# 2014 Medicaid Child with CCC Measurement Set CAHPS® 5.0H Final Report

## Louisiana Healthcare Connections

Project Number(s): 646299

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## *Introduction*

Your Sales Executive for this project is Steve Brightwell (770-978-3173, ext. 1353) and your Account Project Manager is Andrew Johns (770-978-3173, ext. 1314). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Executive or your Account Project Manager.

**New in 2014 – Survey and Reporting Changes**

The following changes, which are also reported in the *Healthcare Effectiveness Data and Information Set (HEDIS®)*[1] *2014 Volume Three Technical Update Specifications*, have been made to the 2014 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)[2] 5.0H survey:

- In an attempt to raise the bar for health plans and drive further improvement, NCQA began phasing out the scoring adjustment which was used to account for sampling variation in 2011. Each year until 2015, the adjustment will be reduced by an additional 20 percent from the 2010 adjustment of:
  - 0.070 points for each of the four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*) and the *Customer Service* composite
  - 0.050 points for the *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composites
  - Five percent for each HEDIS® clinical measure
- 2014 represents the fourth year of the phase out period described above. In keeping, each of the four rating questions (Q14, Q41, Q48, and Q54), and the *Customer Service* composite will each receive an additional 0.014 points. Additionally, the *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composite Three-Point scores will each receive 0.010 additional points.

Throughout this report, information essential for understanding the report and suggestions for a course of action for developing quality initiatives are identified by this symbol.

**Information about the Chronic Care Measurement Set**

- The CAHPS 5.0H Child Survey (with CCC Measurement Set) assesses the experience of care for the general population of children and the population of children with chronic conditions. These conditions include relatively common conditions like asthma, as well as rare conditions such as juvenile diabetes and Muscular Dystrophy.
- The total sample size is 3,490 child members per plan. A total of 1,650 child members are randomly selected from the eligible population (General Population). An additional 1,840 child members with a claim status indicating a probable chronic condition, as defined by NCQA, are randomly selected from the remaining database (Supplemental Sample). **Note: These are minimum NCQA sample size requirements. Plans may oversample or augment if they desire.**

[1] HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
[2] CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

- NCQA defines the member as having a chronic condition through a survey-based screening tool. The CCC screening tool contains five sections representing five different health conditions. A child member is identified as having a chronic condition if all questions for at least one specific health consequence are answered "Yes."
- Health Plans that collect CCC data receive two separate sets of results: one for the General Population and one for the population of children with chronic conditions (CCC Population). For each population, results include the same ratings, composites, and individual question Summary Rates as those reported for the CAHPS Health Plan 5.0H, Child Version. In addition, five CCC-specific measures are calculated for each population. Although CCC results are not eligible for public reporting, NCQA suggests that CCC results for the General and CCC Populations be compared

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# 1. Executive Summary

The Myers Group (TMG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Louisiana Healthcare Connections to conduct its 2014 CAHPS® 5.0H Medicaid Child Member Satisfaction Survey (with CCC Measurement Set). NCQA requires health plans to submit CAHPS® survey results in compliance with HEDIS® accreditation requirements.

The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which could aid plans in increasing the quality of provided care.

The Myers Group surveyed 5,235 (2,475 General Population + 2,760 supplemental sample) eligible child members of Louisiana Healthcare Connections using a mixed (mail and phone) survey administration methodology, per NCQA protocol,[3] to achieve a total response rate of 26.1%.

This report summarizes results derived from the CAHPS® 5.0H Medicaid Child Member Satisfaction Survey (with CCC Measurement Set) as applied to a random sample of your health plan members and presents the findings by plan service area (composite) and by each individual question (attribute). In general, satisfaction is presented by Summary Rates, which represent the percent of respondents who chose the most positive question responses as specified by NCQA.[4]

## *General Population*

The Myers Group mailed the 2014 CAHPS® 5.0H Medicaid Child Member Satisfaction Survey (with CCC Measurement Set) to a random sample of 2,475 eligible child members of Louisiana Healthcare Connections. The Myers Group collected 630 valid surveys from this random sample, yielding a general population response rate of 26.0%.[5]

## *Children with Chronic Conditions Population*

Children with chronic conditions generally represent a relatively small proportion of the overall child population. To achieve a sufficient number of complete surveys for CCC results to be calculated, a supplemental sample of children who are more likely to have a chronic condition, based on claims experience, is selected and added to the standard CAHPS® 5.0H Child Survey sample (General Population). After the General Population sample is pulled, the supplemental sample is pulled based on a prescreen sample code. The NCQA required total sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), although plans may oversample if they choose. Louisiana Healthcare Connections chose to oversample by 50.0% for a total sample size of 5235 (2475 General Population + 2760 supplemental sample).

Once surveys are completed, the CCC Population is identified based on the member's responses to the CCC survey-based screening tool.[6] *The general population data set and the CCC population data set are not mutually exclusive groups*. For example, if a child member is randomly selected for the General Population sample and is identified as having a chronic condition based

[3] Please note that the CAHPS® survey is eligible to be conducted from January through May 2014.
[4] Select Summary Rates are defined by NCQA in its HEDIS® 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.
[5] Please refer to Section 2 - *Methodology* for the calculation used to determine the response rate.
[6] See the *Glossary of Terms* or *Technical Notes* at the end of this report for a definition of the CCC survey-based screening tool.

on responses to the CCC survey-based screening tool, then the member is included in General Population *and* CCC Population results.

A total of 525 child members have been identified as Children with Chronic Conditions.

## *CAHPS® 5.0H Child Survey (Medicaid, with CCC Measurement Set)*

This survey collects member satisfaction information for the general population of children and for the population of children with chronic conditions. For each population, results include the following composites, ratings, and question Summary Rates:

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Customer Service
- Shared Decision Making
- Health Promotion and Education
- Coordination of Care
- Health Care, Provider, and Plan Ratings

## *Additional Composites for Children with Chronic Conditions*

In addition to the above-described composites, five Children with Chronic Condition composites are calculated for each population:

- 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

## *Overview of Summary Rate Comparisons*

The tables beginning on the following page present composite, measure, and rating Summary Rate Scores (SR) for the Health Plan domain, the Health Care domain, and CCC Composites. Included in each table are your plan's current scores compared to trend data (if applicable), the 2014 TMG Book of Business benchmark, and the 2013 Quality Compass® All Plans[7] benchmark.

[7] The source for data contained in this publication is Quality Compass® All Plans 2013 and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

## Health Plan Domain

| Composites, Measures, & Ratings | General Population | | | | CCC Population | | |
|---|---|---|---|---|---|---|---|
| | 2014 SR | 2013 SR | 2014 TMG Benchmark | 2013 All Plans Benchmark | 2014 SR | 2013 SR | 2013 All Plans Benchmark |
| 8-10 Rating of Health Plan (Q54) | 78.6% | 75.5% | 83.9% | 82.9% | 72.1% | 71.3% | 81.1% |
| 9-10 Rating of Health Plan (Q54) | 64.0% | 59.2% | 67.7% | 66.8% | 55.2% | 54.7% | 64.7% |
| Getting Needed Care | 85.1% | 81.2% | 84.9% | 84.4% | 82.8% | 82.4% | 86.4% |
| Customer Service | 84.7% | 84.9% | 87.2% | 87.6% | 86.8% | 85.1% | 88.7% |
| Ease of Filling Out Forms (Q53) | 97.8% | 96.5% | 95.5% | 95.5% | 97.2% | 95.8% | 95.6% |

## Health Care Domain

| Composites, Measures, & Ratings | General Population | | | | CCC Population | | |
|---|---|---|---|---|---|---|---|
| | 2014 SR | 2013 SR | 2014 TMG Benchmark | 2013 All Plans Benchmark | 2014 SR | 2013 SR | 2013 All Plans Benchmark |
| 8-10 Rating of Health Care (Q14) | 80.8% | 79.7% | 84.0% | 83.1% | 76.5% | 79.3% | 81.6% |
| 9-10 Rating of Health Care (Q14) | 64.8% | 62.6% | 65.4% | 64.3% | 58.2% | 61.3% | 63.2% |
| Getting Care Quickly | 89.5% | 90.3% | 89.1% | 89.2% | 91.4% | 91.3% | 91.8% |
| How Well Doctors Communicate | 93.0% | 92.9% | 93.1% | 92.6% | 92.1% | 92.1% | 93.1% |
| Shared Decision Making | 57.5% | 55.2% | 52.4% | NA | 54.3% | 61.5% | NA |
| Health Promotion and Education (Q8) | 70.9% | 75.3% | 70.3% | NA | 72.6% | 78.3% | NA |
| Coordination of Care (Q40) | 82.5% | 81.0% | 80.6% | 80.1% | 76.9% | 76.9% | 80.1% |
| 8-10 Rating of Personal Doctor (Q41) | 86.9% | 81.6% | 87.1% | 87.1% | 83.9% | 84.2% | 86.3% |
| 9-10 Rating of Personal Doctor (Q41) | 73.0% | 70.4% | 72.7% | 72.9% | 72.6% | 72.2% | 73.4% |
| 8-10 Rating of Specialist (Q48) | 86.2%* | 79.7% | 83.2% | 84.5% | 84.1% | 83.5% | 85.0% |
| 9-10 Rating of Specialist (Q48) | 75.9%* | 67.6% | 69.3% | 69.7% | 72.0% | 70.7% | 69.2% |

* Indicates that the number of responses for this measure is less than 100 for the General Population; therefore, this measure will receive an NA by NCQA.

**CCC Composites**

The CCC composites summarize satisfaction with basic components of care essential for the successful treatment, management, and support of children with chronic conditions. The 2014 and 2013 Summary Rate (SR) composite and rating scores for your plan's CCC Population are presented below. Additionally, your plan's 2014 General Population results are shown for comparison purposes.

| CCC Measurement Set Composites | CCC Population | | | General Population 2014 Summary Rates |
|---|---|---|---|---|
| | 2014 SR | 2013 SR | 2013 All Plans Benchmark | |
| Access to Prescription Medicines (Q56) | 83.3% | 80.9% | 90.6% | 86.4% |
| Access to Specialized Services | 75.9% | 74.2% | 76.7% | 81.5%* |
| Family-Centered Care: Personal Doctor Who Knows Your Child | 87.8% | 89.4% | 89.3% | 88.3% |
| Family-Centered Care: Getting Needed Information (Q9) | 85.3% | 90.1% | 90.3% | 81.8% |
| Coordination of Care for Children with Chronic Conditions | 75.6% | 78.6% | 77.2% | 78.5%* |

* Indicates that the number of responses for this measure is less than 100 for the General Population; therefore, this measure will receive an NA by NCQA.

## *Key Driver and Opportunity Analyses*

Members set standards for performance whether consciously or subconsciously. Standards are usually set higher for those plan services that are deemed important to each member. These important services are the *Key Drivers of Satisfaction*.

Multiple linear regression analyses were run on the 2014 TMG Medicaid Child Book of Business to discover which composites were Key Drivers of *Rating of Health Plan* (Q54), *Rating of Health Care* (Q14), and *Rating of Personal Doctor* (Q41).

The Summary Rates of these Key Drivers are compared to the Summary Rates of all other plans in the 2014 TMG Medicaid Child Book of Business benchmark in the tables that begin on the following page. Depending on how these composite scores rank they are placed into one of the three following action categories:

<u>Plan Strength (Market & Maintain):</u> *A Key Driver of Satisfaction* and Summary Rates are at or above the 75th percentile when compared to the 2014 TMG Medicaid Child Book of benchmark.

<u>Plan Opportunity (Investigate & Improve):</u> *A Key Driver of Satisfaction,* but Summary Rates are below the 50th percentile when compared to the 2014 TMG Medicaid Child Book of benchmark.

<u>Area to Monitor:</u> A *Key Driver of Satisfaction*, but Summary Rates are between the 50th and 75th percentiles when compared to the 2014 TMG Medicaid Child Book of benchmark. These Key Drivers could become strengths or opportunities depending on the plan's success in these areas.

### Rating of Health Plan Opportunity Analysis

Respondents were asked to provide an overall rating of health plan satisfaction (Q54), with "0" representing worst and "10" representing best. The NCQA defined Summary Rate for this measure is the percentage of respondents who rated their health plan an "8," "9," or "10." Members' ratings of their health plan is an important gauge of plan quality and is also the most heavily weighted CAHPS® measure in the accreditation process.

The following composites have been identified as Key Drivers of health plan rating based on the regression analysis:

| Key Drivers of Health Plan Rating | Beta Coefficient (β)[8] | Percentile Ranking | Opportunity Analysis |
|---|---|---|---|
| Customer Service | 0.811 | 23rd | Opportunity |
| Getting Needed Care | 0.415 | 48th | Opportunity |

[8] Numbers shown are beta coefficients. See "Regression Analysis" in *Technical Notes* for more information.

## Rating of Health Care Opportunity Analysis

*Rating of Health Care* (Q14) gives members an opportunity to rate all of the health care they have received in the last six months. This rating provides feedback to health plans to help improve their members' quality of care.

The following composites have been identified as the Key Drivers of health care satisfaction based on regression analysis:

| Key Drivers of Health Care Rating | Beta Coefficient (β) | Percentile Ranking | Opportunity Analysis |
|---|---|---|---|
| Getting Needed Care | 0.620 | 48th | Opportunity |
| How Well Doctors Communicate | 0.559 | 44th | Opportunity |
| Coordination of Care | 0.300 | 62nd | Monitor |

Additionally, *Rating of Health Care* is highly correlated with the *Rating of Personal Doctor*.

## Rating of Personal Doctor Opportunity Analysis

Question 41 gives members an opportunity to rate their personal doctor. A high rating indicates members rate their personal doctors positively. A positive relationship between personal doctor and patient is an important part of health care.

The following composites have been identified as the Key Drivers of health care satisfaction based on regression analysis:

| Key Drivers of Personal Doctor Rating | Beta Coefficient (β) | Percentile Ranking | Opportunity Analysis |
|---|---|---|---|
| How Well Doctors Communicate | 1.678 | 44th | Opportunity |
| Coordination of Care | 0.298 | 62nd | Monitor |

Additionally, *Rating of Personal Doctor* is highly correlated with the *Rating of Health Care*.

**Accreditation for 2014 Scoring**

NCQA allows Medicaid product lines to be scored on the CAHPS® Health Plan Survey 5.0H adult version, on the child version, or on the child with chronic conditions version questions/composites. NCQA only requires organizations to submit one set (adult or child) of survey results. In the event that a health plan elects to use the CAHPS Health Plan Survey 5.0H, child with chronic conditions version results for accreditation, scores are based upon results derived from the General Population.

NCQA requires health plans seeking accreditation to submit specified HEDIS® measures and HEDIS®/CAHPS® 5.0H survey results. NCQA determines the CAHPS® 5.0H portion of the score by comparing the plan's results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles). The HEDIS® measure portion of the score is ascertained by comparing the plan's results to a national benchmark (the 90th percentile) and to regional and national thresholds (the 75th, 50th, and 25th percentiles). NCQA does not take into account regional thresholds for CAHPS® measures due to the fact that variations in the data are not significant by region. The *Rating of Health Plan* survey item receives double the points of other CAHPS® measures.

To receive points toward accreditation scoring, measures submitted by the organization must receive a *Reportable* (*R*) rate from an NCQA-Certified HEDIS® Compliance auditor. If the audited rate for a measure has a denominator that is too small to report a valid rate (*NA*) or if the organization did not offer the health benefit required by the measure (*NB*), then the points for that measure are redistributed among the remaining required measures.

NCQA provides an accreditation status for each health plan entity reviewed.[9] Accreditation status is valid for a maximum of 36 months from the date of the final results for the First and Renewal Evaluation options and is subject to revision resulting from annual reevaluation of HEDIS®/CAHPS® results (if applicable). Conversely, an interim evaluation status is valid for a maximum of eighteen months.

The table below shows the results for your plan. The second column represents the approximate threshold your plan achieved when compared to the benchmark. The third column shows the point distribution.

| Composite/Rating Item | Approximate Plan Percentile Threshold | Points Awarded per Accreditation Year 2014, 2013, or 2012 |
|---|---|---|
| Getting Needed Care | 75th | 1.430 |
| Getting Care Quickly | 75th | 1.430 |
| How Well Doctors Communicate | 90th | 1.625 |
| Customer Service | 50th | 1.105 |
| Rating of Health Care (Q14) | 75th | 1.430 |
| Rating of Personal Doctor (Q41) | 75th | 1.430 |
| Rating of Specialist (Q48) | NA | - |
| Rating of Health Plan (Q54) | 25th | 1.300 |
| **Approximate Points Earned (Out of 13.000 in 2014, 2013 and 2012)** | | **9.750** |

*Note: If a plan receives an NA (indicating the denominator was less than 100) or NB (indicating the organization did not offer the health benefit required by the measure) on a required HEDIS® or CAHPS® survey result, NCQA removes the measure for scoring purposes and the points for the measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs or which exceeds ten NA or NB results between HEDIS® and CAHPS® for each product line is scored based on the standards only and the accreditation status is capped at "Accredited."*

[9] Please note that health plan accreditation status provided by NCQA depends on the Evaluation Option that the plan has selected. For more information, please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2014) document.

NCQA initially planned to discontinue the sampling variation adjustment for all organizations in 2011 in an attempt to raise the bar for health plans and drive further improvement. Upon recognizing the disruption this change would have in one year, they instead decided to phase out the scoring adjustment over a five-year period – 20 percent per year, from 2011 through 2015.

2014 represents the fourth year of the phase out period. Each of the four rating questions (Q14, Q41, Q48, and Q54), and the *Customer Service* composite will each receive an additional 0.014 points in 2014. The *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composite Three-Point scores will each receive 0.010 additional points in 2014.

NCQA assigns points based upon a plan's ability to meet or exceed thresholds and is calculated to the thousandth. The thresholds shown on Page 4D (and made available to the public) are shown only to the hundredths and do not represent the final threshold used to determine the distribution of points for accreditation. Therefore, plan percentile thresholds, as well as points earned, are approximations only.

# 2. Methodology

The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration: 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards) or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts. NCQA also allows pre-approved enhanced methodologies, which can include an Internet component of the survey. Louisiana Healthcare Connections chose a mixed (mail and phone) survey administration methodology.

## *Response Rate*

The required sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), in accordance with NCQA protocol for the Medicaid Child Member Satisfaction Survey (with CCC Measurement Set), although plans may choose to over-sample or augment[10] their population if desired. Your plan's sample size is 5,235 (2,475 General Population + 2,760 supplemental sample).

A response rate is only 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 the eligible population criteria, or have a language barrier. Non-respondents 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 Myers Group used a mixed (mail and phone) survey administration methodology, per NCQA protocol, to achieve a total response rate of 26.1%.

## *General Population*

The Myers Group surveyed a random sample of 2,475 eligible child members of Louisiana Healthcare Connections. A total of 630 valid surveys (363 Mail and 267 Telephone) were collected from this random sample. After adjusting for ineligible members, your survey response rate is 26.0%. The overall NCQA target number of valid surveys is 411.

