92	24%			
Percentage Base	390	100%			
<b>Q17. 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?</b>					
Total Completes	393				
Yes	42	14%			
No	256	86%			
Percentage Base	298	100%			
<b>Q18. 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?</b>					
Total Completes	393				
Yes	39	95%			
No	2	5%			
Percentage Base	41	100%			
<b>Q19. 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?</b>					
Total Completes	393				
Yes	21	5%			
No	367	95%			
Percentage Base	388	100%			
<b>Q20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?</b>					
Total Completes	393				
Never	2	10%			
Sometimes	6	29%			
Usually	3	14%			
Always	10	48%			
Percentage Base	21	100%			
<b>Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?</b>					
Total Completes	393				
Yes	15	71%			
No	6	29%			
Percentage Base	21	100%			
<b>Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?</b>					
Total Completes	393				
Yes	37	10%			
No	349	90%			
Percentage Base	386	100%			

Amerigroup Louisiana, Inc.			Frequency	%	0%	25%	50%	75%	100%
<b>Q23. In the last 6 months, how often was it easy to get this therapy for your child?</b>									
Total Completes	393								
Never	6	17%							
Sometimes	6	17%							
Usually	3	8%							
Always	21	58%							
Percentage Base	36	100%							
<b>Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?</b>									
Total Completes	393								
Yes	20	54%							
No	17	46%							
Percentage Base	37	100%							
<b>Q25. 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?</b>									
Total Completes	393								
Yes	56	15%							
No	327	85%							
Percentage Base	383	100%							
<b>Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?</b>									
Total Completes	393								
Never	3	5%							
Sometimes	4	7%							
Usually	12	21%							
Always	37	66%							
Percentage Base	56	100%							
<b>Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?</b>									
Total Completes	393								
Yes	28	56%							
No	22	44%							
Percentage Base	50	100%							
<b>Q28. 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?</b>									
Total Completes	393								
Yes	80	21%							
No	297	79%							
Percentage Base	377	100%							
<b>Q29. 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?</b>									
Total Completes	393								
Yes	52	66%							
No	27	34%							
Percentage Base	79	100%							
<b>Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?</b>									
Total Completes	393								
Yes	318	84%							
No	63	17%							
Percentage Base	381	100%							



Amerigroup Louisiana, Inc.			Frequency	%	0% 25% 50% 75% 100%
<b>Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?</b>					
Total Completes	393				
Never	4	2%			
Sometimes	29	12%			
Usually	45	18%			
Always	166	68%			
Percentage Base	244	100%			
<b>Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?</b>					
Total Completes	393				
Yes	210	85%			
No	37	15%			
Percentage Base	247	100%			
<b>Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?</b>					
Total Completes	393				
Yes	92	37%			
No	154	63%			
Percentage Base	246	100%			
<b>Q40. 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?</b>					
Total Completes	393				
Never	7	8%			
Sometimes	12	13%			
Usually	24	27%			
Always	47	52%			
Percentage Base	90	100%			
<b>Q41. 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?</b>					
Total Completes	393				
0 Worst personal doctor possible	1	0%			
1	0	0%			
2	1	0%			
3	4	1%			
4	2	1%			
5	6	2%			
6	5	2%			
7	22	7%			
8	40	13%			
9	51	16%			
10 Best personal doctor possible	181	58%			
Percentage Base	313	100%			
<b>Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?</b>					
Total Completes	393				
Yes	95	30%			
No	219	70%			
Percentage Base	314	100%			



Amerigroup Louisiana, Inc.			Frequency	%	0%25%50%75%100%
<b>Q43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?</b>					
Total Completes	393				
Yes	82	88%			
No	11	12%			
Percentage Base	93	100%			
<b>Q44. 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?</b>					
Total Completes	393				
Yes	77	84%			
No	15	16%			
Percentage Base	92	100%			
<b>Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?</b>					
Total Completes	393				
Yes	69	18%			
No	311	82%			
Percentage Base	380	100%			
<b>Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?</b>					
Total Completes	393				
Never	3	4%			
Sometimes	10	15%			
Usually	12	17%			
Always	44	64%			
Percentage Base	69	100%			
<b>Q47. How many specialists has your child seen in the last 6 months?</b>					
Total Completes	393				
None	1	1%			
1 specialist	48	70%			
2	12	17%			
3	5	7%			
4	1	1%			
5 or more specialists	2	3%			
Percentage Base	69	100%			
<b>Q48. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?</b>					
Total Completes	393				
0 Worst specialist possible	0	0%			
1	0	0%			
2	0	0%			
3	0	0%			
4	1	2%			
5	4	6%			
6	0	0%			
7	5	7%			
8	6	9%			
9	19	28%			
10 Best specialist possible	33	49%			
Percentage Base	68	100%			

Amerigroup Louisiana, Inc.		Frequency	%	0%25%50%75%100%	
Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?					
Total Completes	393				
Yes	92	24%		<div></div>	
No	286	76%		<div></div>	
Percentage Base	378	100%			
Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?					
Total Completes	393				
Never	4	4%		<div></div>	
Sometimes	15	16%		<div></div>	
Usually	16	17%		<div></div>	
Always	57	62%		<div></div>	
Percentage Base	92	100%			
Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?					
Total Completes	393				
Never	3	3%		<div></div>	
Sometimes	7	8%		<div></div>	
Usually	12	13%		<div></div>	
Always	70	76%		<div></div>	
Percentage Base	92	100%			
Q52. In the last 6 months, did your child's health plan give you any forms to fill out?					
Total Completes	393				
Yes	88	24%		<div></div>	
No	282	76%		<div></div>	
Percentage Base	370	100%			
Q53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?					
Total Completes	393				
Never	2	2%		<div></div>	
Sometimes	10	12%		<div></div>	
Usually	23	27%		<div></div>	
Always	49	58%		<div></div>	
Percentage Base	84	100%			
Q54. 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?					
Total Completes	393				
0 Worst health plan possible	5	1%		<div></div>	
1	1	0%		<div></div>	
2	4	1%		<div></div>	
3	1	0%		<div></div>	
4	2	1%		<div></div>	
5	24	7%		<div></div>	
6	11	3%		<div></div>	
7	32	9%		<div></div>	
8	51	14%		<div></div>	
9	61	16%		<div></div>	
10 Best health plan possible	179	48%		<div></div>	
Percentage Base	371	100%			

Amerigroup Louisiana, Inc.			Frequency	%	0% 25% 50% 75% 100%
<b>Q55. In the last 6 months, did you get or refill any prescription medicines for your child?</b>					
Total Completes	393				
Yes	220	58%			
No	161	42%			
Percentage Base	381	100%			
<b>Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?</b>					
Total Completes	393				
Never	6	3%			
Sometimes	25	11%			
Usually	29	13%			
Always	159	73%			
Percentage Base	219	100%			
<b>Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?</b>					
Total Completes	393				
Yes	114	53%			
No	103	48%			
Percentage Base	217	100%			
<b>Q58. In general, how would you rate your child's overall health?</b>					
Total Completes	393				
Excellent	144	37%			
Very good	141	36%			
Good	78	20%			
Fair	21	5%			
Poor	7	2%			
Percentage Base	391	100%			
<b>Q59. In general, how would you rate your child's overall mental or emotional health?</b>					
Total Completes	393				
Excellent	190	49%			
Very good	90	23%			
Good	74	19%			
Fair	23	6%			
Poor	12	3%			
Percentage Base	389	100%			
<b>Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?</b>					
Total Completes	393				
Yes	139	36%			
No	251	64%			
Percentage Base	390	100%			
<b>Q61. Is this because of any medical, behavioral, or other health condition?</b>					
Total Completes	393				
Yes	113	81%			
No	26	19%			
Percentage Base	139	100%			

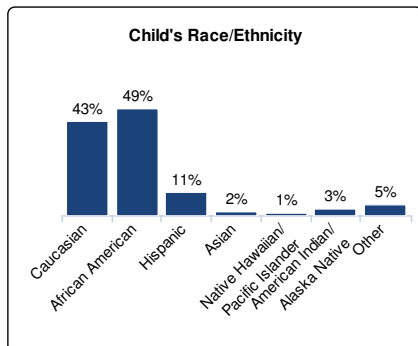
Amerigroup Louisiana, Inc.		Frequency	%	0%25%50%75%100%	
Q62. Is this a condition that has lasted or is expected to last for at least 12 months?					
Total Completes	393				
Yes	97	87%		<div></div>	
No	14	13%		<div></div>	
Percentage Base	111	100%			
Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?					
Total Completes	393				
Yes	69	18%		<div></div>	
No	313	82%		<div></div>	
Percentage Base	382	100%			
Q64. Is this because of any medical, behavioral, or other health condition?					
Total Completes	393				
Yes	56	82%		<div></div>	
No	12	18%		<div></div>	
Percentage Base	68	100%			
Q65. Is this a condition that has lasted or is expected to last for at least 12 months?					
Total Completes	393				
Yes	51	94%		<div></div>	
No	3	6%		<div></div>	
Percentage Base	54	100%			
Q66. 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?					
Total Completes	393				
Yes	58	15%		<div></div>	
No	327	85%		<div></div>	
Percentage Base	385	100%			
Q67. Is this because of any medical, behavioral, or other health condition?					
Total Completes	393				
Yes	43	74%		<div></div>	
No	15	26%		<div></div>	
Percentage Base	58	100%			
Q68. Is this a condition that has lasted or is expected to last for at least 12 months?					
Total Completes	393				
Yes	42	98%		<div></div>	
No	1	2%		<div></div>	
Percentage Base	43	100%			
Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?					
Total Completes	393				
Yes	36	9%		<div></div>	
No	348	91%		<div></div>	
Percentage Base	384	100%			

Amerigroup Louisiana, Inc.			Frequency	%	0% 25% 50% 75% 100%
<b>Q70. Is this because of any medical, behavioral, or other health condition?</b>					
Total Completes	393				
Yes	24	67%			
No	12	33%			
Percentage Base	36	100%			
<b>Q71. Is this a condition that has lasted or is expected to last for at least 12 months?</b>					
Total Completes	393				
Yes	21	88%			
No	3	13%			
Percentage Base	24	100%			
<b>Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?</b>					
Total Completes	393				
Yes	64	17%			
No	314	83%			
Percentage Base	378	100%			
<b>Q73. Has this problem lasted or is it expected to last for at least 12 months?</b>					
Total Completes	393				
Yes	59	92%			
No	5	8%			
Percentage Base	64	100%			
<b>Q74. What is your child's age?</b>					
Total Completes	393				
Less than 1 year old	10	3%			
1 year old	22	6%			
2 to 5 years old	76	20%			
6 to 9 years old	70	19%			
10 to 14 years old	119	31%			
15 to 18 years old	82	22%			
Percentage Base	379	100%			
<b>Q75. Is your child male or female?</b>					
Total Completes	393				
Male	190	49%			
Female	197	51%			
Percentage Base	387	100%			
<b>Q76. Is your child of Hispanic or Latino origin or descent?</b>					
Total Completes	393				
Yes - Hispanic or Latino	43	11%			
No - Not Hispanic or Latino	333	89%			
Percentage Base	376	100%			

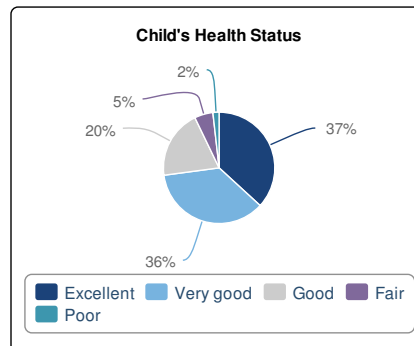
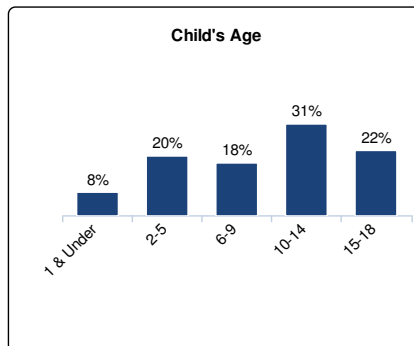
Amerigroup Louisiana, Inc.			Frequency	%	0% 25% 50% 75% 100%
<b>Q77A-F. What is your child's race? (Multiple Mentions)</b>					
Total Completes	393				
Checked White	169	43%			
Checked Black or African-American	193	49%			
Checked Asian	9	2%			
Checked Native Hawaiian or other Pacific Islander	2	1%			
Checked American Indian or Alaska Native	10	3%			
Checked Other	19	5%			
No Race Indicated	17	4%			
Percentage Base	393	100%			
<b>Q78. What is your age?</b>					
Total Completes	393				
Under 18	39	10%			
18 to 24	31	8%			
25 to 34	116	31%			
35 to 44	104	28%			
45 to 54	51	14%			
55 to 64	21	6%			
65 to 74	11	3%			
75 or older	3	1%			
Percentage Base	376	100%			
<b>Q79. Are you male or female?</b>					
Total Completes	393				
Male	33	9%			
Female	351	91%			
Percentage Base	384	100%			
<b>Q80. What is the highest grade or level of school that you have completed?</b>					
Total Completes	393				
8th grade or less	16	4%			
Some high school, but did not graduate	58	15%			
High school graduate or GED	120	32%			
Some college or 2-year degree	139	37%			
4-year college graduate	36	9%			
More than 4-year college degree	12	3%			
Percentage Base	381	100%			
<b>Q81. How are you related to the child?</b>					
Total Completes	393				
Mother or father	333	88%			
Grandparent	28	7%			
Aunt or uncle	5	1%			
Older brother or sister	1	0%			
Other relative	0	0%			
Legal guardian	13	3%			
Someone else	0	0%			
Percentage Base	380	100%			

Amerigroup Louisiana, Inc.		Frequency	%	<div><div></div><div>0%25%50%75%100%</div></div>	
Q82. Did someone help you complete this survey?					
Total Completes	393			<div><div></div><div></div></div>	
Yes	6	3%			
No	219	97%			
Percentage Base	225	100%			
Q83A-E. How did that person help you? (Multiple Mentions)					
Total Completes	393			<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	
Read the questions to me	5	83%			
Wrote down the answers I gave	3	50%			
Answered the questions for me	0	0%			
Translated the questions into my language	2	33%			
Helped in some other way	1	17%			
Percentage Base	6	100%			