The table on the following page shows the total number of members in the sample that fell into each of the various disposition categories. A disposition category is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, T=Phone, and I=Internet, if applicable) and the status of the record (for example, M21=mail, did not meet eligibility criteria; T22=phone, language barrier). Depending upon the survey protocol, some of the groupings on the following page may not apply.

[10] Although plans may choose to augment their population, augments are not included in the Response Rate calculation or survey disposition groupings.

| Disposition Group | Disposition Category | N |
|---|---|---|
| Ineligible | Deceased (M20/T20) | 0 |
| | Does not meet eligibility criteria (M21/T21) | 27 |
| | Language barrier (M22/T22) | 20 |
| | **Total Ineligible** | **47** |
| Non-response | Bad address/phone (M23/T23) | 354 |
| | Refusal (M32/T32) | 9 |
| | Maximum attempts made (M33/T33) | 1435 |
| | **Total Non-response** | **1798** |

Ineligible members are subtracted from the sample size when computing a response rate as shown below.

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible members}} = \text{Response Rate}$$

Using the final figures from your Medicaid Child with CCC Measurement Set Survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{363\ (\text{Mail}) + 267\ (\text{Phone})}{2{,}475\ (\text{Sample}) - 47\ (\text{Ineligible})} = \frac{630}{2{,}428} = 26.0\%$$

Refer to the *Technical Notes* for the protocol used to calculate the response rate and administer the survey.

## *CCC Population*

Children with chronic conditions represent a relatively small proportion of the overall child population. To achieve a sufficient number of complete surveys for CCC results to be calculated, a supplemental sample of children who are more likely to have a chronic condition, based on claims experience, is selected and added to the standard CAHPS® 5.0H Child Survey sample (General Population). After the General Population sample is pulled, the supplemental sample is pulled based on a prescreen sample code. The NCQA required total sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), although plans may choose to over-sample their population if necessary.

Once surveys are completed, the CCC Population is identified based on the member's responses to the CCC survey-based screening tool. *The general population data set and the CCC population data set are not mutually exclusive groups*. For example, if a child member is randomly selected for the General Population 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.

There are 525 child members who have been identified as Children with Chronic Conditions (CCC).

It cannot be determined which respondents out of the total sample qualify as having a chronic condition. Given that a denominator for this equation cannot be determined, there is no response rate provided for the CCC Population.

## *Profile of Survey Respondents*

The demographic characteristics of respondents surveyed should be representative of your member population. The Myers Group follows NCQA protocol to help achieve a representative sample of your plan's member population.

Pages 2A – 2B show the percentages of respondents by demographic category (Child's Health Status, Child's Mental/Emotional Health Status, Child's Age, Child's Ethnicity, Child's Race, Respondent's Age, Respondent's Gender, Respondent's Education, and Relation to Child) from your current survey (displayed in blue), compared to trend data (displayed in yellow, if applicable) and the 2014 TMG Medicaid Child Book of Business benchmark (displayed in orange, if applicable). The demographic makeup of your plan's member base may not mirror the "average" plan; therefore, caution is recommended when making comparisons to benchmark data. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted. Refer to the *Technical Notes* for more information on this topic.

Page 2D provides a comparison of your CCC Population demographics with the General Population demographics. Significance testing is not appropriate for this comparison since there is "overlap" between the two groups.

Through years of experience and analysis of our books of business, The Myers Group has observed that the demographics of a response group may have an effect on overall satisfaction results. For example, higher satisfaction ratings are usually given by members who are older and report better health status. In contrast, members who are more educated tend to give lower ratings of overall satisfaction. A comprehensive detail of demographic results for your plan is presented in *Segmentation Analyses – Section 5*.

Page 2C shows a segmentation of the *Rating of Health Plan* (Q54) results by demographic categories. Across the top of the table are scores "0-3," "4-7," "8-10," and "9-10." Down the far left column are the different demographic categories. The numbers in the table represent the percentage of respondents from each demographic category that rated the health plan either "0 to 3," "4 to 7," "8 to 10," or "9 to 10."

For example, in the table below, the percentages represent the respondents with a high school education or less. The interpretation would be "Of the respondents with a high school education or less, 10% rated their plan '0 to 3;' 30% rated their plan '4 to 7;' 60% rated their plan '8 to 10,' and 40% rated their plan '9 to 10.'"

| Segment | Rated Plan "0-3" | Rated Plan "4-7" | Rated Plan "8-10" | Rated Plan "9-10" |
|---|---|---|---|---|
| High School Graduate or less | 10% | 30% | 60% | 40% |

# General Population

# Demographic Results

**General Population Charts 2A – 2C**
(See following pages.)

# Profile of Survey Respondents

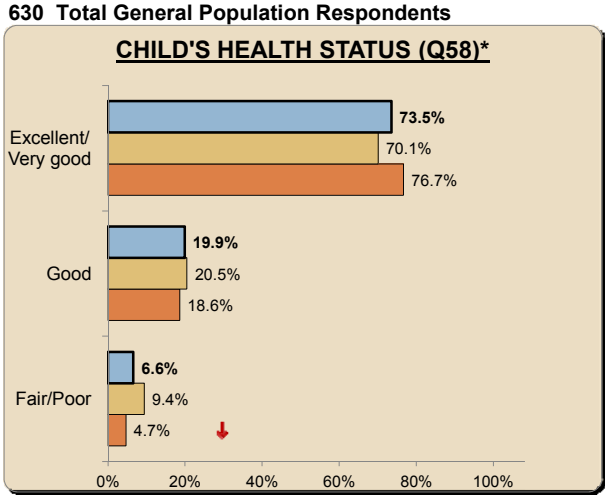
**Louisiana Healthcare Connections**

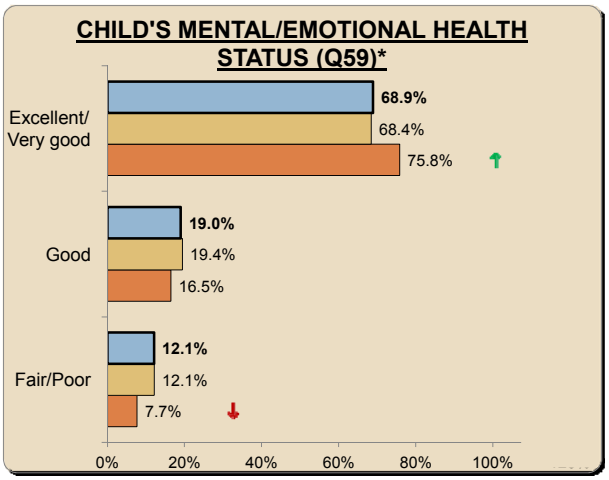
**Medicaid Child with CCC CAHPS®**

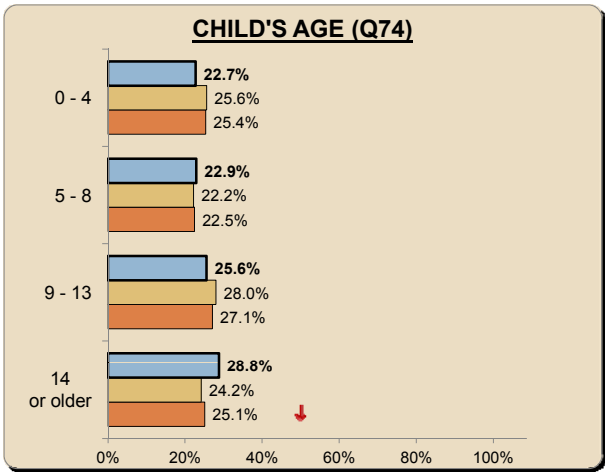
## Survey Demographic Comparisons

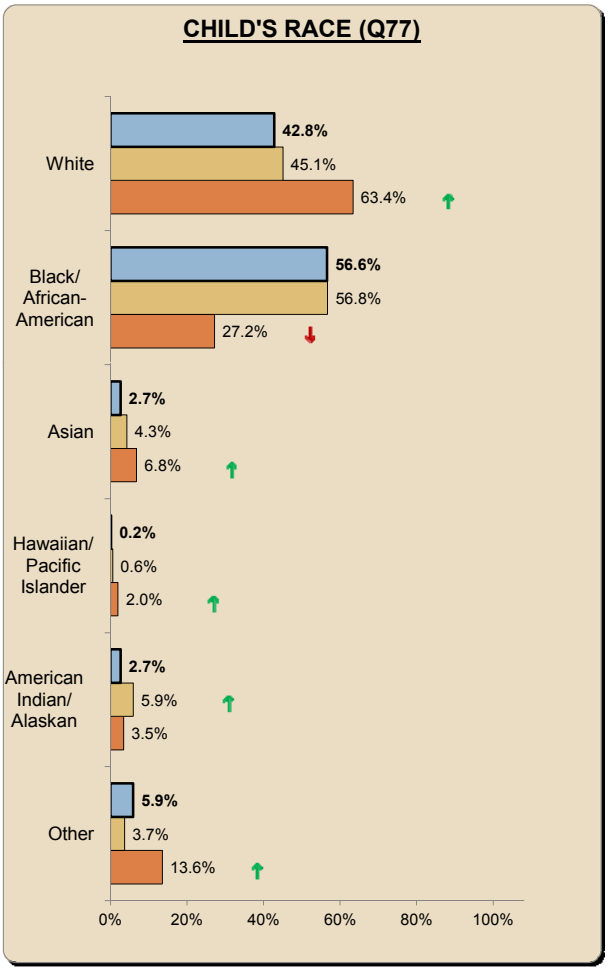
*General Population*

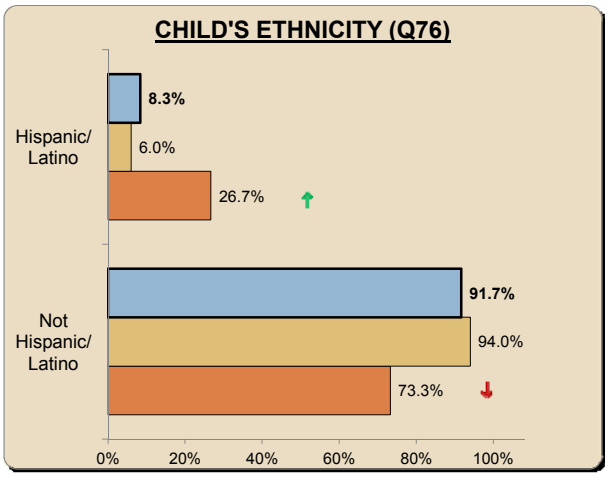
**630 Total General Population Respondents**




| KEY: | Your Plan's 2014 Rate | Your Plan's 2013 Rate | 2014 TMG Benchmark |
|---|---|---|---|

* Health Status and Mental/Emotional Health Status are defined by the member.

Note 1: The 2014 Myers Group Book of Business consists of 57 Medicaid child (Non-CCC and CCC) samples that conducted surveys with TMG in 2014 and submitted data to NCQA.

Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

# Profile of Survey Respondents

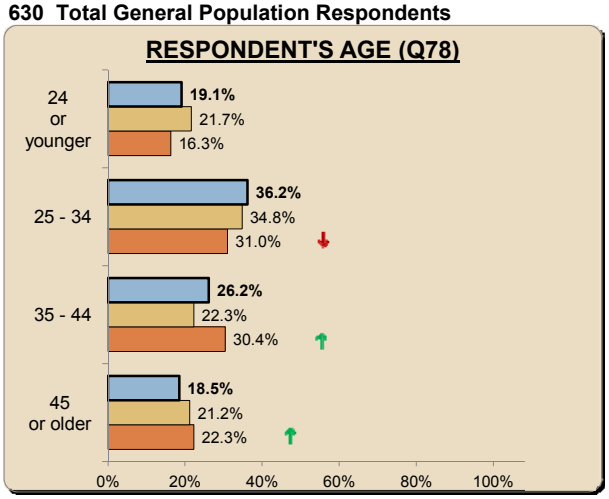
**Louisiana Healthcare Connections**

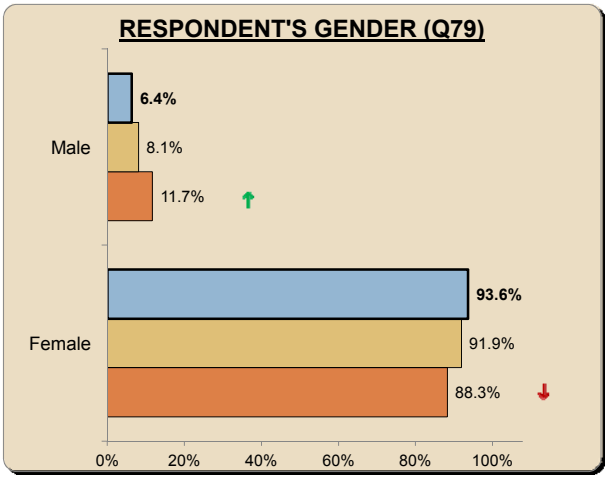
**Medicaid Child with CCC CAHPS®**

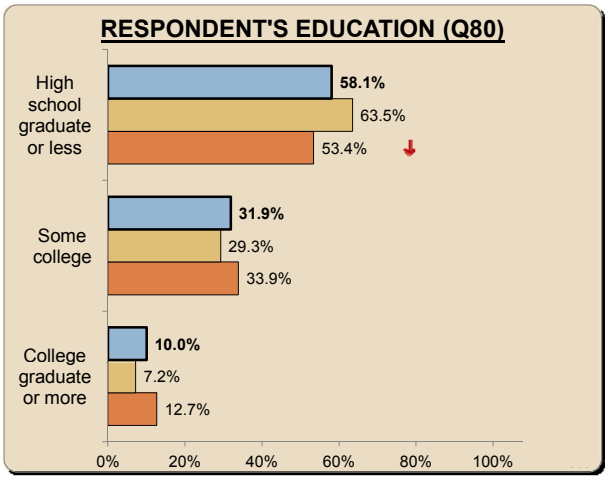
## Survey Demographic Comparisons (Continued)

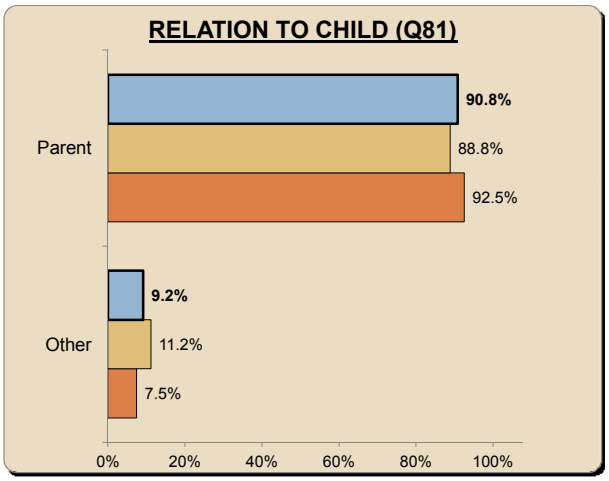
*General Population*

**630 Total General Population Respondents**



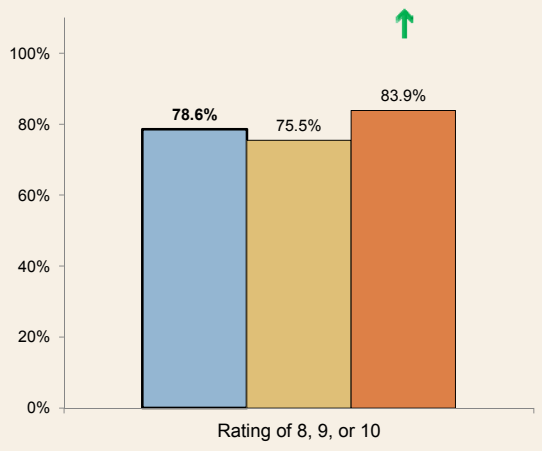




**Research on CAHPS® survey results indicates that…**

- *Respondents reporting better health statuses* tend to give higher ratings of health plan
- *Older respondents* tend to give higher ratings of health plan
- *Respondents with less education* tend to give higher ratings of health plan




| KEY: | Your Plan's 2014 Rate | Your Plan's 2013 Rate | 2014 TMG Benchmark |
|---|---|---|---|

Note 1: The 2014 Myers Group Book of Business consists of 57 Medicaid child (Non-CCC and CCC) samples that conducted surveys with TMG in 2014 and submitted data to NCQA.

Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Rating of Health Plan (Q54) by Demographics**

**Medicaid Child with CCC CAHPS®**

*General Population*

**630 Total General Population Respondents**

| Survey Item | | Rating of Health Plan (Q54) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | 0-3 | | 4-7 | | 8-10 | | 9-10 | |
| | | Valid n* | % | Valid n* | % | Valid n* | % | Valid n* | % |
| RATING OF PERSONAL DOCTOR (Q41) | 0 - 7 | 4 | 6.7% | 23 | 38.3% | 33 | 55.0% | 17 | 28.3% |
| | 8 - 10 | 7 | 1.8% | 60 | 15.0% | 332 | 83.2% | 279 | 69.9% |
| CONTACT CUSTOMER SERVICE (Q49) | Yes | 2 | 1.5% | 19 | 14.5% | 110 | 84.0% | 87 | 66.4% |
| | No | 13 | 3.1% | 84 | 20.0% | 323 | 76.9% | 265 | 63.1% |
| GOT INFORMATION/HELP FROM CUSTOMER SERVICE (Q50) | Never/Sometimes | 1 | 3.4% | 8 | 27.6% | 20 | 69.0% | 13 | 44.8% |
| | Always/Usually | 1 | 1.0% | 9 | 9.1% | 89 | 89.9% | 73 | 73.7% |
| RATING OF HEALTH PLAN (Q54) | 0 - 7 | 15 | 12.6% | 104 | 87.4% | NA | NA | NA | NA |
| | 8 - 10 | NA | NA | NA | NA | 436 | 100.0% | 355 | 81.4% |
| CHILD'S HEALTH STATUS (Q58)** | Excellent/Very good | 11 | 2.7% | 67 | 16.6% | 325 | 80.6% | 275 | 68.2% |
| | Good | 2 | 1.8% | 20 | 18.2% | 88 | 80.0% | 65 | 59.1% |
| | Fair/Poor | 2 | 5.9% | 15 | 44.1% | 17 | 50.0% | 9 | 26.5% |
| CHILD'S MENTAL/EMOTIONAL HEALTH STATUS (Q59)** | Excellent/Very good | 6 | 1.6% | 67 | 17.7% | 306 | 80.7% | 263 | 69.4% |
| | Good | 4 | 3.8% | 19 | 17.9% | 83 | 78.3% | 62 | 58.5% |
| | Fair/Poor | 5 | 7.9% | 15 | 23.8% | 43 | 68.3% | 27 | 42.9% |
| RESPONDENT'S AGE (Q78) | 24 or younger | 1 | 1.0% | 13 | 13.1% | 85 | 85.9% | 69 | 69.7% |
| | 25 - 34 | 8 | 4.1% | 40 | 20.3% | 149 | 75.6% | 126 | 64.0% |
| | 35 - 44 | 4 | 2.9% | 28 | 20.0% | 108 | 77.1% | 85 | 60.7% |
| | 45 or older | 1 | 1.0% | 18 | 18.4% | 79 | 80.6% | 65 | 66.3% |
| RESPONDENT'S EDUCATION (Q80) | High School or less | 6 | 1.9% | 54 | 17.4% | 250 | 80.6% | 205 | 66.1% |
| | Some College or more | 6 | 2.7% | 47 | 21.0% | 171 | 76.3% | 139 | 62.1% |
| DATA COLLECTION METHOD | Mail | 11 | 3.2% | 66 | 19.0% | 270 | 77.8% | 224 | 64.6% |
| | Phone | 4 | 1.9% | 38 | 18.3% | 166 | 79.8% | 131 | 63.0% |

* Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.
** Child's Health Status and Child's Mental/Emotional Health Status are defined by the member.

# CCC Population

# Demographic Results

**CCC Population Charts 2A – 2D**
(See following pages.)

# Profile of Survey Respondents

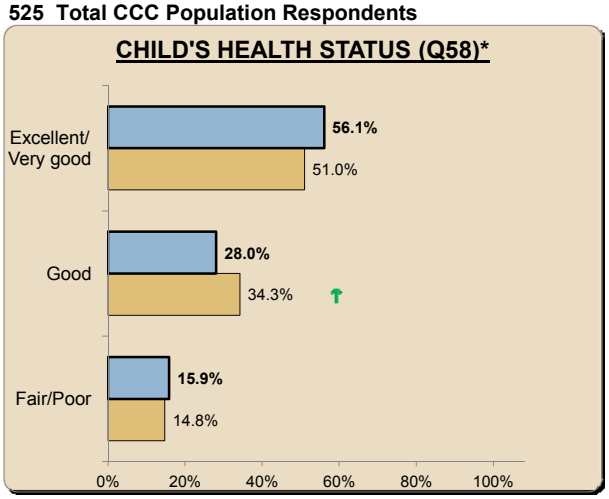
**Louisiana Healthcare Connections**

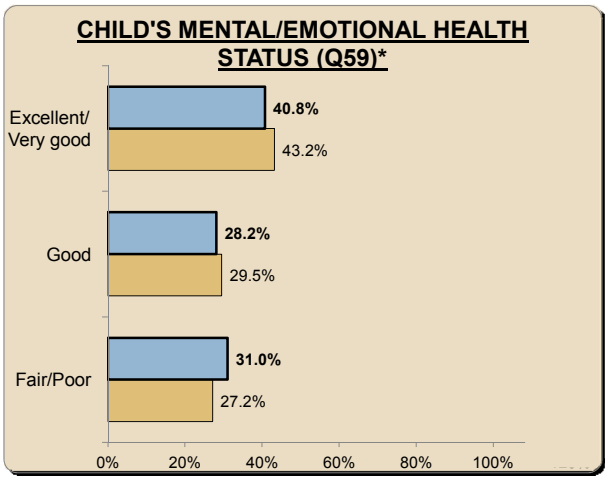
**Medicaid Child with CCC CAHPS®**

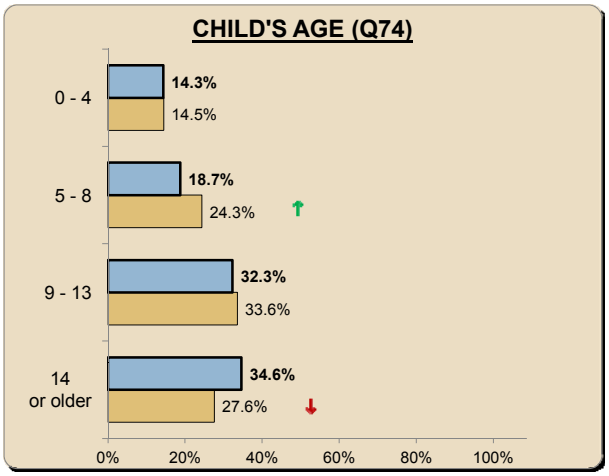
## Survey Demographic Comparisons

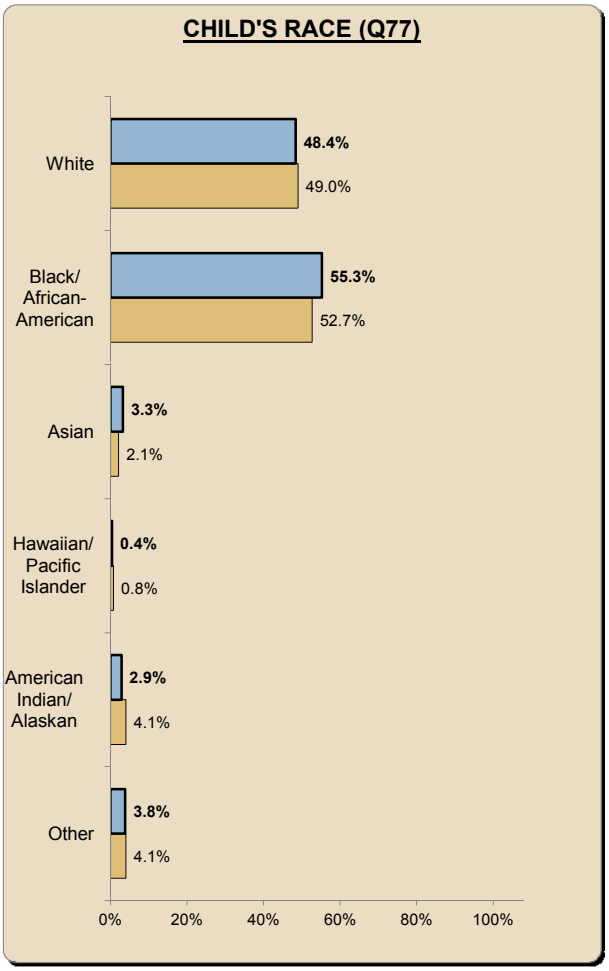
*CCC Population*

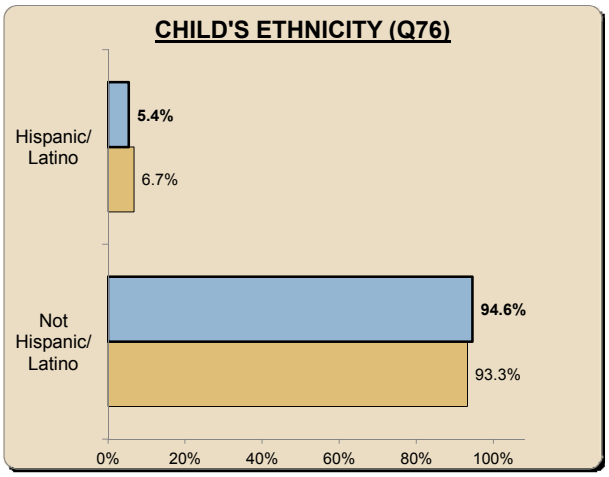
**525 Total CCC Population Respondents**




**KEY:** **Your Plan's 2014 Rate** | Your Plan's 2013 Rate

* Health Status and Mental/Emotional Health Status are defined by the member.

Note: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year. "↑" denotes a significantly higher percentage when compared to the current year. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

# Profile of Survey Respondents

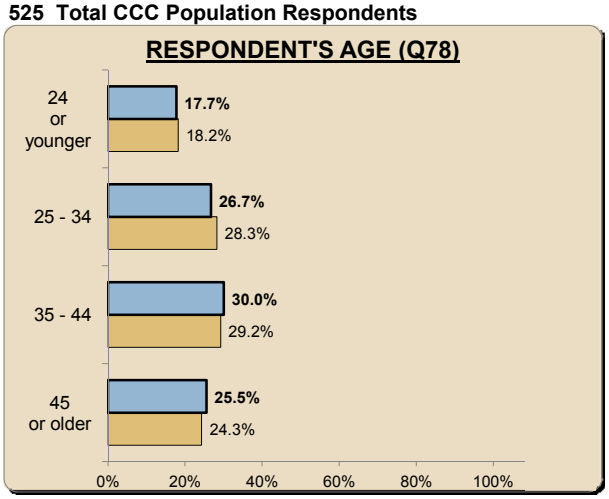
**Louisiana Healthcare Connections**

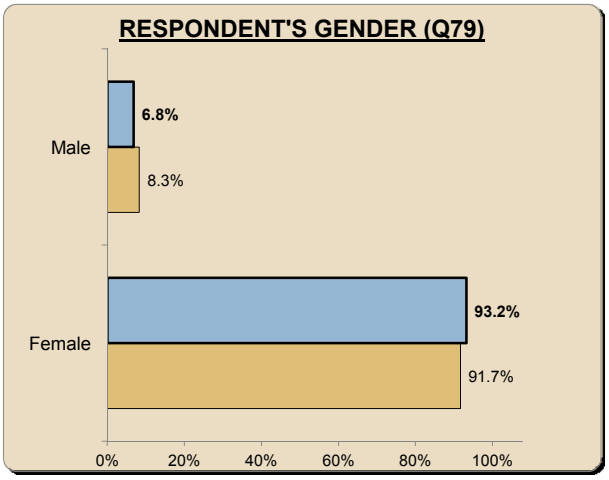
**Medicaid Child with CCC CAHPS®**

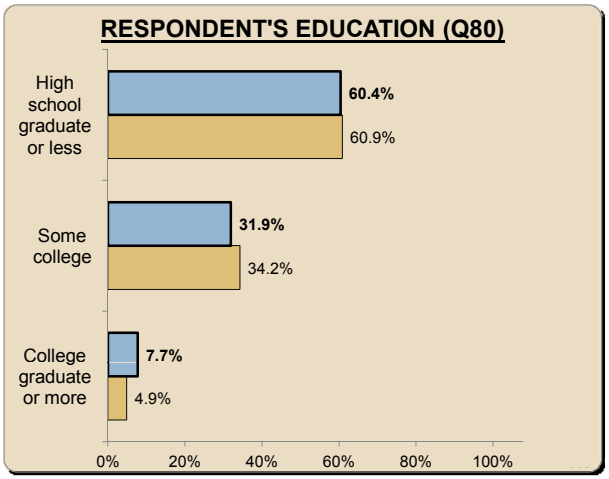
## Survey Demographic Comparisons (Continued)

*CCC Population*

**525 Total CCC Population Respondents**




**Research on CAHPS® survey results indicates that…**

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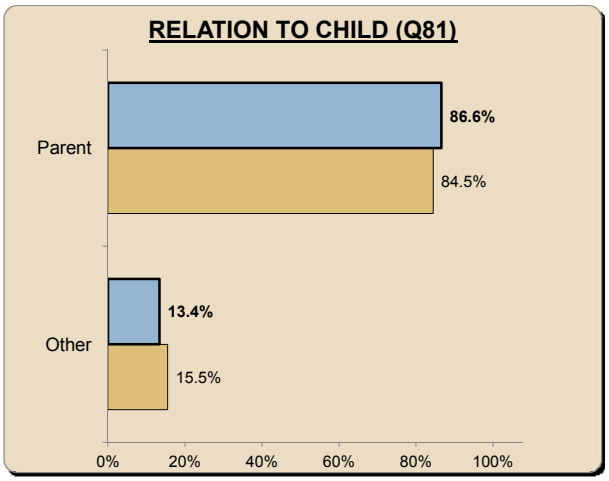
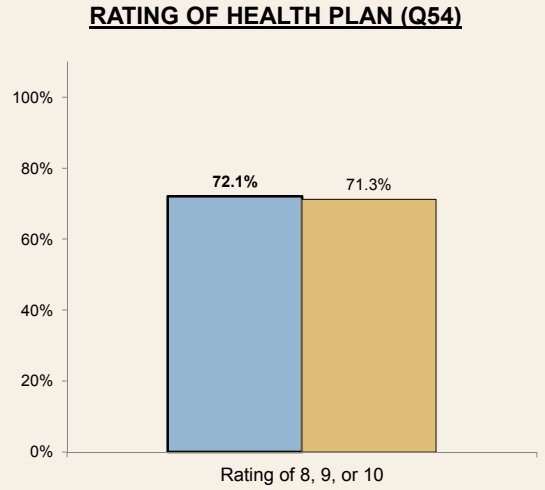
- *Older respondents* tend to give higher ratings of health plan
- *Respondents with less education* tend to give higher ratings of health plan




**KEY:** **Your Plan's 2014 Rate** | Your Plan's 2013 Rate

Note: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year. "↑" denotes a significantly higher percentage when compared to the current year. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Rating of Health Plan (Q54) by Demographics**

**Medicaid Child with CCC CAHPS®**

*CCC Population*

**525 Total CCC Population Respondents**

| Survey Item | | Rating of Health Plan (Q54) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | 0-3 | | 4-7 | | 8-10 | | 9-10 | |
| | | Valid n* | % | Valid n* | % | Valid n* | % | Valid n* | % |
| RATING OF PERSONAL DOCTOR (Q41) | 0 - 7 | 6 | 8.1% | 34 | 45.9% | 34 | 45.9% | 18 | 24.3% |
| | 8 - 10 | 11 | 2.9% | 70 | 18.4% | 300 | 78.7% | 240 | 63.0% |
| CONTACT CUSTOMER SERVICE (Q49) | Yes | 2 | 1.5% | 20 | 14.7% | 114 | 83.8% | 92 | 67.6% |
| | No | 21 | 5.6% | 100 | 26.8% | 252 | 67.6% | 187 | 50.1% |
| GOT INFORMATION/HELP FROM CUSTOMER SERVICE (Q50) | Never/Sometimes | 1 | 3.4% | 9 | 31.0% | 19 | 65.5% | 13 | 44.8% |
| | Always/Usually | 1 | 0.9% | 11 | 10.3% | 95 | 88.8% | 79 | 73.8% |
| RATING OF HEALTH PLAN (Q54) | 0 - 7 | 23 | 16.1% | 120 | 83.9% | NA | NA | NA | NA |
| | 8 - 10 | NA | NA | NA | NA | 370 | 100.0% | 283 | 76.5% |
| CHILD'S HEALTH STATUS (Q58)** | Excellent/Very good | 10 | 3.5% | 57 | 20.1% | 217 | 76.4% | 175 | 61.6% |
| | Good | 4 | 2.8% | 34 | 24.1% | 103 | 73.0% | 70 | 49.6% |
| | Fair/Poor | 8 | 10.0% | 26 | 32.5% | 46 | 57.5% | 35 | 43.8% |
| CHILD'S MENTAL/EMOTIONAL HEALTH STATUS (Q59)** | Excellent/Very good | 6 | 2.9% | 43 | 20.7% | 159 | 76.4% | 130 | 62.5% |
| | Good | 3 | 2.1% | 33 | 22.9% | 108 | 75.0% | 81 | 56.3% |
| | Fair/Poor | 14 | 8.9% | 43 | 27.2% | 101 | 63.9% | 70 | 44.3% |
| RESPONDENT'S AGE (Q78) | 24 or younger | 2 | 2.3% | 23 | 26.1% | 63 | 71.6% | 53 | 60.2% |
| | 25 - 34 | 10 | 7.3% | 33 | 24.1% | 94 | 68.6% | 73 | 53.3% |
| | 35 - 44 | 5 | 3.3% | 45 | 29.6% | 102 | 67.1% | 74 | 48.7% |
| | 45 or older | 5 | 4.0% | 19 | 15.2% | 101 | 80.8% | 76 | 60.8% |
| RESPONDENT'S EDUCATION (Q80) | High School or less | 11 | 3.7% | 68 | 22.8% | 219 | 73.5% | 177 | 59.4% |
| | Some College or more | 9 | 4.6% | 49 | 25.1% | 137 | 70.3% | 98 | 50.3% |
| DATA COLLECTION METHOD | Mail | 18 | 5.2% | 89 | 25.5% | 242 | 69.3% | 187 | 53.6% |
| | Phone | 5 | 3.0% | 31 | 18.9% | 128 | 78.0% | 96 | 58.5% |

* Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.
** Child's Health Status and Child's Mental/Emotional Health Status are defined by the member.

# Profile of Survey Respondents & Child Members

**Louisiana Healthcare Connections**

## Comparison between CCC and General Population

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Demographic | Category | CCC Population | General Population |
|---|---|---|---|
| **Respondent's Gender (Q79)** | **Male** | 6.8% | 6.4% |
| | **Female** | 93.2% | 93.6% |
| **Respondent's Age (Q78)** | **24 or younger** | 17.7% | 19.1% |
| | **25 - 34 years** | 26.7% | 36.2% |
| | **35 - 44 years** | 30.0% | 26.2% |
| | **45 or older** | 25.5% | 18.5% |
| **Relation to Child (Q81)** | **Parent** | 86.6% | 90.8% |
| | **Other** | 13.4% | 9.2% |
| **Respondent's Education (Q80)** | **High School Graduate or less** | 60.4% | 58.1% |
| | **Some College** | 31.9% | 31.9% |
| | **College Graduate or more** | 7.7% | 10.0% |
| **Child's Race/Ethnicity (Q76 & Q77)*** | **White** | 48.4% | 42.8% |
| | **Black/African-American** | 55.3% | 56.6% |
| | **Hispanic/Latino** | 5.4% | 8.3% |
| | **Asian** | 3.3% | 2.7% |
| | **Hawaiian/Pacific Is.** | 0.4% | 0.2% |
| | **Am. Indian/Alaskan** | 2.9% | 2.7% |
| | **Other** | 3.8% | 5.9% |
| **Child's Age (Q74)** | **0 - 4 years** | 14.3% | 22.7% |
| | **5 - 8 years** | 18.7% | 22.9% |
| | **9 - 13 years** | 32.3% | 25.6% |
| | **14 or older** | 34.6% | 28.8% |
| **Child's Health Status (Q58)**** | **Excellent/Very good** | 56.1% | 73.5% |
| | **Good** | 28.0% | 19.9% |
| | **Fair/Poor** | 15.9% | 6.6% |
| **Child's Mental/Emotional Health Status (Q59)**** | **Excellent/Very good** | 40.8% | 68.9% |
| | **Good** | 28.2% | 19.0% |
| | **Fair/Poor** | 31.0% | 12.1% |

* Race and Ethnicity are separate questions and respondents may choose more than one race option, therefore figures will not equal 100%. "Other" includes respondents who answered "Other" to Q77.

** Health Status and Mental/Emotional Health Status are defined by the member.

Note: Significance testing is not appropriate for these two groups since they are not mutually exclusive.

# 3. Trend and Benchmark Comparisons

The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

Page 3A — Summary of Trend and Benchmark Comparisons

Shows how your plan's composite and key question Summary Rates compare to scores from the previous year's results (if applicable) and scores from the 2014 TMG Medicaid Child Book of Business and 2013 Quality Compass® All Plans benchmarks. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted. Refer to the *Technical Notes* for more information on this topic.