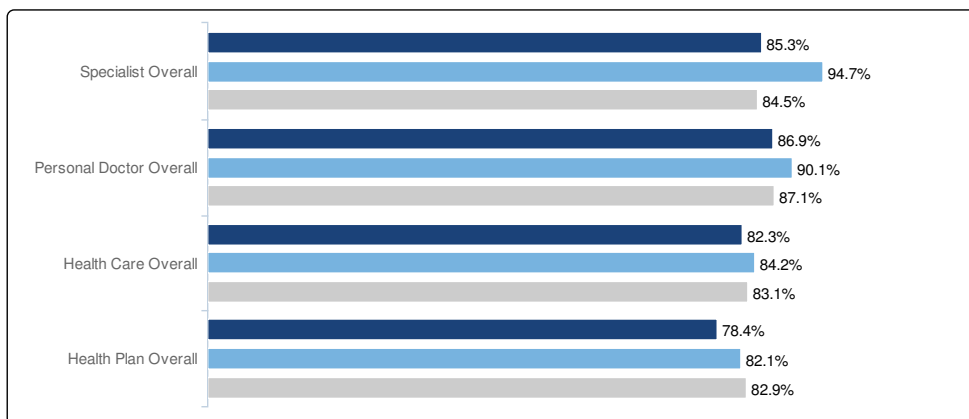
## Respondent Profile



\* Hispanic percentage taken from separate question

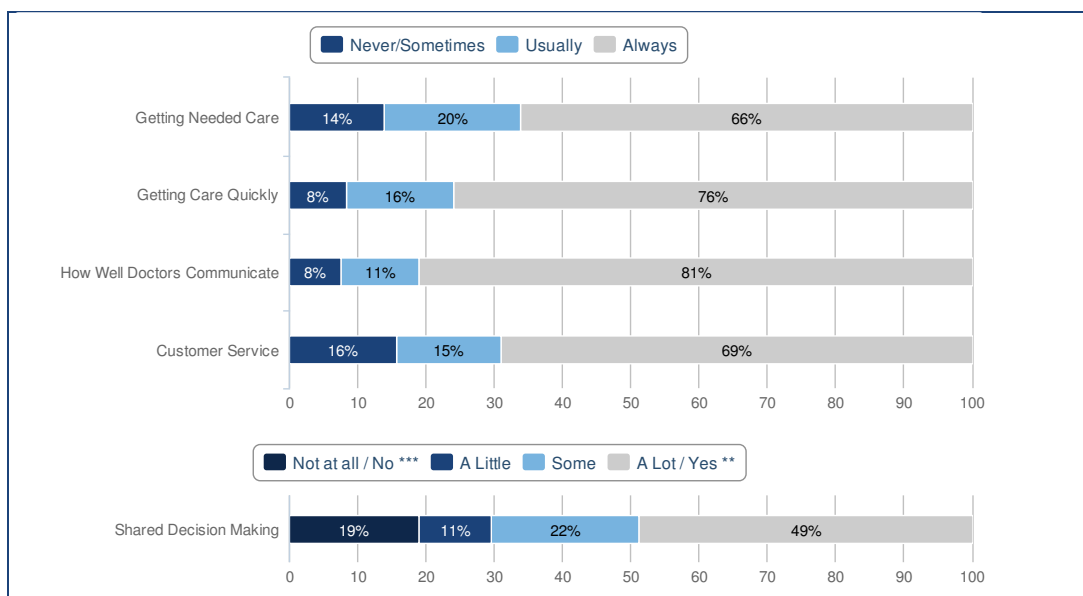


## Overall Ratings (% 8,9,10)



■ 2014 Health Plan  
■ 2013 Health Plan Final Results  
■ 2013 Gen Pop Quality Compass Mean (5.0H)

## Composite Score Distribution



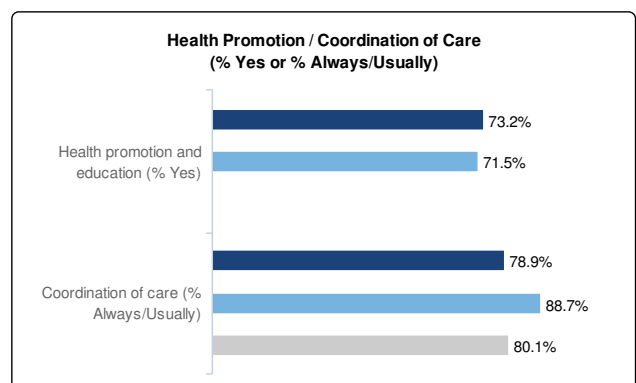
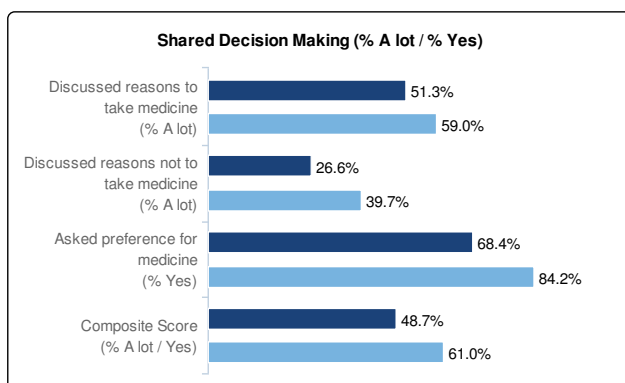
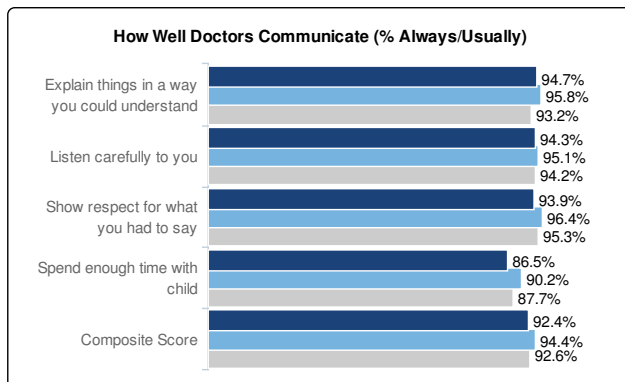
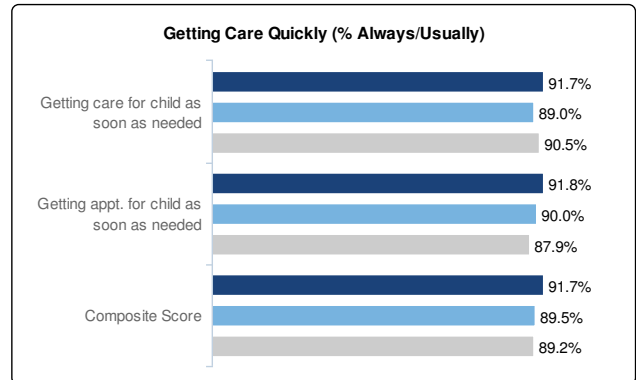
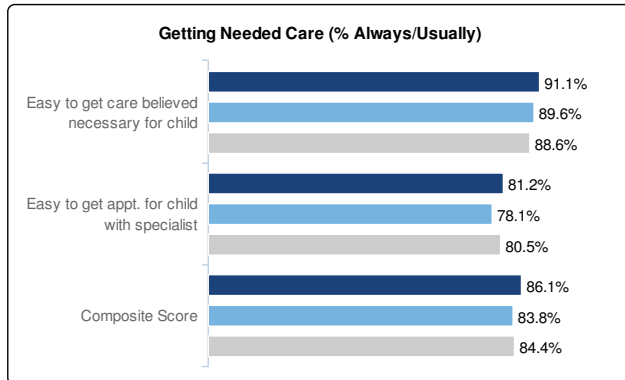
Notes: Data in this report is an estimate to date.

\*\* "Yes" responses are from 'Asked preference for medicine'.

\*\*\* "No" responses are from 'Asked preference for medicine'.