Page 3B — 2013 Quality Compass® All Plans

Shows how your health plan's composite and key question Summary Rates compare to the 2013 Quality Compass® All Plans benchmark. The General Population benchmark includes approximately 113 samples of Medicaid child plans (Non-CCC and CCC) that submitted to NCQA. Conversely, the CCC Population benchmark includes approximately 38 samples of Medicaid child plans (CCC) that submitted to NCQA. Your plan's percentile threshold is shown beside each score.

Page 3C — 2014 TMG Medicaid Child Book of Business Percentiles (General Population)

Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2014 TMG Medicaid Child Book of Business benchmark. This benchmark contains data from 57 plan-specific Medicaid child (Non-CCC and CCC) samples contracted with TMG to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2014. Your plan's percentile ranking is shown beside each score.

Page 3C — Population Comparison (CCC Population)

Shows how your health plan's composite and key question Summary Rates from your General Population compare to your CCC Population.

Note: Significance testing is not appropriate for these two groups since they are not mutually exclusive.

A brief description of each benchmark, as well as its pros and cons are shown in the table on the following page:

| Benchmark | Definition | # of Plans | Pros | Cons |
|---|---|---|---|---|
| 2014 TMG Book of Business | Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with TMG to administer the 2014 CAHPS® 5.0H survey, and submitted that data to NCQA. | 57 | * Provide the most up-to-date benchmark available reflecting the 2014 survey results[11]<br>* Provides a benchmark for each question from the survey<br>* Permits precise percentile ranking of plan compared to benchmark | * Contains fewer plans than the Quality Compass® All Plans benchmark |
| 2013 Quality Compass® All Plans | Includes all Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2013. | 113 | * Contains more plans than the TMG Book of Business benchmark | * Only contains benchmarks for certain key questions, composites and rating questions |
| 2013 Quality Compass® All Plans | Includes all Medicaid child (CCC) samples that submitted to NCQA in 2013. | 38 | * Provides a CCC benchmark | * Only contains benchmarks for certain key questions, composites and rating questions |

Please refer to the *Technical Notes* for additional information regarding these benchmarks.

[11] The 2014 Quality Compass® All Plans benchmark will be available in Fall of 2014.

# General Population

# Trend and Benchmark Comparison Results

**General Population Charts 3A – 3C**
(See following pages.)

# Summary of Trend and Benchmark (Non-CCC) Comparisons

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**Composites, Attributes, Key Questions, and Ratings of Member Satisfaction**

*General Population*

**630 Total General Population Respondents**

| Composites, Attributes, and Key Questions | 2014 Valid n and Summary Rate* | | 2013 Summary Rate* | 2012 Summary Rate* | 2014 TMG Book of Business** | 2013 Quality Compass® All Plans** |
|---|---|---|---|---|---|---|
| **Getting Needed Care** | | **85.1%** | **81.2%** | **NA** | **84.9%** | **84.4%** |
| Q15. Ease of getting care, tests, or treatment child needed | **445** | **90.8%** | 87.3% | NA | 88.9% | 88.6% |
| Q46. Obtained child's appointment with specialist as soon as needed | **97** | **79.4%** | 75.0% | NA | 80.8% | 80.5% |
| **Getting Care Quickly** | | **89.5%** | **90.3%** | **NA** | **89.1%** | **89.2%** |
| Q4. Child obtained needed care right away | **214** | **87.4%** | 90.4% | NA | 90.0% | 90.5% |
| Q6. Child obtained appointment for care as soon as needed | **422** | **91.7%** | 90.2% | NA | 88.1% | 87.9% |
| **How Well Doctors Communicate** | | **93.0%** | **92.9%** | **NA** | **93.1%** | **92.6%** |
| Q32. Child's doctor explained things in an understandable way | **394** | **92.4%** | 93.3% | NA | 93.5% | 93.2% |
| Q33. Child's doctor listened carefully to you | **394** | **95.4%** | 94.5% | NA | 94.5% | 94.2% |
| Q34. Child's doctor showed respect for what you had to say | **388** | **95.9%** | 94.8% | NA | 95.5% | 95.3% |
| Q37. Child's doctor spent enough time with your child | **387** | **88.4%** | 88.9% | NA | 88.9% | 87.7% |
| **Customer Service** | | **84.7%** | **84.9%** | **NA** | **87.2%** | **87.6%** |
| Q50. Getting information/help from customer service | **131** | **77.9%** | 82.9% | NA | 81.7% | 82.3% |
| Q51. Treated with courtesy and respect by customer service staff | **131** | **91.6%** | 86.8% | NA | 92.6% | 92.9% |
| **Shared Decision Making** | | **57.5%** | **55.2%** | **Not Trendable** | **52.4%** | **Not Available** |
| Q11. Doctor/health provider talked about reasons you might want your child to take a medicine | **134** | **57.5%** | 57.8% | | 51.9% | |
| Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine | **131** | **38.9%** | 35.2% | | 29.8% | |
| Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | **129** | **76.0%** | 72.7% | | 75.5% | |
| **Health Promotion and Education (Q8)** | **457** | **70.9%** | **75.3%** | **Not Trendable** | **70.3%** | **Not Available** |
| **Coordination of Care (Q40)** | **137** | **82.5%** | **81.0%** | **NA** | **80.6%** | **80.1%** |
| **Ease of Filling Out Forms (Q53)** | **548** | **97.8%** | **96.5%** | **NA** | **95.5%** | **95.5%** |
| **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | | |
| **Rating of Health Care (Q14)** | **443** | **80.8%** | **79.7%** | **NA** | **84.0%** | **83.1%** |
| **Rating of Personal Doctor (Q41)** | **481** | **86.9%** | **81.6%** | **NA** | **87.1%** | **87.1%** |
| **Rating of Specialist (Q48)** | **87** | **86.2%** | **79.7%** | **NA** | **83.2%** | **84.5%** |
| **Rating of Health Plan (Q54)** | **555** | **78.6%** | **75.5%** | **NA** | **83.9%** | **82.9%** |
| **Rating Items (Summary Rate = 9 + 10)** | | | | | | |
| **Rating of Health Care (Q14)** | **443** | **64.8%** | **62.6%** | **NA** | **65.4%** | **64.3%** |
| **Rating of Personal Doctor (Q41)** | **481** | **73.0%** | **70.4%** | **NA** | **72.7%** | **72.9%** |
| **Rating of Specialist (Q48)** | **87** | **75.9%** | **67.6%** | **NA** | **69.3%** | **69.7%** |
| **Rating of Health Plan (Q54)** | **555** | **64.0%** | **59.2%** | **NA** | **67.7%** | **66.8%** |
| **CCC Composites and Questions** | | | | | | |
| **Access to Prescription Medicines (Q56)** | **316** | **86.4%** | **81.6%** | **NA** | **NA** | **NA** |
| **Access to Specialized Services** | | **81.5%** | **71.9%** | **NA** | **NA** | **NA** |
| Q20. Ease of getting special medical equipment or devices | **25** | **88.0%** | 73.0% | NA | NA | NA |
| Q23. Ease of getting therapy | **30** | **80.0%** | 67.6% | NA | NA | NA |
| Q26. Ease of getting treatment or counseling | **68** | **76.5%** | 75.0% | NA | NA | NA |
| **FCC: Personal Doctor Who Knows Child** | | **88.3%** | **82.9%** | **NA** | **NA** | **NA** |
| Q38. Doctor talked about how child is feeling, growing, and behaving | **384** | **83.3%** | 81.7% | NA | NA | NA |
| Q43. Doctor understands how these conditions affect child's day-to-day life | **120** | **94.2%** | **85.7%** | NA | NA | NA |
| Q44. Doctor understands how these conditions affect family's day-to-day life | **119** | **87.4%** | 81.3% | NA | NA | NA |
| **FCC: Getting Needed Information (Q9)** | **455** | **81.8%** | **85.7%** | **NA** | **NA** | **NA** |
| **Coordination of Care for CCC** | | **78.5%** | **78.1%** | **NA** | **NA** | **NA** |
| Q18. Obtaining help from doctors or health providers in contacting child's school or daycare | **38** | **94.7%** | 92.9% | NA | NA | NA |
| Q29. Obtaining help coordinating child's care among different providers or services | **85** | **62.4%** | 63.4% | NA | NA | NA |

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** The 2014 Myers Group Book of Business consists of 57 Medicaid child (Non-CCC and CCC) samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2013 (approximately 113 plan-specific samples).

Note: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to trend and/or benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to trend and/or benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

# Benchmark Comparisons

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**2013 Quality Compass All Plans (Non-CCC) Mean and Percentiles**

*General Population*

**630 Total General Population Respondents**

| Composites, Attributes, and Key Questions | Your Plan Summary Rate* | Your Plan's Percentile Threshold Ranking** | 2013 Quality Compass All Plans Mean & Percentiles*** | | | | |
|---|---|---|---|---|---|---|---|
| | | | Mean | 25th | 50th | 75th | 90th |
| **Getting Needed Care** | **85.1%** | **50th** | **84.4%** | **81.6%** | **84.7%** | **87.9%** | **90.4%** |
| Q15. Ease of getting care, tests, or treatment child needed | 90.8% | 50th | 88.6% | 85.9% | 89.6% | 91.8% | 93.2% |
| Q46. Obtained child's appointment with specialist as soon as needed | 79.4% | 25th | 80.5% | 76.6% | 81.3% | 85.1% | 89.0% |
| **Getting Care Quickly** | **89.5%** | **25th** | **89.2%** | **87.4%** | **90.1%** | **92.5%** | **94.2%** |
| Q4. Child obtained needed care right away | 87.4% | <25th | 90.5% | 87.9% | 91.4% | 94.1% | 95.5% |
| Q6. Child obtained appointment for care as soon as needed | 91.7% | 75th | 87.9% | 85.6% | 88.9% | 91.4% | 93.2% |
| **How Well Doctors Communicate** | **93.0%** | **25th** | **92.6%** | **91.4%** | **93.2%** | **94.4%** | **95.4%** |
| Q32. Child's doctor explained things in an understandable way | 92.4% | 25th | 93.2% | 91.9% | 93.7% | 95.4% | 96.5% |
| Q33. Child's doctor listened carefully to you | 95.4% | 50th | 94.2% | 93.1% | 94.4% | 95.5% | 96.4% |
| Q34. Child's doctor showed respect for what you had to say | 95.9% | 50th | 95.3% | 94.2% | 95.6% | 96.5% | 97.2% |
| Q37. Child's doctor spent enough time with your child | 88.4% | 25th | 87.7% | 85.7% | 88.4% | 90.7% | 92.4% |
| **Customer Service** | **84.7%** | **<25th** | **87.6%** | **85.8%** | **87.8%** | **89.7%** | **91.2%** |
| Q50. Getting information/help from customer service | 77.9% | <25th | 82.3% | 79.6% | 82.5% | 84.8% | 87.5% |
| Q51. Treated with courtesy and respect by customer service staff | 91.6% | 25th | 92.9% | 91.4% | 93.2% | 94.9% | 96.1% |
| **Shared Decision Making** | **57.5%** | **NA** | **Not Available** | | | | |
| Q11. Doctor/health provider talked about reasons you might want your child to take a medicine | 57.5% | | | | | | |
| Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine | 38.9% | | | | | | |
| Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 76.0% | | | | | | |
| **Health Promotion and Education (Q8)** | **70.9%** | **NA** | **Not Available** | | | | |
| **Coordination of Care (Q40)** | **82.5%** | **50th** | **80.1%** | **78.0%** | **80.7%** | **83.1%** | **85.3%** |
| **Ease of Filling Out Forms (Q53)** | **97.8%** | **90th** | **95.5%** | **94.7%** | **95.7%** | **96.6%** | **97.2%** |
| **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | | | |
| **Rating of Health Care (Q14)** | **80.8%** | **<25th** | **83.1%** | **81.3%** | **83.7%** | **85.6%** | **87.0%** |
| **Rating of Personal Doctor (Q41)** | **86.9%** | **25th** | **87.1%** | **85.3%** | **86.9%** | **88.8%** | **90.2%** |
| **Rating of Specialist (Q48)** | **86.2%** | **50th** | **84.5%** | **82.1%** | **84.0%** | **86.5%** | **89.5%** |
| **Rating of Health Plan (Q54)** | **78.6%** | **<25th** | **82.9%** | **80.5%** | **83.5%** | **86.4%** | **88.9%** |
| **Rating Items (Summary Rate = 9 + 10)** | | | | | | | |
| **Rating of Health Care (Q14)** | **64.8%** | **50th** | **64.3%** | **61.9%** | **64.7%** | **67.3%** | **69.4%** |
| **Rating of Personal Doctor (Q41)** | **73.0%** | **25th** | **72.9%** | **70.6%** | **73.1%** | **75.3%** | **77.6%** |
| **Rating of Specialist (Q48)** | **75.9%** | **75th** | **69.7%** | **66.9%** | **69.4%** | **72.9%** | **76.7%** |
| **Rating of Health Plan (Q54)** | **64.0%** | **25th** | **66.8%** | **63.4%** | **67.5%** | **70.9%** | **76.2%** |

Summary Rate at or above the 90th percentile threshold.

Summary Rate at or above the 75th percentile threshold, but below the 90th percentile threshold.

Summary Rate at or above the 50th percentile threshold, but below the 75th percentile threshold.

Summary Rate at or above the 25th percentile threshold, but below the 50th percentile threshold.

Summary Rate below the 25th percentile threshold.

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** Thresholds indicate that your plan's score falls at or above the percentile threshold score shown. Scores that are below the 25th percentile threshold are shown as "<25th."

*** The 2013 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2013 (approximately 113 plan-specific samples).

# Benchmark Comparisons

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**2014 TMG Book of Business (Non-CCC) Mean and Percentiles**

*General Population*

**630 Total General Population Respondents**

| Composites, Attributes, and Key Questions | Your Plan Summary Rate* | Your Plan's Ranking** | 2014 TMG Book of Business Mean & Percentiles*** | | | | |
|---|---|---|---|---|---|---|---|
| | | | Mean | 25th | 50th | 75th | 90th |
| **Getting Needed Care** | **85.1%** | **48th** | **84.9%** | **82.1%** | **85.4%** | **88.0%** | **90.1%** |
| Q15. Ease of getting care, tests, or treatment child needed | 90.8% | 64th | 88.9% | 86.6% | 89.4% | 91.3% | 92.6% |
| Q46. Obtained child's appointment with specialist as soon as needed | 79.4% | 37th | 80.8% | 77.9% | 81.8% | 84.6% | 88.7% |
| **Getting Care Quickly** | **89.5%** | **42nd** | **89.1%** | **86.9%** | **89.8%** | **91.9%** | **93.7%** |
| Q4. Child obtained needed care right away | 87.4% | 21st | 90.0% | 87.8% | 91.0% | 93.3% | 95.5% |
| Q6. Child obtained appointment for care as soon as needed | 91.7% | 75th | 88.1% | 86.5% | 89.3% | 91.7% | 93.0% |
| **How Well Doctors Communicate** | **93.0%** | **44th** | **93.1%** | **91.9%** | **93.3%** | **94.7%** | **95.9%** |
| Q32. Child's doctor explained things in an understandable way | 92.4% | 28th | 93.5% | 91.7% | 94.0% | 95.9% | 96.6% |
| Q33. Child's doctor listened carefully to you | 95.4% | 64th | 94.5% | 93.7% | 94.5% | 96.0% | 97.0% |
| Q34. Child's doctor showed respect for what you had to say | 95.9% | 57th | 95.5% | 94.6% | 95.6% | 96.6% | 97.4% |
| Q37. Child's doctor spent enough time with your child | 88.4% | 42nd | 88.9% | 87.0% | 89.6% | 91.7% | 93.4% |
| **Customer Service** | **84.7%** | **23rd** | **87.2%** | **84.9%** | **87.3%** | **89.5%** | **90.4%** |
| Q50. Getting information/help from customer service | 77.9% | 16th | 81.7% | 78.9% | 82.1% | 84.5% | 86.2% |
| Q51. Treated with courtesy and respect by customer service staff | 91.6% | 35th | 92.6% | 91.0% | 92.5% | 94.2% | 95.7% |
| **Shared Decision Making** | **57.5%** | **89th** | **52.4%** | **49.3%** | **52.5%** | **56.1%** | **57.6%** |
| Q11. Doctor/health provider talked about reasons you might want your child to take a medicine | 57.5% | 76th | 51.9% | 45.3% | 52.2% | 57.3% | 61.7% |
| Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine | 38.9% | 96th | 29.8% | 26.9% | 30.0% | 33.3% | 35.6% |
| Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 76.0% | 51st | 75.5% | 71.9% | 75.9% | 79.5% | 82.1% |
| **Health Promotion and Education (Q8)** | **70.9%** | **50th** | **70.3%** | **68.2%** | **70.9%** | **72.3%** | **75.0%** |
| **Coordination of Care (Q40)** | **82.5%** | **62nd** | **80.6%** | **76.6%** | **81.8%** | **83.7%** | **86.9%** |
| **Ease of Filling Out Forms (Q53)** | **97.8%** | **94th** | **95.5%** | **94.7%** | **95.7%** | **96.7%** | **97.2%** |
| **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | | | |
| **Rating of Health Care (Q14)** | **80.8%** | **16th** | **84.0%** | **81.9%** | **84.0%** | **86.0%** | **87.7%** |
| **Rating of Personal Doctor (Q41)** | **86.9%** | **42nd** | **87.1%** | **85.7%** | **87.4%** | **88.6%** | **90.1%** |
| **Rating of Specialist (Q48)** | **86.2%** | **75th** | **83.2%** | **81.4%** | **83.7%** | **86.2%** | **88.0%** |
| **Rating of Health Plan (Q54)** | **78.6%** | **16th** | **83.9%** | **80.3%** | **84.8%** | **87.0%** | **88.7%** |
| **Rating Items (Summary Rate = 9 + 10)** | | | | | | | |
| **Rating of Health Care (Q14)** | **64.8%** | **46th** | **65.4%** | **63.1%** | **65.3%** | **69.4%** | **71.0%** |
| **Rating of Personal Doctor (Q41)** | **73.0%** | **50th** | **72.7%** | **70.6%** | **73.0%** | **74.6%** | **76.8%** |
| **Rating of Specialist (Q48)** | **75.9%** | **85th** | **69.3%** | **65.2%** | **68.9%** | **72.6%** | **76.2%** |
| **Rating of Health Plan (Q54)** | **64.0%** | **32nd** | **67.7%** | **63.3%** | **68.0%** | **72.5%** | **74.7%** |

Summary Rate at or above the 90th percentile.

Summary Rate at or above the 75th percentile, but below the 90th percentile.

Summary Rate at or above the 50th percentile, but below the 75th percentile.

Summary Rate at or above the 25th percentile, but below the 50th percentile.

Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** Ranking indicates where your plan's Summary Rate falls when compared to all other Medicaid child (Non-CCC and CCC) plans that submitted data to NCQA through TMG in 2014. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2014 Myers Group Book of Business consists of 57 Medicaid child (Non-CCC and CCC) samples that conducted surveys with TMG in 2014 and submitted data to NCQA.

# CCC Population

# Trend and Benchmark Comparison Results

**CCC Population Charts 3A – 3C**
(See following pages.)

# Summary of Trend and Benchmark (CCC) Comparisons

**Louisiana Healthcare Connections**

**Composites, Attributes, Key Questions, and Ratings of Member Satisfaction**

**Medicaid Child with CCC CAHPS®**

*CCC Population*

**525 Total CCC Population Respondents**

| Composites, Attributes, and Key Questions | 2014 Valid n and Summary Rate* | | 2013 Summary Rate* | 2012 Summary Rate* | 2014 TMG Book of Business** | 2013 Quality Compass® All Plans** |
|---|---|---|---|---|---|---|
| **Getting Needed Care** | | **82.8%** | **82.4%** | **NA** | **NA** | **86.4%** |
| Q15. Ease of getting care, tests, or treatment child needed | **445** | **88.5%** | 85.5% | NA | NA | 90.1% |
| Q46. Obtained child's appointment with specialist as soon as needed | **166** | **77.1%** | 79.2% | NA | NA | 83.2% |
| **Getting Care Quickly** | | **91.4%** | **91.3%** | **NA** | **NA** | **91.8%** |
| Q4. Child obtained needed care right away | **226** | **92.0%** | 91.7% | NA | NA | 92.8% |
| Q6. Child obtained appointment for care as soon as needed | **418** | **90.7%** | 91.0% | NA | NA | 90.7% |
| **How Well Doctors Communicate** | | **92.1%** | **92.1%** | **NA** | **NA** | **93.1%** |
| Q32. Child's doctor explained things in an understandable way | **415** | **91.8%** | 92.7% | NA | NA | 94.1% |
| Q33. Child's doctor listened carefully to you | **414** | **94.7%** | 93.5% | NA | NA | 93.9% |
| Q34. Child's doctor showed respect for what you had to say | **412** | **93.9%** | 94.0% | NA | NA | 95.0% |
| Q37. Child's doctor spent enough time with your child | **413** | **88.1%** | 88.1% | NA | NA | 89.3% |
| **Customer Service** | | **86.8%** | **85.1%** | **NA** | **NA** | **88.7%** |
| Q50. Getting information/help from customer service | **136** | **78.7%** | 83.5% | NA | NA | 83.8% |
| Q51. Treated with courtesy and respect by customer service staff | **136** | **94.9%** | 86.6% | NA | NA | 93.7% |
| **Shared Decision Making** | | **54.3%** | **61.5%** | **Not Trendable** | **NA** | **Not Available** |
| Q11. Doctor/health provider talked about reasons you might want your child to take a medicine | **192** | **54.2%** | 65.3% | | NA | |
| Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine | **194** | **32.0%** | 37.7% | | NA | |
| Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | **194** | **76.8%** | 81.5% | | NA | |
| **Health Promotion and Education (Q8)** | **449** | **72.6%** | **78.3%** | **Not Trendable** | **NA** | **Not Available** |
| **Coordination of Care (Q40)** | **182** | **76.9%** | **76.9%** | **NA** | **NA** | **80.1%** |
| **Ease of Filling Out Forms (Q53)** | **505** | **97.2%** | **95.8%** | **NA** | **NA** | **95.6%** |
| **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | | |
| **Rating of Health Care (Q14)** | **443** | **76.5%** | **79.3%** | **NA** | **NA** | **81.6%** |
| **Rating of Personal Doctor (Q41)** | **467** | **83.9%** | **84.2%** | **NA** | **NA** | **86.3%** |
| **Rating of Specialist (Q48)** | **157** | **84.1%** | **83.5%** | **NA** | **NA** | **85.0%** |
| **Rating of Health Plan (Q54)** | **513** | **72.1%** | **71.3%** | **NA** | **NA** | **81.1%** |
| **Rating Items (Summary Rate = 9 + 10)** | | | | | | |
| **Rating of Health Care (Q14)** | **443** | **58.2%** | **61.3%** | **NA** | **NA** | **63.2%** |
| **Rating of Personal Doctor (Q41)** | **467** | **72.6%** | **72.2%** | **NA** | **NA** | **73.4%** |
| **Rating of Specialist (Q48)** | **157** | **72.0%** | **70.7%** | **NA** | **NA** | **69.2%** |
| **Rating of Health Plan (Q54)** | **513** | **55.2%** | **54.7%** | **NA** | **NA** | **64.7%** |
| **CCC Composites and Questions** | | | | | | |
| **Access to Prescription Medicines (Q56)** | **426** | **83.3%** | **80.9%** | **NA** | **NA** | **90.6%** |
| **Access to Specialized Services** | | **75.9%** | **74.2%** | **NA** | **NA** | **76.7%** |
| Q20. Ease of getting special medical equipment or devices | **48** | **79.2%** | 70.2% | NA | NA | NA |
| Q23. Ease of getting therapy | **70** | **75.7%** | 71.1% | NA | NA | 73.4% |
| Q26. Ease of getting treatment or counseling | **192** | **72.9%** | 81.2% | NA | NA | 75.7% |
| **FCC: Personal Doctor Who Knows Child** | | **87.8%** | **89.4%** | **NA** | **NA** | **89.3%** |
| Q38. Doctor talked about how child is feeling, growing, and behaving | **415** | **83.6%** | 85.5% | NA | NA | 86.8% |
| Q43. Doctor understands how these conditions affect child's day-to-day life | **307** | **91.9%** | 92.8% | NA | NA | 92.4% |
| Q44. Doctor understands how these conditions affect family's day-to-day life | **305** | **87.9%** | 90.0% | NA | NA | 88.7% |
| **FCC: Getting Needed Information (Q9)** | **448** | **85.3%** | **90.1%** | **NA** | **NA** | **90.3%** |
| **Coordination of Care for CCC** | | **75.6%** | **78.6%** | **NA** | **NA** | **77.2%** |
| Q18. Obtaining help from doctors or health providers in contacting child's school or daycare | **64** | **92.2%** | 91.2% | NA | NA | NA |
| Q29. Obtaining help coordinating child's care among different providers or services | **154** | **59.1%** | 66.0% | NA | NA | 61.7% |

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** The 2013 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2013 (approximately 38 plan-specific samples).

Note: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to trend and/or benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to trend and/or benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

# Benchmark Comparisons

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**2013 Quality Compass All Plans (CCC) Mean and Percentiles**

*CCC Population*

**525 Total CCC Population Respondents**

| Composites, Attributes, and Key Questions | Your Plan Summary Rate* | Your Plan's Percentile Threshold Ranking** | 2013 Quality Compass All Plans Mean & Percentiles*** | | | | |
|---|---|---|---|---|---|---|---|
| | | | Mean | 25th | 50th | 75th | 90th |
| **Getting Needed Care** | **82.8%** | **<25th** | **86.4%** | **83.6%** | **86.8%** | **89.9%** | **91.5%** |
| Q15. Ease of getting care, tests, or treatment child needed | 88.5% | <25th | 90.1% | 88.9% | 90.3% | 92.6% | 93.8% |
| Q46. Obtained child's appointment with specialist as soon as needed | 77.1% | <25th | 83.2% | 78.9% | 84.2% | 87.7% | 90.1% |
| **Getting Care Quickly** | **91.4%** | **25th** | **91.8%** | **91.0%** | **92.6%** | **93.8%** | **94.8%** |
| Q4. Child obtained needed care right away | 92.0% | 25th | 92.8% | 91.9% | 93.2% | 95.2% | 96.6% |
| Q6. Child obtained appointment for care as soon as needed | 90.7% | 25th | 90.7% | 89.5% | 91.8% | 92.8% | 94.5% |
| **How Well Doctors Communicate** | **92.1%** | **25th** | **93.1%** | **92.0%** | **93.4%** | **94.6%** | **95.3%** |
| Q32. Child's doctor explained things in an understandable way | 91.8% | <25th | 94.1% | 93.4% | 94.7% | 95.9% | 96.5% |
| Q33. Child's doctor listened carefully to you | 94.7% | 75th | 93.9% | 93.0% | 94.1% | 94.6% | 95.9% |
| Q34. Child's doctor showed respect for what you had to say | 93.9% | <25th | 95.0% | 94.2% | 95.2% | 95.9% | 96.7% |
| Q37. Child's doctor spent enough time with your child | 88.1% | 25th | 89.3% | 87.4% | 90.1% | 92.1% | 93.0% |
| **Customer Service** | **86.8%** | **<25th** | **88.7%** | **87.5%** | **89.0%** | **90.4%** | **92.5%** |
| Q50. Getting information/help from customer service | 78.7% | <25th | 83.8% | 81.0% | 83.8% | 85.3% | 88.5% |
| Q51. Treated with courtesy and respect by customer service staff | 94.9% | 50th | 93.7% | 92.3% | 94.1% | 95.9% | 96.8% |
| **Shared Decision Making** | **54.3%** | **NA** | **Not Available** | | | | |
| Q11. Doctor/health provider talked about reasons you might want your child to take a medicine | 54.2% | | | | | | |
| Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine | 32.0% | | | | | | |
| Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 76.8% | | | | | | |
| **Health Promotion and Education (Q8)** | **72.6%** | **NA** | **Not Available** | | | | |
| **Coordination of Care (Q40)** | **76.9%** | **<25th** | **80.1%** | **78.0%** | **80.7%** | **83.1%** | **84.5%** |
| **Ease of Filling Out Forms (Q53)** | **97.2%** | **75th** | **95.6%** | **94.4%** | **95.6%** | **96.6%** | **97.6%** |
| **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | | | |
| **Rating of Health Care (Q14)** | **76.5%** | **<25th** | **81.6%** | **78.6%** | **81.9%** | **84.2%** | **86.7%** |
| **Rating of Personal Doctor (Q41)** | **83.9%** | **25th** | **86.3%** | **83.7%** | **86.4%** | **88.6%** | **89.8%** |
| **Rating of Specialist (Q48)** | **84.1%** | **25th** | **85.0%** | **82.6%** | **84.5%** | **88.3%** | **89.7%** |
| **Rating of Health Plan (Q54)** | **72.1%** | **<25th** | **81.1%** | **77.8%** | **82.0%** | **84.5%** | **87.2%** |
| **Rating Items (Summary Rate = 9 + 10)** | | | | | | | |
| **Rating of Health Care (Q14)** | **58.2%** | **<25th** | **63.2%** | **60.0%** | **63.3%** | **66.6%** | **69.1%** |
| **Rating of Personal Doctor (Q41)** | **72.6%** | **25th** | **73.4%** | **69.7%** | **72.7%** | **77.2%** | **79.2%** |
| **Rating of Specialist (Q48)** | **72.0%** | **50th** | **69.2%** | **66.4%** | **68.9%** | **72.2%** | **75.2%** |
| **Rating of Health Plan (Q54)** | **55.2%** | **<25th** | **64.7%** | **60.2%** | **64.8%** | **68.8%** | **72.3%** |
| **CCC Composites and Questions** | | | | | | | |
| **Access to Prescription Medicines (Q56)** | **83.3%** | **<25th** | **90.6%** | **88.6%** | **91.0%** | **93.7%** | **94.9%** |
| **Access to Specialized Services** | **75.9%** | **25th** | **76.7%** | **75.0%** | **77.2%** | **80.4%** | **81.8%** |
| Q20. Ease of getting special medical equipment or devices | 79.2% | NA | NA | NA | NA | NA | NA |
| Q23. Ease of getting therapy | 75.7% | 50th | 73.4% | 68.2% | 75.0% | 80.2% | 84.3% |
| Q26. Ease of getting treatment or counseling | 72.9% | 25th | 75.7% | 72.1% | 76.6% | 81.9% | 84.1% |
| **FCC: Personal Doctor Who Knows Child** | **87.8%** | **<25th** | **89.3%** | **88.3%** | **89.6%** | **90.8%** | **92.1%** |
| Q38. Doctor talked about how child is feeling, growing, and behaving | 83.6% | <25th | 86.8% | 85.2% | 86.6% | 89.7% | 90.9% |
| Q43. Doctor understands how these conditions affect child's day-to-day life | 91.9% | 25th | 92.4% | 91.6% | 93.0% | 94.3% | 95.4% |
| Q44. Doctor understands how these conditions affect family's day-to-day life | 87.9% | 25th | 88.7% | 87.0% | 89.0% | 91.1% | 91.9% |
| **FCC: Getting Needed Information (Q9)** | **85.3%** | **<25th** | **90.3%** | **88.8%** | **90.5%** | **92.5%** | **94.1%** |
| **Coordination of Care for CCC** | **75.6%** | **25th** | **77.2%** | **75.1%** | **76.9%** | **80.1%** | **81.4%** |
| Q18. Obtaining help from doctors or health providers in contacting child's school or daycare | 92.2% | NA | NA | NA | NA | NA | NA |
| Q29. Obtaining help coordinating child's care among different providers or services | 59.1% | 25th | 61.7% | 57.4% | 61.7% | 64.6% | 68.4% |

Summary Rate at or above the 90th percentile threshold.

Summary Rate at or above the 75th percentile threshold, but below the 90th percentile threshold.

Summary Rate at or above the 50th percentile threshold, but below the 75th percentile threshold.

Summary Rate at or above the 25th percentile threshold, but below the 50th percentile threshold.

Summary Rate below the 25th percentile threshold.

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** Thresholds indicate that your plan's score falls at or above the percentile threshold score shown. Scores that are below the 25th percentile threshold are shown as "<25th."

*** The 2013 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2013 (approximately 38 plan-specific samples).

# Population Comparison

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**
**525 Total CCC Population Respondents**

| Composites and Key Questions | General Population | | CCC Population | |
|---|---|---|---|---|
| | Valid n | Summary Rate* | Valid n | Summary Rate* |
| **Getting Needed Care** | | 85.1% | | 82.8% |
| Q15. Ease of getting care, tests, or treatment child needed | 445 | 90.8% | 445 | 88.5% |
| Q46. Obtained child's appointment with specialist as soon as needed | 97 | 79.4% | 166 | 77.1% |
| **Getting Care Quickly** | | 89.5% | | 91.4% |
| Q4. Child obtained needed care right away | 214 | 87.4% | 226 | 92.0% |
| Q6. Child obtained appointment for care as soon as needed | 422 | 91.7% | 418 | 90.7% |
| **How Well Doctors Communicate** | | 93.0% | | 92.1% |
| Q32. Child's doctor explained things in an understandable way | 394 | 92.4% | 415 | 91.8% |
| Q33. Child's doctor listened carefully to you | 394 | 95.4% | 414 | 94.7% |
| Q34. Child's doctor showed respect for what you had to say | 388 | 95.9% | 412 | 93.9% |
| Q37. Child's doctor spent enough time with your child | 387 | 88.4% | 413 | 88.1% |
| **Customer Service** | | 84.7% | | 86.8% |
| Q50. Getting information/help from customer service | 131 | 77.9% | 136 | 78.7% |
| Q51. Treated with courtesy and respect by customer service staff | 131 | 91.6% | 136 | 94.9% |
| **Shared Decision Making** | | 57.5% | | 54.3% |
| Q11. Doctor/health provider talked about reasons you might want your child to take a medicine | 134 | 57.5% | 192 | 54.2% |
| Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine | 131 | 38.9% | 194 | 32.0% |
| Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 129 | 76.0% | 194 | 76.8% |
| **Health Promotion and Education (Q8)** | 457 | 70.9% | 449 | 72.6% |
| **Coordination of Care (Q40)** | 137 | 82.5% | 182 | 76.9% |
| **Ease of Filling Out Forms (Q53)** | 548 | 97.8% | 505 | 97.2% |
| **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | |
| **Rating of Health Care (Q14)** | 443 | 80.8% | 443 | 76.5% |
| **Rating of Personal Doctor (Q41)** | 481 | 86.9% | 467 | 83.9% |
| **Rating of Specialist (Q48)** | 87 | 86.2% | 157 | 84.1% |
| **Rating of Health Plan (Q54)** | 555 | 78.6% | 513 | 72.1% |
| **Rating Items (Summary Rate = 9 + 10)** | | | | |
| **Rating of Health Care (Q14)** | 443 | 64.8% | 443 | 58.2% |
| **Rating of Personal Doctor (Q41)** | 481 | 73.0% | 467 | 72.6% |
| **Rating of Specialist (Q48)** | 87 | 75.9% | 157 | 72.0% |
| **Rating of Health Plan (Q54)** | 555 | 64.0% | 513 | 55.2% |
| **CCC Composites and Questions** | | | | |
| **Access to Prescription Medicines (Q56)** | 316 | 86.4% | 426 | 83.3% |
| **Access to Specialized Services** | | 81.5% | | 75.9% |
| Q20. Ease of getting special medical equipment or devices | 25 | 88.0% | 48 | 79.2% |
| Q23. Ease of getting therapy | 30 | 80.0% | 70 | 75.7% |
| Q26. Ease of getting treatment or counseling | 68 | 76.5% | 192 | 72.9% |
| **FCC: Personal Doctor Who Knows Child** | | 88.3% | | 87.8% |
| Q38. Doctor talked about how child is feeling, growing, and behaving | 384 | 83.3% | 415 | 83.6% |
| Q43. Doctor understands how these conditions affect child's day-to-day life | 120 | 94.2% | 307 | 91.9% |
| Q44. Doctor understands how these conditions affect family's day-to-day life | 119 | 87.4% | 305 | 87.9% |
| **FCC: Getting Needed Information (Q9)** | 455 | 81.8% | 448 | 85.3% |
| **Coordination of Care for CCC** | | 78.5% | | 75.6% |
| Q18. Obtaining help from doctors or health providers in contacting child's school or daycare | 38 | 94.7% | 64 | 92.2% |
| Q29. Obtaining help coordinating child's care among different providers or services | 85 | 62.4% | 154 | 59.1% |

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.
Note: Significance testing is not appropriate for these two groups since they are not mutually exclusive.

# 4. Global Proportions and Accreditation

Pages 4A – 4C show graphical presentations of the percentage of members who answered each response choice, organized by composite category, attributes contained within each composite, additional single question measures, and each of the four global rating questions.

Summary Rates alone are not a complete indication of performance as they only address the most favorable responses. Global Proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular question or composite area. Beside each chart is the equivalent Three-Point Score calculation.

*Example:*
*Summary Rate – 75% (Always and Usually)*

By focusing on all the response categories of a question, a high Summary Rate becomes less telling as: (1) a relatively large percentage of members are found to be very satisfied ("Always") or (2) a large proportion of the Summary Rate responses are "Usually" responses, rather than the more favorable response of "Always." As an example, the first case would show a higher average rating than the second, even though the Summary Rates are equal.

| | Summary Rate | | |
|---|---|---|---|
| | Always | Usually | Sometimes/Never |
| Case 1. | 65% | 10% | 25% |
| Case 2. | 15% | 60% | 25% |

Global Proportions are the basis of Three-Point Scores. In Three-Point scoring, a value of 1, 2, or 3 is assigned to each question response category, and then a numerical average is computed based upon the valid responses for each question. The Three-Point values are assigned to response option categories as follows:

| Scale 1 | Score Value |
|---|---|
| Never | 1 |
| Sometimes | 1 |
| Usually | 2 |
| Always | 3 |

| Scale 2 | Score Value |
|---|---|
| Not At All | 1 |
| A Little | 1 |
| Some | 2 |
| A lot | 3 |

| Scale 3 | Score Value |
|---|---|
| 0 – 6 | 1 |
| 7 & 8 | 2 |
| 9 & 10 | 3 |

| Scale 4 | Score Value |
|---|---|
| No | 1 |
| Yes | 3 |

Pages 4A – 4B display measures used in CAHPS® accreditation. The graphical presentation, Three-Point Score calculation, and the adjusted Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure's percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum points possible for a particular CAHPS® accreditation measure.

*How to interpret the following charts:*

*General Population*

Graphical presentation of response distribution

Three-Point Score after NCQA adjustment

Percentile threshold plan score meets/exceeds, relative to benchmark

| Getting Needed Care | Valid n | Never/Sometimes | Usually | Always | 3 PT Score* | Adjusted 3PT Score (+0.010) | Percentile Threshold | Benchmark 90th Percentile** |
|---|---|---|---|---|---|---|---|---|
| | | 10% | 18% | 72% | 2.6250 | 2.6350 | 90th | 2.46 |
| Ease of getting necessary care, tests, or treatment needed | 300 | 10% | 20% | 70% | 2.6000 | Adjustments and benchmarks apply to the composite score only. | | |
| Obtained appointment with specialist as soon as needed | 200 | 10% | 15% | 75% | 2.6500 | | | |

Three-Point Score calculation at composite and question levels

Minimum score necessary to receive full accreditation points for that CAHPS® measure

*CCC Population*

Graphical presentation of response distribution

| Getting Needed Care | Valid n | Never/Sometimes | Usually | Always | 3 PT Score* |
|---|---|---|---|---|---|
| | | 10% | 18% | 72% | 2.6250 |
| Ease of getting necessary care, tests, or treatment needed | 300 | 10% | 20% | 70% | 2.6000 |
| Obtained appointment with specialist as soon as needed | 200 | 10% | 15% | 75% | 2.6500 |

Three-Point Score calculation at composite and question levels

*<u>Note</u>: NCQA adjustments to Three-Point Scores are applied at the composite level only. In the event that fewer than 100 completes were collected, an NA will be displayed in the "Adjusted 3PT Score" and "Percentile Threshold" columns.*

Page 4C displays Global Proportions and Three-Point Score calculations for CAHPS® measures that are not included in accreditation calculations. Three-Point score benchmarks are not available for these measures.

Please refer to the *Technical Notes* for additional information about global proportions and accreditation.

## Charts 4A – 4C

# Global Proportions/Three-Point Scores

## Composite/Attribute Response Distributions of Accreditation Measures

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

630 Total General Population Respondents

525 Total CCC Population Respondents

| Getting Needed Care | GENERAL POPULATION Valid n | Never/Sometimes | Usually | Always | 3 PT Score* | Adjusted 3PT Score (+0.010) | Percentile Threshold | Benchmark 90th Percentile** | CCC POPULATION Valid n | Never/Sometimes | Usually | Always | 3 PT Score* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 15% | 18% | 67% | 2.5174 | 2.5274 | 75th | 2.57 | | 17% | 20% | 63% | 2.4537 |
| Q15. Ease of getting care, tests, or treatment child needed | 445 | 9% | 19% | 71% | 2.6225 | Adjustments and benchmarks apply to the composite score only. | | | 445 | 11% | 21% | 68% | 2.5640 |
| Q46. Obtained child's appointment with specialist as soon as needed | 97 | 21% | 18% | 62% | 2.4124 | | | | 166 | 23% | 20% | 57% | 2.3434 |

| Getting Care Quickly | GENERAL POPULATION Valid n | Never/Sometimes | Usually | Always | 3 PT Score* | Adjusted 3PT Score (+0.010) | Percentile Threshold | Benchmark 90th Percentile** | CCC POPULATION Valid n | Never/Sometimes | Usually | Always | 3 PT Score* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 10% | 14% | 76% | 2.6542 | 2.6642 | 75th | 2.69 | | 9% | 14% | 77% | 2.6858 |
| Q4. Child obtained needed care right away | 214 | 13% | 11% | 76% | 2.6355 | Adjustments and benchmarks apply to the composite score only. | | | 226 | 8% | 12% | 81% | 2.7257 |
| Q6. Child obtained appointment for care as soon as needed | 422 | 8% | 16% | 76% | 2.6730 | | | | 418 | 9% | 17% | 74% | 2.6459 |

| How Well Doctors Communicate | GENERAL POPULATION Valid n | Never/Sometimes | Usually | Always | 3 PT Score* | Adjusted 3PT Score (+0.010) | Percentile Threshold | Benchmark 90th Percentile** | CCC POPULATION Valid n | Never/Sometimes | Usually | Always | 3 PT Score* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 7% | 11% | 82% | 2.7457 | 2.7557 | 90th | 2.75 | | 8% | 13% | 79% | 2.7086 |
| Q32. Child's doctor explained things in an understandable way | 394 | 8% | 11% | 82% | 2.7411 | Adjustments and benchmarks apply to the composite score only. | | | 415 | 8% | 13% | 79% | 2.7084 |
| Q33. Child's doctor listened carefully to you | 394 | 5% | 11% | 85% | 2.7995 | | | | 414 | 5% | 13% | 82% | 2.7681 |
| Q34. Child's doctor showed respect for what you had to say | 388 | 4% | 7% | 88% | 2.8428 | | | | 412 | 6% | 10% | 84% | 2.7767 |
| Q37. Child's doctor spent enough time with your child | 387 | 12% | 17% | 72% | 2.5995 | | | | 413 | 12% | 18% | 70% | 2.5811 |

* Three-Point Score is the sum of three scores: percent in orange has a score of 1, percent in light blue has a score of 2, and percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Score.

** 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or that exceeds ten NA or NB results between HEDIS and CAHPS® for each product line, is scored based on the standards score only. Accredited is the highest status awarded to an organization scored on standards only.

# Global Proportions/Three-Point Scores

## Composite/Attribute/Rating Response Distributions of Accreditation Measures

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

630 Total General Population Respondents

525 Total CCC Population Respondents

| Customer Service | GENERAL POPULATION Valid n | Never/Sometimes | Usually | Always | 3 PT Score* | Adjusted 3PT Score (+0.014) | Percentile Threshold | Benchmark 90th Percentile** | CCC POPULATION Valid n | Never/Sometimes | Usually | Always | 3 PT Score* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 15% | 17% | 68% | 2.5267 | 2.5407 | 50th | 2.63 | | 13% | 21% | 66% | 2.5294 |
| Q50. Getting information/help from customer service | 131 | 22% | 19% | 59% | 2.3664 | Adjustments and benchmarks apply to the composite score only. | | | 136 | 21% | 26% | 53% | 2.3162 |
| Q51. Treated with courtesy and respect by customer service staff | 131 | 8% | 15% | 77% | 2.6870 | | | | 136 | 5% | 15% | 79% | 2.7426 |

| Rating Questions | GENERAL POPULATION Valid n | 0-6 | 7-8 | 9-10 | 3 PT Score* | Adjusted 3PT Score (+0.014) | Percentile Threshold | Benchmark 90th Percentile** | CCC POPULATION Valid n | 0-6 | 7-8 | 9-10 | 3 PT Score* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Q14. Rating of Health Care | 443 | 9% | 26% | 65% | 2.5576 | 2.5716 | 75th | 2.59 | 443 | 13% | 29% | 58% | 2.4537 |
| Q41. Rating of Personal Doctor | 481 | 8% | 19% | 73% | 2.6507 | 2.6647 | 75th | 2.69 | 467 | 9% | 18% | 73% | 2.6338 |
| Q48. Rating of Specialist | 87 | 10% | 14% | 76% | 2.6552 | NA | NA | 2.66 | 157 | 12% | 16% | 72% | 2.5987 |
| Q54. Rating of Health Plan | 555 | 13% | 23% | 64% | 2.5063 | 2.5203 | 25th | 2.67 | 513 | 18% | 27% | 55% | 2.3743 |

* Three-Point Score is the sum of three scores: percent in orange has a score of 1, percent in light blue has a score of 2, and percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Score.

** 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or that exceeds ten NA or NB results between HEDIS and CAHPS® for each product line, is scored based on the standards score only. Accredited is the highest status awarded to an organization scored on standards only.

# Global Proportions/Three-Point Scores

**Louisiana Healthcare Connections**

## Composite/Attribute/Additional Measure Response Distributions of Non-Accreditation Measures

**Medicaid Child with CCC CAHPS®**

630 Total General Population Respondents | 525 Total CCC Population Respondents

| | | GENERAL POPULATION | | | | | CCC POPULATION | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Shared Decision Making** | **Valid n** | Not At All, No | A Little | Some | A Lot, Yes | **3 PT Score*** | **Valid n** | Not At All, No | A Little | Some | A Lot, Yes | **3 PT Score*** |
| | | 16% | 8% | 19% | **57%** | **2.3351** | | 16% | 9% | 20% | **54%** | **2.2866** |
| Q11. Doctor/health provider talked about reasons you might want your child to take a medicine | 134 | 2% | 10% | 30% | **57%** | 2.4478 | 192 | 3% | 11% | 31% | **54%** | 2.3958 |
| Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine | 131 | 21% | 14% | 26% | **39%** | 2.0382 | 194 | 22% | 17% | 29% | **32%** | 1.9278 |
| Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 129 | 24% | | | **76%** | 2.5194 | 194 | 23% | | | **77%** | 2.5361 |

| | | GENERAL POPULATION | | | CCC POPULATION | | | |
|---|---|---|---|---|---|---|---|---|
| **Additional Measure** | **Valid n** | No | Yes | **3 PT Score*** | **Valid n** | No | Yes | **3 PT Score*** |
| Q8 Health Promotion and Education - *Doctor/health provider discussed specific things to do to prevent illnesses in your child* | 457 | 29% | **71%** | 2.4179 | 449 | 27% | **73%** | 2.4521 |
| **Additional Measure** | **Valid n** | Never/Sometimes | Usually | Always | **3 PT Score*** | **Valid n** | Never/Sometimes | Usually | Always | **3 PT Score*** |
| Q40 Coordination of Care - *Doctor seemed informed/up-to-date about the care received from other doctors/providers* | 137 | 18% | 21% | **61%** | 2.4380 | 182 | 23% | 19% | **58%** | 2.3516 |

* Three-Point Score is the sum of three scores. For the Health Promotion and Education and Coordination of Care measures, the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. For the Shared Decision Making measures, the percents in orange and light blue have scores of 1, the percent in blue has a score of 2, and the percent in yellow has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

## *Accreditation Assessment*

### CAHPS® Measures

NCQA allows Medicaid product lines to be scored on the CAHPS® Health Plan Survey 5.0H adult version, on the child version, or on the child with chronic conditions version questions/composites. NCQA only requires organizations to submit one set (adult or child) of survey results. In the event that a health plan elects to use the CAHPS Health Plan Survey 5.0H, child with chronic conditions version results for accreditation, scores are based upon results derived from the General Population.

For accreditation purposes, NCQA converts certain CAHPS® 5.0H results into Three-Point Scores as described in the previous section. The four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*) and the following composites are evaluated: *Getting Needed Care*, *Getting Care Quickly*, *How Well Doctors Communicate*, and *Customer Service*. Results are then compared against NCQA Three-Point percentile benchmarks and thresholds. Thresholds are based on HEDIS®/CAHPS® benchmark data from other Medicaid child survey results.

NCQA will compare the plan's CAHPS® 5.0H survey results by product line to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles), which are published each year. Points are distributed according to how the plan meets or exceeds the percentile scores. The *Rating of Health Plan* survey item receives twice as many points as the other measures.

In an attempt to raise the bar for health plans and drive further improvement, NCQA initially planned to discontinue the sampling variation adjustment for all organizations in 2011. Upon recognizing the disruption this change would have in one year, they instead decided to phase out the scoring adjustment over a five-year period, from 2011 through 2015.

Each year until 2015, the adjustment will be reduced by an additional 20 percent from the 2010 adjustment of:

- 0.070 points for each of the four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*) and the *Customer Service* composite
- 0.050 points for the *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composites

In keeping, CAHPS® 5.0H sampling variation adjustments will be reduced by 0.010 points per year through 2015 for the *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composites and by 0.014 points per year through 2015 for each of the four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*) and the *Customer Service* composite.

In 2015, NCQA will be on year five of phasing out the sampling variation adjustments for all organizations. From that time forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their next survey and at the time of annual rescoring.

Plan Three-Point Scores reflect results before any variation adjustments are made, while Adjusted Three-Point Scores take into account the inherent sampling variations that NCQA adds. Please note that 2014 represents the fourth year of the phase out period. As a result,

each of the four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*), and the *Customer Service* composite will each receive an additional 0.014 points in 2014. The *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composite Three-Point scores will each receive 0.010 additional points in 2014.

An accreditation assessment analysis utilizing your plan's unadjusted and adjusted Three-Point Scores is displayed on Page 4D. The section labeled "Approximate Plan Percentile Threshold" represents the approximate threshold your plan achieved, which is based upon your organization's Adjusted Three-Point Score when compared to the benchmark (located in the 2014 HEDIS®/CAHPS® Percentiles[12] column). The last column shows the point distribution for each year in the current three-year accreditation cycle.

Page 4E displays how your plan's Three-Point Scores, derived from your CCC Population, compare to Three-Point Scores from your General Population.

Please refer to the *Technical Notes* for additional information about accreditation.

## Charts 4D – 4E

[12] Each year NCQA publishes the *Accreditation Benchmarks and Thresholds*. Benchmarks and thresholds displayed in this report are found in the *Accreditation Benchmarks and Thresholds* (2014), which includes all Medicaid child plan data to calculate a single set of benchmarks and thresholds.

# Accreditation Assessment

**Louisiana Healthcare Connections**

## HEDIS®/CAHPS® Unadjusted and Adjusted Three-Point Scores

**Medicaid Child with CCC CAHPS®**

*General Population*

**630 Total General Population Respondents**

| Composite/Rating Item | 2014 HEDIS/CAHPS Percentiles* | | | | Unadjusted Scores | | | Adjusted Scores | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | 25th | 50th | 75th | 90th | Plan Three-Point Score | Approximate Plan Percentile Threshold | Approximate Points Awarded Based on Accreditation Year 2014, 2013, or 2012 | Plan Three-Point Score | Approximate Plan Percentile Threshold | Approximate Points Awarded Based on Accreditation Year 2014, 2013, or 2012 |
| **Getting Needed Care** | 2.38 | 2.46 | 2.52 | 2.57 | **2.5174** | **50th** | **1.105** | **2.5274** | **75th** | **1.430** |
| **Getting Care Quickly** | 2.54 | 2.61 | 2.66 | 2.69 | **2.6542** | **50th** | **1.105** | **2.6642** | **75th** | **1.430** |
| **How Well Doctors Communicate** | 2.63 | 2.68 | 2.72 | 2.75 | **2.7457** | **75th** | **1.430** | **2.7557** | **90th** | **1.625** |
| **Customer Service** | 2.50 | 2.53 | 2.58 | 2.63 | **2.5267** | **25th** | **0.650** | **2.5407** | **50th** | **1.105** |
| **Rating of Health Care (Q14)** | 2.49 | 2.52 | 2.57 | 2.59 | **2.5576** | **50th** | **1.105** | **2.5716** | **75th** | **1.430** |
| **Rating of Personal Doctor (Q41)** | 2.58 | 2.62 | 2.65 | 2.69 | **2.6507** | **75th** | **1.430** | **2.6647** | **75th** | **1.430** |
| **Rating of Specialist (Q48)** | 2.53 | 2.59 | 2.62 | 2.66 | **NA** | **NA** | **-** | **NA** | **NA** | **-** |
| | | | | | | | | | | |
| **Rating of Health Plan (Q54)** | 2.51 | 2.57 | 2.62 | 2.67 | **2.5063** | **<25th** | **0.650** | **2.5203** | **25th** | **1.300** |
| **Approximate Points Earned (13.000 available in 2014, 2013, and 2012)** | | | | | | | **7.475** | | | **9.750** |

* Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS/CAHPS® Percentile benchmarks and thresholds is: NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Trending and Benchmarks>Learn More>Benchmarks and Thresholds: 2014 Accreditation.

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or that exceeds ten NA or NB results between HEDIS and CAHPS® for each product line, is scored based on the standards score only. Accredited is the highest status awarded to an organization scored on standards only.

# Three-Point Scores

**Louisiana Healthcare Connections**

## Plan Composites, Measures, and Ratings

**Medicaid Child with CCC CAHPS®**

### Comparison between CCC and General Population

**630 Total General Population Respondents**
**525 Total CCC Population Respondents**

| Composite/Rating Item | Your CCC Three-Point Score | Your General Population Three-Point Score |
|---|---|---|
| Getting Needed Care | 2.4537 | 2.5174 |
| Getting Care Quickly | 2.6858 | 2.6542 |
| How Well Doctors Communicate | 2.7086 | 2.7457 |
| Customer Service | 2.5294 | 2.5267 |
| Shared Decision Making | 2.2866 | 2.3351 |
| Health Promotion and Education (Q8) | 2.4521 | 2.4179 |
| Coordination of Care (Q40) | 2.3516 | 2.4380 |
| Rating of Health Care (Q14) | 2.4537 | 2.5576 |
| Rating of Personal Doctor (Q41) | 2.6338 | 2.6507 |
| Rating of Specialist (Q48) | 2.5987 | NA* |
| Rating of Health Plan (Q54) | 2.3743 | 2.5063 |

* The average number of valid responses for this measure is less than 100, therefore this measure will receive an NA by NCQA.

**Note**: NCQA calculates a 3-point score for composites and rating questions. These scores are used by NCQA to compare MCOs to each other or to compare MCOs to aggregate data. These scores are also the basis of NCQA Accreditation scoring for commercial adult and Medicaid adult or child plans.

**HEDIS®/Clinical Measures**

NCQA requires health plans seeking accreditation to submit specific HEDIS® measures. NCQA determines the HEDIS® measures portion of the score by comparing a health plan's results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles).

Organizations using the CAHPS® Health Plan Survey 5.0H child version (MCS) or the child with chronic conditions (CCC) version will receive an *NA* for the *Medical Assistance with Smoking and Tobacco Use Cessation* measure. The score will not count toward the *NA* threshold used to identify whether an organization is scored on CAHPS® or standards only.