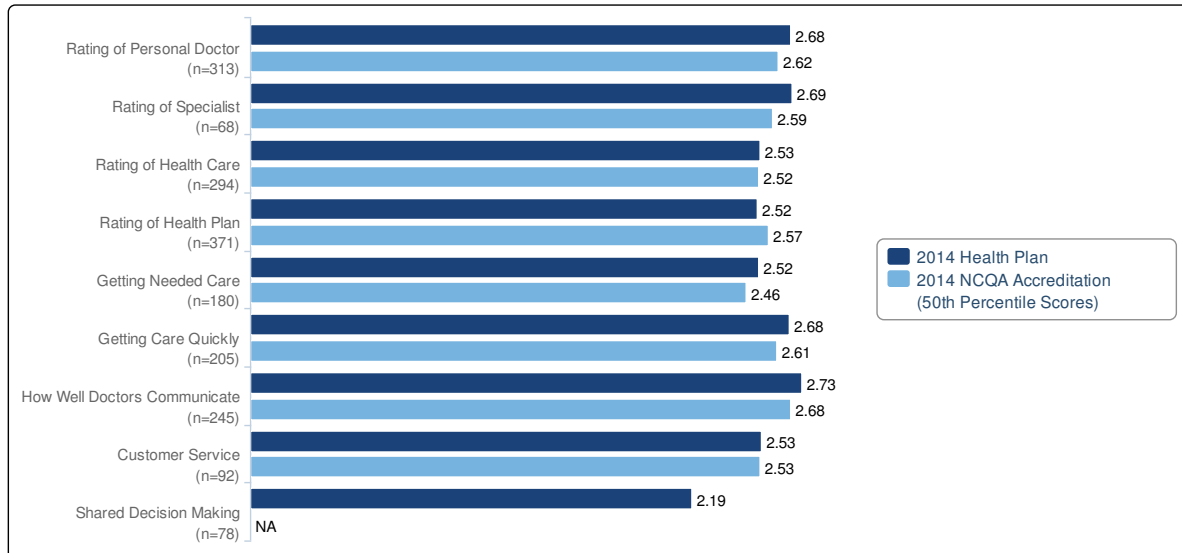


## Composite Score Percentages



Notes: Data in this report is an estimate to date.

## Means of Composite and Rating Scores



Notes: Health plan's mean scores do not include NCQA adjustment factors.  
Data in this report is an estimate to date.  
NA: Data not available.

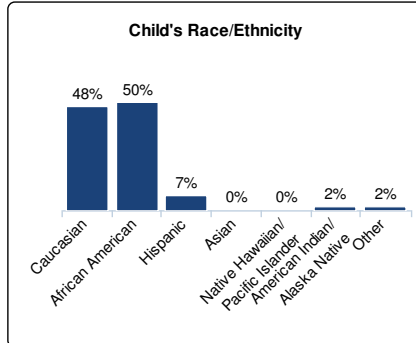
## Completes by Mode

	Mail	Phone
2014 Completes to Date	231	162
2013 Final Completes	203	257

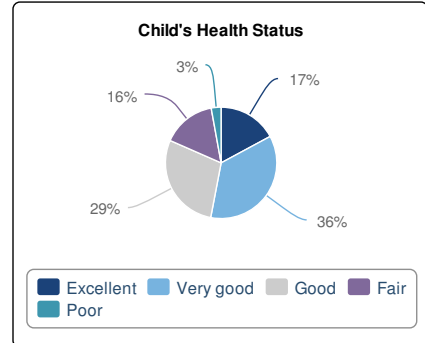
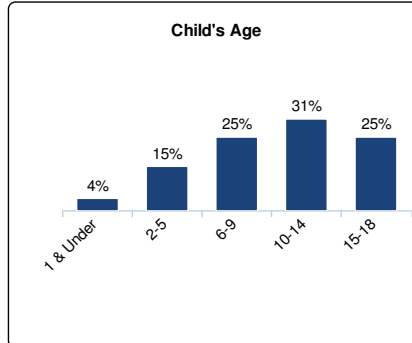
## Completes by Language

	English	Spanish
2014 Completes to Date	382	11
2013 Final Completes	446	14

## Respondent Profile



\* Hispanic percentage taken from separate question

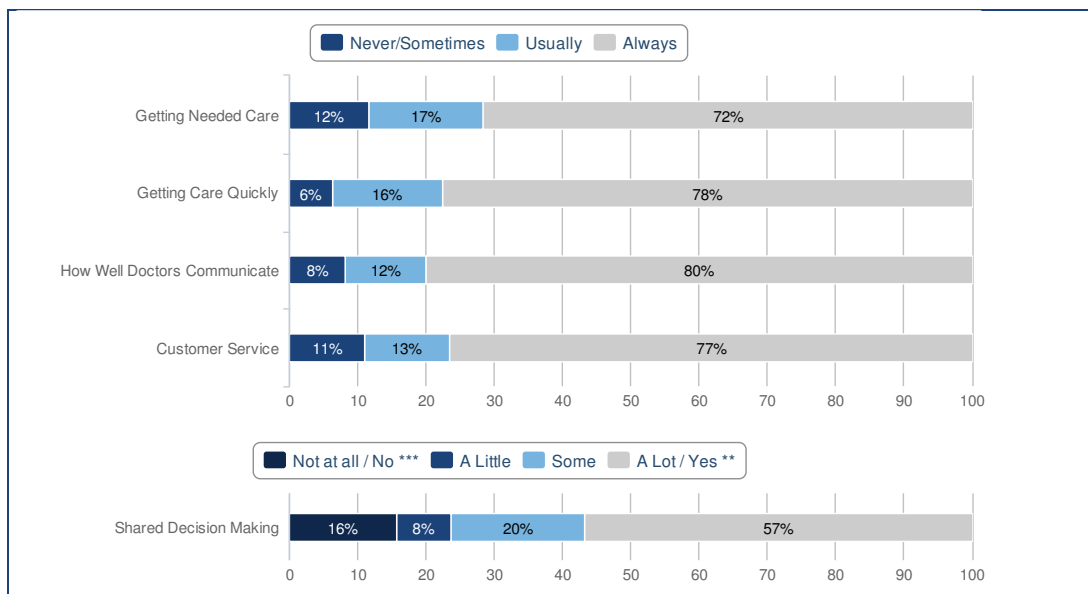


## Overall Ratings (% 8,9,10)



■ 2014 Health Plan  
■ 2013 Health Plan Final Results  
■ 2013 CCC Pop Quality Compass Mean (5.0H)