Each year until 2015, the adjustment will be reduced by an additional 20 percent from the 2010 adjustment of five percent for each HEDIS® measure. In keeping, HEDIS® measures sampling variation adjustments will be reduced by one percent each year.

In 2015, NCQA will be on year five of phasing out the sampling variation adjustments for all organizations. From that time forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their next survey and at the time of annual rescoring.

Please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2014) and *Accreditation Benchmarks and Thresholds* (2014) documents for further details about HEDIS® scoring, benchmarks, and thresholds.

# 5. Segmentation Analyses

The CAHPS® 5.0H survey asks demographic questions about the respondent. This information allows for a market segmentation of your members. Reviewing the set of measures across the assortment of demographic categories may indicate a health plan's overall ability to meet the needs of a varied population.

Pages 5A – 5I present Summary Rates[13] for attributes, ratings, and composite scores organized across the following:

- Respondent's Age (Q78)
- Respondent's Education (Q80)
- Child's Health Status (Q58)
- Child's Mental/Emotional Health Status (Q59)
- Health Plan Rating (Q54)
- Personal Doctor Rating (Q41)
- Contact Customer Service (Q49)
- Received Help From Customer Service (Q50)
- Data Collection Method

The percentages represent the Summary Rate for each segment of a particular category. For example, in the table below, the Summary Rate for the *Rating of Health Plan* is the percentage of respondents who rated their health plan an "8," "9," or "10." The interpretation of this example would be, "Of the respondents with a high school education or less, 63% gave their health plan a rating of '8,' '9,' or '10.' And, of the respondents with some college education or more, 58% gave their health plan a rating of '8,' '9,' or '10.'"

| | High School or Less | Some College or More |
|---|---|---|
| Q54. Rating of Health Plan | 63% | 58% |

[13] Refer to "Summary Rate" in the *Technical Notes* for the Summary Rate definition for each composite and attribute.

# General Population

# Segmentation Tables

**General Population Charts 5A – 5I**
(See following pages.)

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Plan Summary Rates by Respondent's Age (Q78)**

**Medicaid Child with CCC CAHPS®**

*General Population*

**630 Total General Population Respondents**

| Q# | Attributes | 24 or younger | | 25 - 34 | | 35 - 44 | | 45 or older | | Range* |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 37 | 83.8% | 61 | 86.9% | 56 | 94.6% | 39 | 84.6% | 10.8% |
| 6 | Child obtained appointment for care as soon as needed | 82 | 92.7% | 144 | 92.4% | 97 | 88.7% | 60 | 95.0% | 6.3% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 25 | 56.0% | 38 | 63.2% | 31 | 45.2% | 21 | 61.9% | 18.0% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 25 | 40.0% | 37 | 40.5% | 31 | 35.5% | 21 | 33.3% | 7.2% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 25 | 80.0% | 38 | 78.9% | 31 | 74.2% | 20 | 70.0% | 10.0% |
| 15 | Ease of getting care, tests, or treatment child needed | 76 | 93.4% | 156 | 89.7% | 107 | 91.6% | 70 | 95.7% | 6.0% |
| 32 | Child's doctor explained things in an understandable way | 71 | 90.1% | 143 | 93.0% | 95 | 94.7% | 65 | 93.8% | 4.6% |
| 33 | Child's doctor listened carefully to you | 71 | 94.4% | 144 | 96.5% | 95 | 95.8% | 65 | 95.4% | 2.1% |
| 34 | Child's doctor showed respect for what you had to say | 70 | 97.1% | 143 | 97.9% | 93 | 93.5% | 64 | 95.3% | 4.4% |
| 37 | Child's doctor spent enough time with your child | 71 | 84.5% | 142 | 90.1% | 94 | 89.4% | 65 | 87.7% | 5.6% |
| 46 | Obtained child's appointment with specialist as soon as needed | 14 | 92.9% | 37 | 81.1% | 23 | 82.6% | 17 | 70.6% | 22.3% |
| 50 | Getting information/help from customer service | 29 | 89.7% | 49 | 81.6% | 23 | 69.6% | 26 | 65.4% | 24.3% |
| 51 | Customer service treated member with courtesy and respect | 29 | 96.6% | 49 | 93.9% | 23 | 87.0% | 26 | 88.5% | 9.6% |
| **Q#** | **Composites & Key Questions** | | | | | | | | | |
| | Getting Needed Care | | 93.2% | | 85.4% | | 87.1% | | 83.2% | 10.0% |
| | Getting Care Quickly | | 88.3% | | 89.7% | | 91.7% | | 89.8% | 3.4% |
| | How Well Doctors Communicate | | 91.5% | | 94.4% | | 93.4% | | 93.1% | 2.9% |
| | Customer Service | | 93.2% | | 87.8% | | 78.3% | | 77.0% | 16.2% |
| | Shared Decision Making | | 58.7% | | 60.9% | | 51.6% | | 55.1% | 9.2% |
| 8 | Health Promotion and Education | 78 | 75.6% | 157 | 70.7% | 109 | 67.0% | 71 | 76.1% | 9.1% |
| 40 | Coordination of Care | 23 | 82.6% | 43 | 79.1% | 35 | 91.4% | 27 | 85.2% | 12.3% |
| 53 | Ease of Filling Out Forms | 101 | 99.0% | 191 | 97.4% | 139 | 97.1% | 94 | 98.9% | 1.9% |
| **Q#** | **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | | | | | |
| 14 | Rating of Health Care | 73 | 83.6% | 158 | 77.2% | 108 | 81.5% | 68 | 80.9% | 6.4% |
| 41 | Rating of Personal Doctor | 90 | 87.8% | 167 | 85.6% | 120 | 85.8% | 80 | 90.0% | 4.4% |
| 48 | Rating of Specialist | 12 | 91.7% | 35 | 82.9% | 19 | 89.5% | 16 | 100.0% | 17.1% |
| 54 | Rating of Health Plan | 99 | 85.9% | 197 | 75.6% | 140 | 77.1% | 98 | 80.6% | 10.3% |
| **Q#** | **Rating Items (Summary Rate = 9 + 10)** | | | | | | | | | |
| 14 | Rating of Health Care | 73 | 67.1% | 158 | 62.0% | 108 | 66.7% | 68 | 63.2% | 5.1% |
| 41 | Rating of Personal Doctor | 90 | 77.8% | 167 | 71.3% | 120 | 69.2% | 80 | 77.5% | 8.6% |
| 48 | Rating of Specialist | 12 | 83.3% | 35 | 74.3% | 19 | 84.2% | 16 | 75.0% | 9.9% |
| 54 | Rating of Health Plan | 99 | 69.7% | 197 | 64.0% | 140 | 60.7% | 98 | 66.3% | 9.0% |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Plan Summary Rates by Respondent's Education (Q80)**

**Medicaid Child with CCC CAHPS®**

*General Population*

**630 Total General Population Respondents**

| Q# | Attributes | High School Graduate or less | | Some College or more | | Range* |
|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 113 | 87.6% | 83 | 89.2% | 1.6% |
| 6 | Child obtained appointment for care as soon as needed | 222 | 91.9% | 163 | 92.0% | 0.1% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 58 | 51.7% | 59 | 61.0% | 9.3% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 57 | 38.6% | 59 | 35.6% | 3.0% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 57 | 80.7% | 59 | 71.2% | 9.5% |
| 15 | Ease of getting care, tests, or treatment child needed | 236 | 90.3% | 172 | 93.6% | 3.3% |
| 32 | Child's doctor explained things in an understandable way | 211 | 92.9% | 160 | 93.8% | 0.9% |
| 33 | Child's doctor listened carefully to you | 212 | 95.8% | 160 | 95.6% | 0.2% |
| 34 | Child's doctor showed respect for what you had to say | 210 | 96.7% | 157 | 95.5% | 1.2% |
| 37 | Child's doctor spent enough time with your child | 210 | 85.7% | 160 | 92.5% | 6.8% |
| 46 | Obtained child's appointment with specialist as soon as needed | 37 | 81.1% | 54 | 81.5% | 0.4% |
| 50 | Getting information/help from customer service | 79 | 72.2% | 48 | 87.5% | 15.3% |
| 51 | Treated with courtesy and respect by customer service staff | 79 | 92.4% | 48 | 91.7% | 0.7% |
| **Q#** | **Composites & Key Questions** | | | | | |
| | Getting Needed Care | | 85.7% | | 87.6% | 1.9% |
| | Getting Care Quickly | | 89.8% | | 90.6% | 0.9% |
| | How Well Doctors Communicate | | 92.8% | | 94.4% | 1.6% |
| | Customer Service | | 82.3% | | 89.6% | 7.3% |
| | Shared Decision Making | | 57.0% | | 55.9% | 1.1% |
| 8 | Health Promotion and Education | 237 | 71.3% | 177 | 71.2% | 0.1% |
| 40 | Coordination of Care | 64 | 84.4% | 63 | 84.1% | 0.3% |
| 53 | Ease of Filling Out Forms | 306 | 96.7% | 218 | 99.5% | 2.8% |
| **Q#** | **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 232 | 78.4% | 174 | 83.3% | 4.9% |
| 41 | Rating of Personal Doctor | 255 | 86.3% | 201 | 87.6% | 1.3% |
| 48 | Rating of Specialist | 34 | 85.3% | 49 | 89.8% | 4.5% |
| 54 | Rating of Health Plan | 310 | 80.6% | 224 | 76.3% | 4.3% |
| **Q#** | **Rating Items (Summary Rate = 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 232 | 65.9% | 174 | 63.2% | 2.7% |
| 41 | Rating of Personal Doctor | 255 | 73.3% | 201 | 73.1% | 0.2% |
| 48 | Rating of Specialist | 34 | 79.4% | 49 | 75.5% | 3.9% |
| 54 | Rating of Health Plan | 310 | 66.1% | 224 | 62.1% | 4.0% |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**Plan Summary Rates by Child's Health Status (Q58)**

*General Population*

**630 Total General Population Respondents**

| Q# | Attributes | Excellent/Very good | | Good | | Fair/Poor | | Range* |
|---|---|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 128 | 92.2% | 51 | 82.4% | 19 | 78.9% | 9.8% |
| 6 | Child obtained appointment for care as soon as needed | 274 | 94.9% | 85 | 82.4% | 29 | 93.1% | 12.5% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 81 | 61.7% | 29 | 44.8% | 10 | 50.0% | 16.9% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 79 | 43.0% | 29 | 20.7% | 10 | 50.0% | 22.3% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 80 | 75.0% | 29 | 75.9% | 10 | 90.0% | 0.9% |
| 15 | Ease of getting care, tests, or treatment child needed | 299 | 93.6% | 88 | 88.6% | 31 | 80.6% | 5.0% |
| 32 | Child's doctor explained things in an understandable way | 268 | 94.8% | 82 | 87.8% | 27 | 88.9% | 7.0% |
| 33 | Child's doctor listened carefully to you | 268 | 96.6% | 82 | 92.7% | 28 | 92.9% | 3.9% |
| 34 | Child's doctor showed respect for what you had to say | 263 | 97.3% | 82 | 91.5% | 28 | 96.4% | 5.8% |
| 37 | Child's doctor spent enough time with your child | 266 | 90.6% | 81 | 85.2% | 28 | 78.6% | 5.4% |
| 46 | Obtained child's appointment with specialist as soon as needed | 53 | 83.0% | 31 | 71.0% | 10 | 90.0% | 12.0% |
| 50 | Getting information/help from customer service | 88 | 75.0% | 32 | 81.3% | 11 | 90.9% | 6.3% |
| 51 | Treated with courtesy and respect by customer service staff | 88 | 90.9% | 32 | 90.6% | 11 | 100.0% | 0.3% |
| **Q#** | **Composites & Key Questions** | | | | | | | |
| | Getting Needed Care | | 88.3% | | 79.8% | | 85.3% | 8.5% |
| | Getting Care Quickly | | 93.6% | | 82.4% | | 86.0% | 11.2% |
| | How Well Doctors Communicate | | 94.8% | | 89.3% | | 89.2% | 5.5% |
| | Customer Service | | 83.0% | | 86.0% | | 95.5% | 3.0% |
| | Shared Decision Making | | 59.9% | | 47.1% | | 63.3% | 12.8% |
| 8 | Health Promotion and Education | 303 | 70.3% | 90 | 73.3% | 31 | 74.2% | 3.0% |
| 40 | Coordination of Care | 76 | 85.5% | 40 | 82.5% | 13 | 84.6% | 3.0% |
| 53 | Ease of Filling Out Forms | 394 | 98.2% | 109 | 96.3% | 34 | 97.1% | 1.9% |
| **Q#** | **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | | | |
| 14 | Rating of Health Care | 298 | 84.2% | 88 | 75.0% | 30 | 60.0% | 9.2% |
| 41 | Rating of Personal Doctor | 342 | 89.5% | 94 | 79.8% | 30 | 80.0% | 9.7% |
| 48 | Rating of Specialist | 49 | 81.6% | 28 | 89.3% | 8 | 100.0% | 7.7% |
| 54 | Rating of Health Plan | 403 | 80.6% | 110 | 80.0% | 34 | 50.0% | 0.6% |
| **Q#** | **Rating Items (Summary Rate = 9 + 10)** | | | | | | | |
| 14 | Rating of Health Care | 298 | 69.5% | 88 | 51.1% | 30 | 50.0% | 18.4% |
| 41 | Rating of Personal Doctor | 342 | 76.3% | 94 | 63.8% | 30 | 66.7% | 12.5% |
| 48 | Rating of Specialist | 49 | 73.5% | 28 | 75.0% | 8 | 87.5% | 1.5% |
| 54 | Rating of Health Plan | 403 | 68.2% | 110 | 59.1% | 34 | 26.5% | 9.1% |

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their child's health is "Fair" or "Poor," this segment is not included in range calculations.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**Plan Summary Rates by Child's Mental/Emotional Health Status (Q59)**

*General Population*

**630 Total General Population Respondents**

| Q# | Attributes | Excellent/Very good | | Good | | Fair/Poor | | Range* |
|---|---|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 130 | 92.3% | 37 | 81.1% | 31 | 80.6% | 11.7% |
| 6 | Child obtained appointment for care as soon as needed | 267 | 94.0% | 72 | 86.1% | 49 | 91.8% | 7.9% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 80 | 61.3% | 19 | 36.8% | 21 | 57.1% | 24.5% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 78 | 39.7% | 19 | 31.6% | 21 | 38.1% | 8.1% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 79 | 77.2% | 19 | 73.7% | 21 | 76.2% | 3.5% |
| 15 | Ease of getting care, tests, or treatment child needed | 282 | 92.6% | 80 | 87.5% | 56 | 91.1% | 5.1% |
| 32 | Child's doctor explained things in an understandable way | 256 | 94.1% | 73 | 90.4% | 48 | 89.6% | 4.5% |
| 33 | Child's doctor listened carefully to you | 256 | 96.1% | 74 | 93.2% | 48 | 95.8% | 2.9% |
| 34 | Child's doctor showed respect for what you had to say | 253 | 96.4% | 72 | 94.4% | 48 | 95.8% | 2.0% |
| 37 | Child's doctor spent enough time with your child | 253 | 89.7% | 74 | 82.4% | 48 | 91.7% | 9.3% |
| 46 | Obtained child's appointment with specialist as soon as needed | 53 | 77.4% | 20 | 85.0% | 22 | 81.8% | 7.6% |
| 50 | Getting information/help from customer service | 86 | 80.2% | 27 | 63.0% | 17 | 88.2% | 25.2% |
| 51 | Treated with courtesy and respect by customer service staff | 86 | 93.0% | 27 | 85.2% | 17 | 94.1% | 8.9% |
| Q# | Composites & Key Questions | | | | | | | |
| | Getting Needed Care | | 85.0% | | 86.3% | | 86.5% | 1.5% |
| | Getting Care Quickly | | 93.2% | | 83.6% | | 86.2% | 9.5% |
| | How Well Doctors Communicate | | 94.1% | | 90.1% | | 93.2% | 4.0% |
| | Customer Service | | 86.6% | | 74.1% | | 91.2% | 17.1% |
| | Shared Decision Making | | 59.4% | | 47.4% | | 57.1% | 12.0% |
| 8 | Health Promotion and Education | 287 | 73.5% | 80 | 71.3% | 57 | 61.4% | 12.1% |
| 40 | Coordination of Care | 76 | 86.8% | 26 | 80.8% | 27 | 85.2% | 6.0% |
| 53 | Ease of Filling Out Forms | 372 | 98.7% | 103 | 94.2% | 63 | 98.4% | 4.5% |
| Q# | Rating Items (Summary Rate = 8 + 9 + 10) | | | | | | | |
| 14 | Rating of Health Care | 282 | 84.8% | 80 | 72.5% | 54 | 70.4% | 14.4% |
| 41 | Rating of Personal Doctor | 325 | 89.8% | 91 | 76.9% | 50 | 86.0% | 12.9% |
| 48 | Rating of Specialist | 50 | 90.0% | 17 | 82.4% | 19 | 78.9% | 11.1% |
| 54 | Rating of Health Plan | 379 | 80.7% | 106 | 78.3% | 63 | 68.3% | 12.4% |
| Q# | Rating Items (Summary Rate = 9 + 10) | | | | | | | |
| 14 | Rating of Health Care | 282 | 70.9% | 80 | 50.0% | 54 | 50.0% | 20.9% |
| 41 | Rating of Personal Doctor | 325 | 77.8% | 91 | 58.2% | 50 | 70.0% | 19.6% |
| 48 | Rating of Specialist | 50 | 84.0% | 17 | 52.9% | 19 | 73.7% | 31.1% |
| 54 | Rating of Health Plan | 379 | 69.4% | 106 | 58.5% | 63 | 42.9% | 26.5% |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**Plan Summary Rates by Health Plan Rating (Q54)**