## Composite Score Distribution

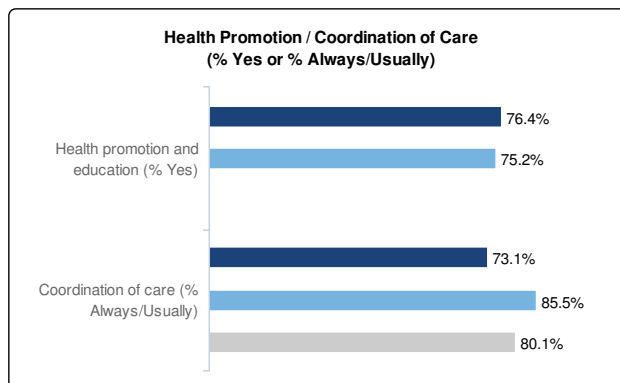
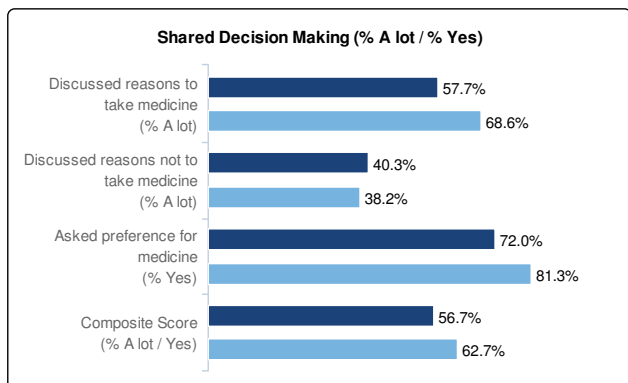
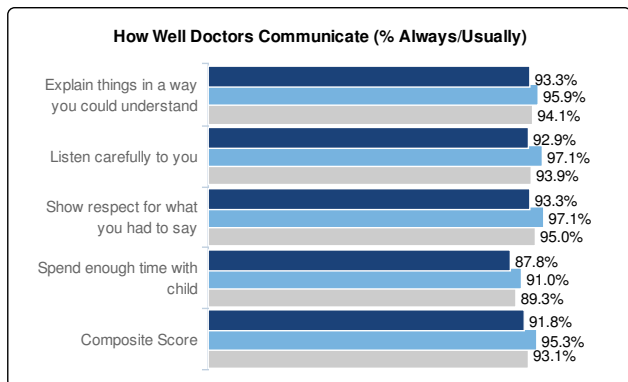
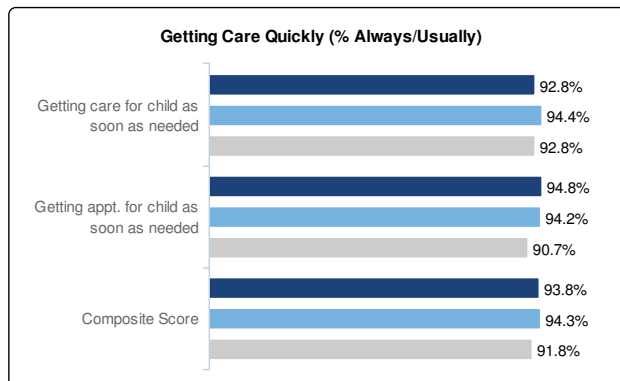
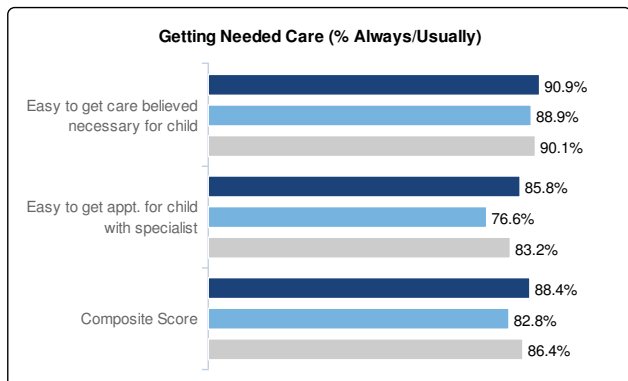


Notes: Data in this report is an estimate to date.

\*\* "Yes" responses are from 'Asked preference for medicine'.

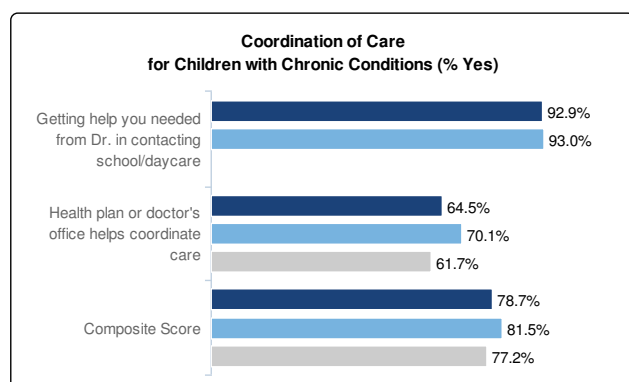
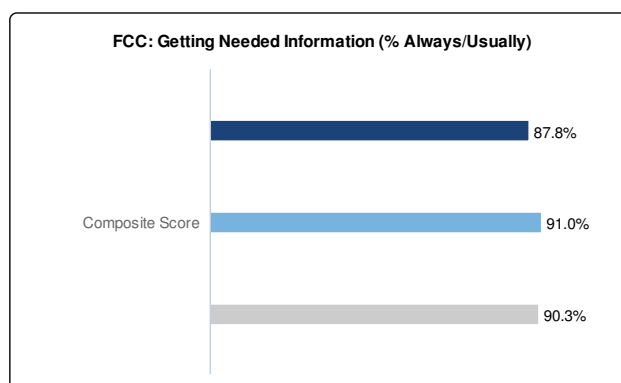
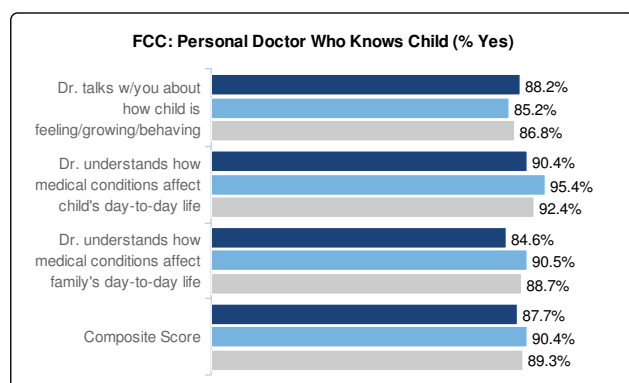
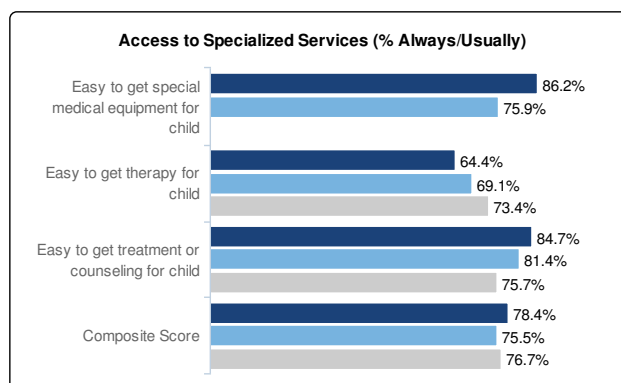
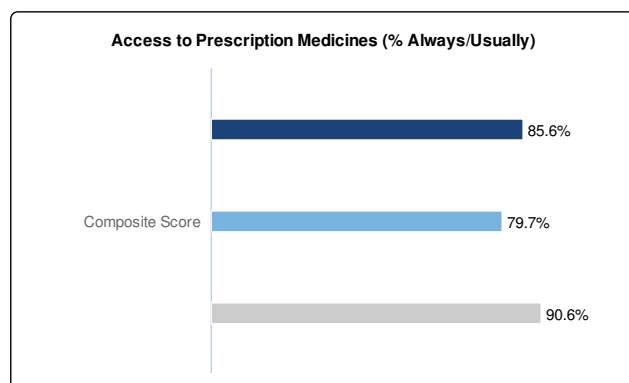
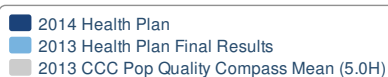
\*\*\* "No" responses are from 'Asked preference for medicine'.

## Composite Score Percentages



Notes: Data in this report is an estimate to date.

## CCC Composite Score Percentages



Notes: Data in this report is an estimate to date.

## Completes by Mode

	Mail	Phone
2014 Completes to Date	193	122
2013 Final Completes	199	186

### Completes by Language

	English	Spanish
2014 Completes to Date	312	3
2013 Final Completes	383	2

**TECHNICAL NOTES—Child Medicaid with CCC Measure****Composites**

Composite scores are used to both facilitate aggregation of information from multiple specific questions and to enhance the communication of this important information to consumers.

The composites are:

Getting Care Quickly  
Shared Decision Making  
How Well Doctors Communicate

Getting Needed Care  
Customer Service

In 2009 one composite was deleted (Courteous and Helpful Office Staff) and one was added (Shared Decision Making).

In 2013, the questions in the Shared Decision Making composite were changed; highlighting decisions on prescriptions rather than decisions about health care in general. These changes impacted trending for this composite and the individual measures. In addition, both questions in Getting Needed Care were modified, but changes are not expected to impact trending. See page I for the new wording of these questions.

The Children with Chronic Conditions composites and measures are:

Access to Prescription Medicine  
Access to Specialized Services  
Family-Centered Care: Personal Doctor Who Knows Child  
Family-Centered Care: Getting Needed Information  
Coordination of Care for Children with Chronic Conditions

The Composite Summary Rate is used in reporting to Quality Compass®. See *Summary Rate Scoring* for an explanation of how the scores are calculated.

See Pages I and J for a listing of each of the questions in the composites, the response choices, and how each response is scored.

**Composite Mean**

The composite mean that is calculated for Composite Measures is a mean of the individual means that make up that composite.

For example, the measure “Getting Care Quickly” comprises two individual measures:

Q4 - How often did your child get care as soon as you thought he or she needed?

Q6 - How often did your child get an appointment for a check-up or routine care at a doctor’s office or clinic as soon as you thought your child needed?

To calculate a composite mean or composite percent, first calculate the individual means or percents for Q4 and Q6. For example, if the individual means or percents are:

Mean for Q4 = 1.9

Percent for Q4 - 84%

Mean for Q6 = 2.2

Percent for Q6 - 88%

Then, calculate the mean of those means or percents:

Composite Mean =  $(1.9 + 2.2) / 2 = 2.05$

Composite Percent =  $(84\% + 88\%) / 2 = 86\%$

Note that each question within a composite is weighted equally, regardless of the number of members responding to each question or to the relative importance of one question to another.

## 2014 CAHPS® 5.0H Child with CCC Measure Medicaid Survey

### Correlation

The Pearson Product Moment Correlation (called Pearson correlation for short) is used in the Key Driver Analysis. Correlation is a measure of direction and degree of linear relationship between two variables. A correlation coefficient is a numerical index of that relationship. The closer the correlation coefficient is to 1.0, the stronger the correlation between the two variables.

### Demographics

To allow for better statistical comparison of the demographic segments in the cross tabulations, Morpace has collapsed some of NCQA's response categories in the standard cross tabulations.

CAHPS® Segments	Morpac Segments
Age	
Less than 1 year	1 year and less
X years old (write in)	2-5 years
	6-9 years
	10-14 years
	15-18 years
Child's Health Status	
Excellent	Excellent - Very Good
Very Good	
Good	Good
Fair	Fair - Poor
Poor	
Child's Race	
White	White
Black/African-American	Black/African-American
Asian	All Other
Native Hawaiian/Pacific Islander	
American Indian/Alaska Native	
Other	

### History of CAHPS®

The CAHPS® 5.0H surveys are a set of standardized surveys that assess health plan member satisfaction with the experience of care. In October 1995, the Agency of Healthcare Research and Quality (AHRQ) began the CAHPS® initiative with researchers from Harvard Medical School, RAND, and Research Triangle Institute, Inc. The first survey data from the CAHPS® 2.0H survey was reported to NCQA in 1998.

In 2002, a CAHPS® Instrument Panel was convened to reevaluate and update the CAHPS® 2.0H Surveys. The Panel evaluated consumer feedback, performed analyses on CAHPS® results, and conducted cognitive testing on proposed revisions. The outcome of the CAHPS® Instrument Panel was the revised set of surveys, CAHPS® 3.0H. The HEDIS® versions of the CAHPS® surveys were also updated to be consistent with the CAHPS® 3.0H surveys. In 2009, AHRQ replaced the CAHPS® 3.0H Child Survey with the CAHPS® Health Plan Survey 4.0H as part of its Ambulatory CAHPS® initiative.

In 2013, AHRQ replaced the CAHPS® Health Plan Survey 4.0H with the CAHPS® Health Plan Survey 5.0H. The overarching goal of the CAHPS® 5.0H survey is to obtain information that is not available from any other source - the person receiving care.



## 2014 CAHPS® 5.0H Child with CCC Measure Medicaid Survey

The major objectives of the 2014 CAHPS® 5.0H Child Medicaid with CCC Survey are to:

- Measure satisfaction levels, health plan use, health and socio-demographic characteristics of members
- Identify factors that affect the level of satisfaction
- Provide a tool that can be used by plan management to identify opportunities for quality improvement
- Provide plans with data for HEDIS® and NCQA accreditation

### Key Driver Analysis to General Population

A Key Driver Analysis was conducted to understand the relationship between different aspects of plan service and provider care have on overall satisfaction of a parent or guardian with their child's health plan, their child's personal doctor, their child's specialist, and their child's health care in general. Two specific scores are assessed both individually and in relation to each other. These are:

- 1) The relative importance of the individual issues (or attributes).  
Pearson correlation scores are calculated for the 13 individual ratings (potential drivers) in relation to ratings of the overall experience with the health plan, doctor, specialist, and health care. The correlation coefficients are then used to establish the relative importance of each driver - the higher the correlation, the more important the driver.
- 2) The relationship to 50<sup>th</sup> Percentile of Quality Compass®.  
Attributes are noted as to whether their score is above or below the 50<sup>th</sup> percentile. Those below the 50<sup>th</sup> percentile are noted as an area for improvement, if their correlation is high. Those above the 50<sup>th</sup> percentile are noted as an area of strength, if their correlation is high. Quality Compass® 2013 is used for this report.

### How to Read the Key Driver Analysis Charts:

The bar charts on the key driver pages depict the correlation scores of the individual attributes to each of the four overall measures. Directly to the right of each correlation score is the plan's score and the percentile group in which the health plan's score falls.

The higher the correlation score, the more impact the individual attribute has on the overall score. That is, if you modify behavior to improve the rating of the individual issue, the overall score is also likely to improve.

The higher the Quality Compass percentile group, the more members are satisfied with the attribute. Conversely, the lower Quality Compass® percentile group, the fewer members are satisfied with the attribute. Attributes with scores below 50<sup>th</sup> percentile are considered to be high priority for improvement.

How to interpret...

Higher correlation/Lower Quality Compass® Percentile Group	<b>HIGH PRIORITY FOR IMPROVEMENT.</b> The attribute is a driver of the overall measure and the plan's score is below the 50 <sup>th</sup> percentile when compared to plans reporting to Quality Compass®. If performance can be improved on this attribute, members will be more satisfied, and the overall measure should reflect this.
Higher correlation/ Higher Quality Compass® Percentile Group	<b>CONTINUE TO TARGET EFFORTS.</b> It is critical to continue to target efforts in this area. The majority of members are satisfied with the performance, and the attribute is clearly related to the overall measure.
Lower correlation	<b>LOW PRIORITY.</b> While satisfaction of these attributes vary, these attributes are lower in importance to the overall measure. Monitor performance and consider possible action based on cost benefit analysis.

## 2014 CAHPS® 5.0H Child with CCC Measure Medicaid Survey

### Key Driver Analysis to CCC Population

A Key Driver Analysis was conducted to understand the relationship between different aspects of plan service and provider care have on overall satisfaction of a parent or guardian with their child's health plan and their child's health care in general. Two specific scores are assessed both individually and in relation to each other. These are:

- 1) The relative importance of the individual issues (or attributes).  
Pearson correlation scores are calculated for the 23 individual ratings (potential drivers) in relation to ratings of the overall experience with the health plan and health care. The correlation coefficients are then used to establish the relative importance of each driver - the higher the correlation, the more important the driver.
- 2) Relationship to 50<sup>th</sup> percentile for Quality Compass®.  
Attributes are noted as to whether their score is above or below the 50<sup>th</sup> percentile. Those below the 50<sup>th</sup> percentile are noted as an area for improvement, if their correlation is high. Those above the 50<sup>th</sup> percentile are noted as an area of strength, if their correlation is high. Quality Compass® 2013 is used for this report.

### Margin of Error

The results presented in this report are obtained from a sample of the members of each plan; therefore, the estimates presented have a margin of error that should be considered.

The following table shows the approximate margin of error for different combinations of sample sizes and the estimated proportions, using a 95% confidence level.

95% Confidence Interval for Sample Proportions								
Margin of Error								
Number of Valid Responses	Observed Proportion							
		90%   10%	80%   20%	70%   30%	60%   40%	50%		
	100	±5.9%	±7.8%	±9.0%	±9.6%	±9.8%		
	200	±4.2%	±5.5%	±6.4%	±6.8%	±6.9%		
	300	±3.4%	±4.5%	±5.2%	±5.5%	±5.7%		
	400	±2.9%	±3.9%	±4.5%	±4.8%	±4.9%		
	500	±2.6%	±3.5%	±4.0%	±4.3%	±4.4%		

Example of how to use this table:

Assume that a plan obtains a rating of 50% for a given measure and the number of valid responses is 500. In this case we are 95% confident that the unknown population rating is between 45.6% and 54.4% (50%± 4.4%).

Assume that a plan obtains a rating of 70% for a given measure and the number of valid responses is 300. In this case we are 95% confident that the unknown population rating is between 64.8% and 75.2% (70%± 5.2%).

### Percentiles

Percentiles displayed in this report are those provided in Quality Compass®. A percentile is a value on a scale of one hundred that indicates the percent of the distribution that is equal to or below it. For example, if a plan's score falls in the 75<sup>th</sup> percentile compared to the Quality Compass® that means 75% of plans represented in the Quality Compass® have a score that is equal to or lower than it. Conversely, 25% of the plans in the Quality Compass® have a higher score.

### Quality Compass® 2013

The Quality Compass® for the Child Medicaid database is compiled from performance data and member satisfaction information from 114 Child Medicaid health plans and who publicly reported their data to Quality Compass. In addition, the Child Medicaid with CCC Quality Compass® database consists of 38 plans who publicly reported their Child Medicaid with CCC data to Quality Compass®.

## 2014 CAHPS® 5.0H Child with CCC Measure Medicaid Survey

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### **Rating Questions**

Responders are asked to rate four items (child's personal physician, child's specialist, child's health care received, and overall experience with child's health plan) from 0 to 10 with 0 being the worst and 10 being the best.

### **Reporting of CCC Measures**

The CCC Sample consists of all members in both Sample A and Sample B who are identified as having a chronic condition based on responses to the CCC survey's screening tool.

### **Response Rate**

Response rates are calculated according to the following NCQA method:

$$\text{Final Response Rate} = \frac{\text{Completed surveys}}{\text{Plan's total eligible sample}^*}$$

\*Total eligible sample = Entire random sample – Ineligible

Ineligible are: deceased, does not meet eligible population criteria, language barrier, mentally or physically incapacitated.

A survey is included in the analysis if the member appropriately responds to Question 1 on the survey and indicates that they meet the eligible population criteria.

*SOURCE: Page 65, Volume 3 HEDIS® 2014 Specifications for Survey Measures*

### **Sampling Criteria**

The sample frame includes all current Medicaid health care members at the time the sample is drawn who are age 17 years and younger as of December 31 of the reporting year. Members must have been continuously enrolled in the health plan for the 6 months of the reporting year (allowing for no more than one gap of up to 45 days). The reporting year for the 2014 CAHPS® 5.0H surveys is January 1, 2013 to December 31, 2013.

For each survey Morpace drew a random sample of enrollees making sure that only one child per household would be sampled. In 2014, NCQA required all plans to draw a base sample of 1,650 members. This sample is referred to in the report as the CAHPS sample or the General Population, and represents responses from child members with and without Chronic Conditions. It is referred to as Sample A in the sampling protocol.

The CCC population consists of all children identified as having a chronic condition, as defined by the member's responses to the CCC survey-based screening tool. As children with chronic conditions represent a relatively small proportion of the general population of children, a supplemental sample of children who are more likely to have a chronic condition is selected and added to the standard CAHPS 5.0H child survey sample.

The survey vendor selects the CCC supplemental sample of 1,840 members after the CAHPS 5.0H child survey sample is drawn. These members are identified with a prescreen status code and have not already been selected for the CAHPS 5.0H child survey sample. The sample is referred to in the sampling protocol as Sample B.

The general population data set and CCC population data set are not mutually exclusive groups. For example, if a child member is randomly selected for the CAHPS child survey sample and is identified as having a chronic condition based on responses to the CCC survey-based screening tool, then the member is included in general population and CCC population results.

### **Scoring for NCQA Accreditation**

The NCQA accreditation survey is based on 100 points with 33% of the results accounted for by HEDIS® measures and HEDIS®/CAHPS® 5.0H survey results. The HEDIS®/CAHPS® 5.0H survey results account for 13 of the 100 points. NCQA will calculate the Scoring for Accreditation on the General Population sample (also referred as the "CAHPS sample").

## 2014 CAHPS® 5.0H Child with CCC Measure Medicaid Survey

**Step 1:** Convert responses to their score value.

At the member level, the member's response is recoded using a scale of 1-3 according to the following table.

CAHPS 5.0H Results	Scoring Scale Based on Responses	
Getting Needed Care (2 questions)	Never or Sometimes	= 1
Getting Care Quickly (2 questions)	Usually	= 2
How Well Doctors Communicate (4 questions)	Always	= 3
Customer Service (2 questions)		
Rating of Health Care	0, 1, 2, 3, 4, 5, 6	= 1
Rating of Personal Doctor	7, 8	= 2
Rating of Health Plan	9, 10	= 3
Rating of Specialist		

**Step 2:** Calculate the mean for all members' responses. For the composite measures, perform this calculation for each of the questions in the composite.

**Step 3:** Calculate the mean of the means for questions in that composite. The result of these calculations is the "unadjusted mean."

To take into account inherent sampling variation, prior to determining points for NCQA accreditation, NCQA will add 0.014 to each of the four CAHPS® 5.0H ratings questions and to the Customer Service composite mean; and 0.01 to the Getting Needed Care, Getting Care Quickly, and How Well Doctors Communicate composite means. This becomes the "adjusted mean." NCQA will phase out the scoring adjustment over five years – 20% reduction per year from 2011 until 2015.

The CAHPS® survey represents a possible 13 points toward NCQA accreditation. Points are earned toward NCQA accreditation by comparing the adjusted mean for each of the measures to the NCQA national benchmark (the 90th percentile of national results) and to national thresholds (the 75th, 50th, 25th percentiles, and below the 25th percentile) for the same measure. NCQA does not publish the exact scores used in accreditation (calculated to the sixth decimal point). Therefore, Morpace cannot calculate the precise accreditation score. However, by adding up the individual composite and rating scores, an estimate of the overall accreditation score can be obtained.

For a composite's score to be counted toward accreditation, an average of 100 responses for all questions within the composite must be obtained. If an average of 100 responses is not obtained, that measure is not counted and denoted with an "N/A". The scoring is adjusted based on the number of reported measures according to the chart on the next page. If less than four of the measures qualify, no points are awarded from the survey.

### NCQA Scoring for all Composite Scores and Overall Ratings, except Overall Rating of Health Plan

#### Number of Applicable Measures

Percentile	9	8	7	6	5	4
90th	1.444	1.625	1.857	2.167	2.600	3.250
75th	1.271	1.430	1.634	1.907	2.288	2.860
50th	0.982	1.105	1.263	1.473	1.768	2.210
25th	0.578	0.650	0.743	0.867	1.040	1.300
0	0.289	0.325	0.371	0.433	0.520	0.650

NCQA Scoring for Overall Rating of Health Plan only*Number of Applicable Measures*

Percentile	9	8	7	6	5	4
<b>90th</b>	2.888	3.250	3.714	4.334	5.200	6.500
<b>75th</b>	2.542	2.860	3.268	3.814	4.576	5.720
<b>50th</b>	1.964	2.210	2.526	2.946	3.536	4.420
<b>25th</b>	1.156	1.300	1.486	1.734	2.080	2.600
<b>0</b>	0.578	0.650	0.742	0.866	1.040	1.300

**Specialty Calculation**

This measure is calculated by combining the results of two individual questions. The calculations are described briefly below.

**Forms Easy to Fill Out**

For this measure, questions 52 and 53 are used. A member who was not given any forms to fill out by their health plan in the last 6 months is coded as “Always” at Q53.

**Statistical Testing**

Statistical testing has been conducted in various places in the report. A 0.05 level of significance was used in performing tests of *differences*. For example, when testing for a difference in the population percent for 2013 and the population percent for 2014, a 0.05 level of significance would mean there is a 0.05 chance that a significant difference would be found even if there were no difference in the population.

The notation of “up arrow” reflects the conclusion of significant *increase* which would be found if a significance test had been conducted for the hypothesis that the population percent for 2014 was *greater than* the population percent for 2013 (with a 0.025 level of significance). The notation of “down arrow” reflects the conclusion of significant *decrease* which would be found if a significance test had been conducted for the hypothesis that the population percent for 2014 was *less than* the population percent for 2013 (with a 0.025 level of significance).

### Summary Rate Scoring

Summary rate scores are those scores used in presenting data to the public. Summary Rates are calculated in the following manner:

CAHPS® 5.0H Measures	Response = Summary Rate
Shared Decision Making (2 questions)	A lot / Yes
Getting Care Quickly (2 questions)	Usually and Always
How Well Doctors Communicate (4 questions)	
Getting Needed Care (2 questions)	
Customer Service (2 questions)	
Rating of Personal Doctor	8, 9, 10
Rating of Specialist Seen Most Often	
Rating of All Health Care Received	
Rating of Health Plan	

### Survey Administration Protocol and Timeline

NCQA has approved two options for survey administration of the CAHPS 5.0H survey: a 5-wave mail-only methodology or a mixed methodology (mail and telephone), which includes a 4-wave mail (two questionnaire mailings and two reminder postcards) with telephone follow-up of at least 3 attempts.

Mixed Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-responders 4-10 days after the 1 <sup>st</sup> questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-responders approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-responders 4 to 10 days after mailing the second questionnaire.	39 – 45 days
Telephone calls by CATI are conducted for non-responders approximately 21 days after the mailing of the second questionnaire.	56 days
Telephone contact is made to all non-responders such that at least 3 calls are attempted at different times of day, on different days and in different weeks.	56 – 70 days
Telephone follow-up is completed approximately 14 days after initiation.	70 days

Mail-Only Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-responders 4-10 days after the 1 <sup>st</sup> questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-responders approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-responders 4 to 10 days after mailing the second questionnaire.	39-45 days
A third questionnaire and cover letter is sent to non-responders approximately 25 days after mailing the second questionnaire.	60 days
Allow 21 days for the third questionnaire to be returned by the member.	81 days

SOURCE: Page 59-60, Volume 3 HEDIS® 2014 Specifications for Survey Measures

The actual timeline followed for the 2014 survey was:

2/7	First questionnaire with cover letter sent to sample.
2/14	Postcard reminder sent to sample.
3/14	Second questionnaire and cover letter sent to non-responders.
3/21	Second postcard reminder sent to non-responders.
4/7 – 5/6	Contacted all non-responders via telephone – Up to 4 attempts were made at different times of the day, different days of the week, and in different weeks.



## 2014 CAHPS® 5.0H Child with CCC Measure Medicaid Survey

The text of the mailing pieces and the CATI (Computer Assisted Telephone Interviewing) script are prescribed by NCQA.

### Composites, Attributes and Rating Questions for CAHPS® 5.0H Response Choices and Scoring Options

Composites and Questions	Response Choices	Summary Rate	Three-Point
Getting Care Quickly			
Q4 - In the last 6 months, when your child needed care right away, how often did your child get care as soon as you thought you needed?	Never/Sometimes		1
Q6 - In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors' office or clinic, how often did you get an appointment as soon as your child needed? <i>Rewording of question in 2013</i>	Usually	Summary Rate	2
	Always		3
Shared Decision Making – Questions and response categories changed in 2013 – Not trendable			
Q11 – When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	Not at all/A little		1
	Some		2
Q12 – When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	A lot	Summary Rate	3
Q13 - When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	Yes	Summary Rate	3
	No		1
How Well Doctors Communicate			
Q32 – In the last 6 months, how often did your child’s personal doctor explain things about your child’s health in a way that was easy to understand?	Never/Sometimes		1
Q33 - In the last 6 months, how often did your child’s personal doctor listen carefully to you?	Usually	Summary Rate	2
Q34 - In the last 6 months, how often did your child’s personal doctor show respect for what you had to say?	Always		3
Q37 - In the last 6 months, how often did your child’s personal doctor spend enough time with your child?			
Getting Needed Care - – Question wording changed in 2013			
Q15 - In the last 6 months, how often was it easy to get the care, tests or treatment your child needed?	Never/Sometimes		1
Q46 - In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	Usually	Summary Rate	2
	Always		3
Customer Service			
Q50 - In the last 6 months, how often did the customer service at your child’s health plan give you the information or help you needed?	Never/Sometimes		1
Q51 - In the last 6 months, how often did your customer service staff at your child’s health plan treat you with courtesy and respect?	Usually	Summary Rate	2
	Always		3

**Survey-Based Screening Tool for CCC Population**

A survey-based screening tool is used to identify children with chronic conditions. The table below lists the questions for the CCC survey-based screening tool. It contains five questions representing five different health consequences. A child member is identified as having a chronic condition if all parts of the question for at least one of the specific health consequences are answered "Yes". The CCC population results consist of child members from either Sample A or Sample B who are identified as having a chronic condition from the survey-based screening tool.

Use of or Need for Prescription Medicines		Response Choices
Q60	Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?	Yes No
Q61	Is this because of any medical, behavioral or other health condition?	Yes No
Q62	Is this a condition that has lasted or is expected to last for at least 12 months?	Yes No
Above-Average Use or Need for Medical, Mental Health or Education Services		Response Choices
Q63	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?	Yes No
Q64	Is this because of any medical, behavioral or other health condition?	Yes No
Q65	Is this a condition that has lasted or is expected to last for at least 12 months?	Yes No
Functional Limitations Compared With Others of Same Age		Response Choices
Q66	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?	Yes No
Q67	Is this because of any medical, behavioral or other health condition?	Yes No
Q68	Is this a condition that has lasted or is expected to last for at least 12 months?	Yes No
Use of or Need for Specialized Therapies		Response Choices
Q69	Does your child need or get special therapy such as physical, occupational or speech therapy?	Yes No
Q70	Is this because of any medical, behavioral or other health condition?	Yes No
Q71	Is this a condition that has lasted or is expected to last for at least 12 months?	Yes No
Treatment or Counseling for Emotional or Developmental Problems		Response Choices
Q72	Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?	Yes No
Q73	Has this problem lasted or is it expected to last for at least 12 months?	Yes No