*General Population*

**630 Total General Population Respondents**

| Q# | Attributes | 0 - 7 | | 8 - 10 | | Range* |
|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 40 | 80.0% | 152 | 92.1% | 12.1% |
| 6 | Child obtained appointment for care as soon as needed | 84 | 84.5% | 298 | 94.6% | 10.1% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 26 | 46.2% | 92 | 59.8% | 13.6% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 25 | 40.0% | 91 | 37.4% | 2.6% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 25 | 80.0% | 92 | 75.0% | 5.0% |
| 15 | Ease of getting care, tests, or treatment child needed | 84 | 82.1% | 327 | 93.9% | 11.8% |
| 32 | Child's doctor explained things in an understandable way | 71 | 91.5% | 299 | 93.6% | 2.1% |
| 33 | Child's doctor listened carefully to you | 72 | 93.1% | 299 | 96.3% | 3.2% |
| 34 | Child's doctor showed respect for what you had to say | 71 | 94.4% | 296 | 96.6% | 2.2% |
| 37 | Child's doctor spent enough time with your child | 72 | 79.2% | 296 | 90.5% | 11.3% |
| 46 | Obtained child's appointment with specialist as soon as needed | 26 | 73.1% | 67 | 82.1% | 9.0% |
| 50 | Getting information/help from customer service | 19 | 52.6% | 109 | 81.7% | 29.1% |
| 51 | Treated with courtesy and respect by customer service staff | 19 | 78.9% | 109 | 93.6% | 14.7% |
| Q# | Composites & Key Questions | | | | | |
| | Getting Needed Care | | 77.6% | | 88.0% | 10.4% |
| | Getting Care Quickly | | 82.3% | | 93.4% | 11.1% |
| | How Well Doctors Communicate | | 89.6% | | 94.3% | 4.7% |
| | Customer Service | | 65.8% | | 87.7% | 21.9% |
| | Shared Decision Making | | 55.4% | | 57.4% | 2.0% |
| 8 | Health Promotion and Education | 87 | 69.0% | 330 | 72.4% | 3.4% |
| 40 | Coordination of Care | 30 | 73.3% | 97 | 87.6% | 14.3% |
| 53 | Ease of Filling Out Forms | 114 | 97.4% | 420 | 97.9% | 0.5% |
| Q# | Rating Items (Summary Rate = 8 + 9 + 10) | | | | | |
| 14 | Rating of Health Care | 84 | 50.0% | 325 | 88.3% | 38.3% |
| 41 | Rating of Personal Doctor | 94 | 71.3% | 365 | 91.0% | 19.7% |
| 48 | Rating of Specialist | 22 | 72.7% | 62 | 90.3% | 17.6% |
| 54 | Rating of Health Plan | NA | NA | 436 | 100.0% | NA |
| Q# | Rating Items (Summary Rate = 9 + 10) | | | | | |
| 14 | Rating of Health Care | 84 | 34.5% | 325 | 71.7% | 37.2% |
| 41 | Rating of Personal Doctor | 94 | 57.4% | 365 | 77.3% | 19.9% |
| 48 | Rating of Specialist | 22 | 59.1% | 62 | 80.6% | 21.5% |
| 54 | Rating of Health Plan | NA | NA | 436 | 81.4% | NA |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**Plan Summary Rates by Doctor Rating (Q41)**

*General Population*

**630 Total General Population Respondents**

| Q# | Attributes | 0 - 7 | | 8 - 10 | | Range* |
|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 25 | 76.0% | 151 | 90.1% | **14.1%** |
| 6 | Child obtained appointment for care as soon as needed | 42 | 73.8% | 307 | 94.5% | **20.7%** |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 13 | 23.1% | 102 | 60.8% | **37.7%** |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 13 | 15.4% | 101 | 40.6% | **25.2%** |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 13 | 61.5% | 101 | 77.2% | **15.7%** |
| 15 | Ease of getting care, tests, or treatment child needed | 41 | 73.2% | 329 | 93.6% | **20.4%** |
| 32 | Child's doctor explained things in an understandable way | 40 | 62.5% | 345 | 96.2% | **33.7%** |
| 33 | Child's doctor listened carefully to you | 40 | 72.5% | 346 | 98.0% | **25.5%** |
| 34 | Child's doctor showed respect for what you had to say | 40 | 75.0% | 341 | 98.2% | **23.2%** |
| 37 | Child's doctor spent enough time with your child | 39 | 59.0% | 344 | 91.6% | **32.6%** |
| 46 | Obtained child's appointment with specialist as soon as needed | 16 | 81.3% | 74 | 83.8% | **2.5%** |
| 50 | Getting information/help from customer service | 14 | 78.6% | 100 | 81.0% | **2.4%** |
| 51 | Treated with courtesy and respect by customer service staff | 14 | 85.7% | 100 | 93.0% | **7.3%** |
| **Q#** | **Composites & Key Questions** | | | | | |
| | Getting Needed Care | | 77.3% | | 88.7% | **11.5%** |
| | Getting Care Quickly | | 74.9% | | 92.3% | **17.4%** |
| | How Well Doctors Communicate | | 67.3% | | 96.0% | **28.8%** |
| | Customer Service | | 82.2% | | 87.0% | **4.9%** |
| | Shared Decision Making | | 33.3% | | 59.5% | **26.2%** |
| 8 | Health Promotion and Education | 42 | 52.4% | 332 | 75.0% | **22.6%** |
| 40 | Coordination of Care | 20 | 45.0% | 115 | 89.6% | **44.6%** |
| 53 | Ease of Filling Out Forms | 58 | 94.8% | 394 | 98.5% | **3.7%** |
| **Q#** | **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 40 | 25.0% | 330 | 87.3% | **62.3%** |
| 41 | Rating of Personal Doctor | NA | NA | 418 | 100.0% | **NA** |
| 48 | Rating of Specialist | 13 | 92.3% | 69 | 89.9% | **2.4%** |
| 54 | Rating of Health Plan | 60 | 55.0% | 399 | 83.2% | **28.2%** |
| **Q#** | **Rating Items (Summary Rate = 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 40 | 10.0% | 330 | 70.6% | **60.6%** |
| 41 | Rating of Personal Doctor | NA | NA | 418 | 84.0% | **NA** |
| 48 | Rating of Specialist | 13 | 61.5% | 69 | 82.6% | **21.1%** |
| 54 | Rating of Health Plan | 60 | 28.3% | 399 | 69.9% | **41.6%** |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**Plan Summary Rates by Contact Customer Service (Q49)**

*General Population*

**630 Total General Population Respondents**

| Q# | Attributes | Yes | | No | | Range* |
|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 64 | 82.8% | 136 | 91.2% | 8.4% |
| 6 | Child obtained appointment for care as soon as needed | 108 | 88.9% | 284 | 93.0% | 4.1% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 48 | 60.4% | 73 | 53.4% | 7.0% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 48 | 41.7% | 71 | 35.2% | 6.5% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 47 | 83.0% | 73 | 74.0% | 9.0% |
| 15 | Ease of getting care, tests, or treatment child needed | 113 | 90.3% | 310 | 91.6% | 1.3% |
| 32 | Child's doctor explained things in an understandable way | 107 | 89.7% | 271 | 93.4% | 3.7% |
| 33 | Child's doctor listened carefully to you | 107 | 95.3% | 272 | 95.2% | 0.1% |
| 34 | Child's doctor showed respect for what you had to say | 105 | 94.3% | 269 | 96.3% | 2.0% |
| 37 | Child's doctor spent enough time with your child | 106 | 89.6% | 270 | 87.8% | 1.8% |
| 46 | Obtained child's appointment with specialist as soon as needed | 36 | 88.9% | 59 | 74.6% | 14.3% |
| 50 | Getting information/help from customer service | 131 | 77.9% | NA | NA | NA |
| 51 | Treated with courtesy and respect by customer service staff | 131 | 91.6% | NA | NA | NA |
| **Q#** | **Composites & Key Questions** | | | | | |
| | Getting Needed Care | | 89.6% | | 83.1% | 6.5% |
| | Getting Care Quickly | | 85.9% | | 92.1% | 6.3% |
| | How Well Doctors Communicate | | 92.2% | | 93.2% | 1.0% |
| | Customer Service | | 84.8% | | NA | NA |
| | Shared Decision Making | | 61.7% | | 54.2% | 7.5% |
| 8 | Health Promotion and Education | 114 | 79.8% | 315 | 68.3% | 11.5% |
| 40 | Coordination of Care | 50 | 76.0% | 83 | 88.0% | 12.0% |
| 53 | Ease of Filling Out Forms | 126 | 93.7% | 419 | 99.3% | 5.6% |
| **Q#** | **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 112 | 79.5% | 309 | 80.3% | 0.8% |
| 41 | Rating of Personal Doctor | 118 | 87.3% | 350 | 86.6% | 0.7% |
| 48 | Rating of Specialist | 33 | 90.9% | 52 | 84.6% | 6.3% |
| 54 | Rating of Health Plan | 131 | 84.0% | 420 | 76.9% | 7.1% |
| **Q#** | **Rating Items (Summary Rate = 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 112 | 60.7% | 309 | 65.0% | 4.3% |
| 41 | Rating of Personal Doctor | 118 | 69.5% | 350 | 74.3% | 4.8% |
| 48 | Rating of Specialist | 33 | 75.8% | 52 | 76.9% | 1.1% |
| 54 | Rating of Health Plan | 131 | 66.4% | 420 | 63.1% | 3.3% |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Plan Summary Rates by Received Help From Customer Service (Q50)**

**Medicaid Child with CCC CAHPS®**

*General Population*

**630 Total General Population Respondents**

| Q# | Attributes | Never/Sometimes | | Always/Usually | | Range* |
|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 12 | 66.7% | 49 | 85.7% | NA |
| 6 | Child obtained appointment for care as soon as needed | 22 | 77.3% | 83 | 91.6% | NA |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 7 | 71.4% | 39 | 56.4% | NA |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 7 | 28.6% | 39 | 43.6% | NA |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 7 | 85.7% | 38 | 81.6% | NA |
| 15 | Ease of getting care, tests, or treatment child needed | 21 | 81.0% | 89 | 92.1% | NA |
| 32 | Child's doctor explained things in an understandable way | 18 | 83.3% | 86 | 90.7% | NA |
| 33 | Child's doctor listened carefully to you | 18 | 83.3% | 86 | 97.7% | NA |
| 34 | Child's doctor showed respect for what you had to say | 18 | 83.3% | 84 | 96.4% | NA |
| 37 | Child's doctor spent enough time with your child | 18 | 72.2% | 85 | 92.9% | NA |
| 46 | Obtained child's appointment with specialist as soon as needed | 8 | 75.0% | 27 | 92.6% | NA |
| 50 | Getting information/help from customer service | NA | NA | 102 | 100.0% | NA |
| 51 | Treated with courtesy and respect by customer service staff | 29 | 65.5% | 102 | 99.0% | NA |
| Q# | Composites & Key Questions | | | | | |
| | Getting Needed Care | | 78.0% | | 92.4% | NA |
| | Getting Care Quickly | | 72.0% | | 88.7% | NA |
| | How Well Doctors Communicate | | 80.5% | | 94.4% | NA |
| | Customer Service | | NA | | 99.5% | NA |
| | Shared Decision Making | | 61.9% | | 60.5% | NA |
| 8 | Health Promotion and Education | 21 | 61.9% | 90 | 83.3% | NA |
| 40 | Coordination of Care | 11 | 63.6% | 38 | 78.9% | NA |
| 53 | Ease of Filling Out Forms | 27 | 77.8% | 97 | 97.9% | NA |
| Q# | Rating Items (Summary Rate = 8 + 9 + 10) | | | | | |
| 14 | Rating of Health Care | 21 | 61.9% | 88 | 84.1% | NA |
| 41 | Rating of Personal Doctor | 22 | 86.4% | 92 | 88.0% | NA |
| 48 | Rating of Specialist | 7 | 71.4% | 25 | 96.0% | NA |
| 54 | Rating of Health Plan | 29 | 69.0% | 99 | 89.9% | NA |
| Q# | Rating Items (Summary Rate = 9 + 10) | | | | | |
| 14 | Rating of Health Care | 21 | 47.6% | 88 | 63.6% | NA |
| 41 | Rating of Personal Doctor | 22 | 59.1% | 92 | 71.7% | NA |
| 48 | Rating of Specialist | 7 | 28.6% | 25 | 88.0% | NA |
| 54 | Rating of Health Plan | 29 | 44.8% | 99 | 73.7% | NA |

* Range is the difference between Summary Rates shown. Due to small number of respondents indicating that they "Never" or "Sometimes" received help from customer service, range calculations are not included.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Plan Summary Rates by Data Collection Method

*General Population*

**630 Total General Population Respondents**

| Q# | Attributes | Mail | | Phone | | Range* |
|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 137 | 89.1% | 77 | 84.4% | 4.7% |
| 6 | Child obtained appointment for care as soon as needed | 246 | 91.5% | 176 | 92.0% | 0.5% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 81 | 56.8% | 53 | 58.5% | 1.7% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 80 | 32.5% | 51 | 49.0% | 16.5% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 80 | 76.3% | 49 | 75.5% | 0.8% |
| 15 | Ease of getting care, tests, or treatment child needed | 262 | 92.4% | 183 | 88.5% | 3.9% |
| 32 | Child's doctor explained things in an understandable way | 231 | 93.5% | 163 | 90.8% | 2.7% |
| 33 | Child's doctor listened carefully to you | 231 | 94.4% | 163 | 96.9% | 2.5% |
| 34 | Child's doctor showed respect for what you had to say | 227 | 94.7% | 161 | 97.5% | 2.8% |
| 37 | Child's doctor spent enough time with your child | 228 | 91.2% | 159 | 84.3% | 6.9% |
| 46 | Obtained child's appointment with specialist as soon as needed | 64 | 79.7% | 33 | 78.8% | 0.9% |
| 50 | Getting information/help from customer service | 75 | 78.7% | 56 | 76.8% | 1.9% |
| 51 | Treated with courtesy and respect by customer service staff | 75 | 90.7% | 56 | 92.9% | 2.2% |
| **Q#** | **Composites & Key Questions** | | | | | |
| | Getting Needed Care | | 86.1% | | 83.7% | 2.4% |
| | Getting Care Quickly | | 90.3% | | 88.2% | 2.1% |
| | How Well Doctors Communicate | | 93.5% | | 92.4% | 1.1% |
| | Customer Service | | 84.7% | | 84.9% | 0.2% |
| | Shared Decision Making | | 55.2% | | 61.0% | 5.8% |
| 8 | Health Promotion and Education | 268 | 72.4% | 189 | 68.8% | 3.6% |
| 40 | Coordination of Care | 89 | 84.3% | 48 | 79.2% | 5.1% |
| 53 | Ease of Filling Out Forms | 347 | 97.1% | 201 | 99.0% | 1.9% |
| **Q#** | **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 262 | 80.9% | 181 | 80.7% | 0.2% |
| 41 | Rating of Personal Doctor | 289 | 84.8% | 192 | 90.1% | 5.3% |
| 48 | Rating of Specialist | 58 | 87.9% | 29 | 82.8% | 5.1% |
| 54 | Rating of Health Plan | 347 | 77.8% | 208 | 79.8% | 2.0% |
| **Q#** | **Rating Items (Summary Rate = 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 262 | 66.0% | 181 | 63.0% | 3.0% |
| 41 | Rating of Personal Doctor | 289 | 73.7% | 192 | 71.9% | 1.8% |
| 48 | Rating of Specialist | 58 | 75.9% | 29 | 75.9% | 0.0% |
| 54 | Rating of Health Plan | 347 | 64.6% | 208 | 63.0% | 1.6% |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# CCC Population

# Segmentation Tables

**CCC Population Charts 5A – 5I**
(See following pages.)

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Plan Summary Rates by Respondent's Age (Q78)**

**Medicaid Child with CCC CAHPS®**

*CCC Population*

**525 Total CCC Population Respondents**

| Q# | Attributes | 24 or younger | | 25 - 34 | | 35 - 44 | | 45 or older | | Range* |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 42 | 90.5% | 59 | 93.2% | 62 | 90.3% | 59 | 93.2% | **2.9%** |
| 6 | Child obtained appointment for care as soon as needed | 74 | 91.9% | 120 | 90.0% | 123 | 87.8% | 94 | 94.7% | **6.9%** |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 41 | 43.9% | 52 | 59.6% | 51 | 52.9% | 45 | 57.8% | **15.7%** |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 43 | 23.3% | 51 | 31.4% | 51 | 37.3% | 46 | 34.8% | **14.0%** |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 42 | 76.2% | 52 | 78.8% | 51 | 76.5% | 46 | 73.9% | **4.9%** |
| 15 | Ease of getting care, tests, or treatment child needed | 75 | 86.7% | 122 | 84.4% | 127 | 88.2% | 111 | 94.6% | **10.2%** |
| 32 | Child's doctor explained things in an understandable way | 70 | 91.4% | 114 | 93.0% | 119 | 89.1% | 103 | 96.1% | **7.0%** |
| 33 | Child's doctor listened carefully to you | 69 | 95.7% | 114 | 93.9% | 119 | 91.6% | 103 | 99.0% | **7.4%** |
| 34 | Child's doctor showed respect for what you had to say | 70 | 98.6% | 113 | 94.7% | 116 | 87.9% | 104 | 98.1% | **10.7%** |
| 37 | Child's doctor spent enough time with your child | 68 | 89.7% | 113 | 86.7% | 119 | 85.7% | 104 | 92.3% | **6.6%** |
| 46 | Obtained child's appointment with specialist as soon as needed | 32 | 84.4% | 53 | 71.7% | 33 | 75.8% | 43 | 81.4% | **12.7%** |
| 50 | Getting information/help from customer service | 25 | 92.0% | 45 | 75.6% | 30 | 80.0% | 31 | 71.0% | **21.0%** |
| 51 | Customer service treated member with courtesy and respect | 25 | 96.0% | 45 | 97.8% | 30 | 90.0% | 31 | 96.8% | **7.8%** |
| **Q#** | **Composites & Key Questions** | | | | | | | | | |
| | Getting Needed Care | | 85.6% | | 78.1% | | 82.0% | | 88.0% | **9.9%** |
| | Getting Care Quickly | | 91.2% | | 91.6% | | 89.1% | | 94.0% | **4.9%** |
| | How Well Doctors Communicate | | 93.9% | | 92.1% | | 88.6% | | 96.4% | **7.8%** |
| | Customer Service | | 94.0% | | 86.7% | | 85.0% | | 83.9% | **10.1%** |
| | Shared Decision Making | | 47.8% | | 56.6% | | 55.6% | | 55.5% | **8.8%** |
| 8 | Health Promotion and Education | 78 | 75.6% | 121 | 77.7% | 128 | 66.4% | 112 | 72.3% | **11.3%** |
| 40 | Coordination of Care | 31 | 83.9% | 45 | 66.7% | 49 | 79.6% | 51 | 78.4% | **17.2%** |
| 53 | Ease of Filling Out Forms | 86 | 97.7% | 136 | 96.3% | 147 | 97.3% | 125 | 98.4% | **2.1%** |
| **Q#** | **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | | | | | |
| 14 | Rating of Health Care | 75 | 76.0% | 122 | 71.3% | 125 | 76.8% | 111 | 81.1% | **9.8%** |
| 41 | Rating of Personal Doctor | 78 | 85.9% | 124 | 81.5% | 133 | 82.0% | 121 | 86.8% | **5.3%** |
| 48 | Rating of Specialist | 31 | 87.1% | 52 | 80.8% | 29 | 79.3% | 41 | 90.2% | **10.9%** |
| 54 | Rating of Health Plan | 88 | 71.6% | 137 | 68.6% | 152 | 67.1% | 125 | 80.8% | **13.7%** |
| **Q#** | **Rating Items (Summary Rate = 9 + 10)** | | | | | | | | | |
| 14 | Rating of Health Care | 75 | 58.7% | 122 | 52.5% | 125 | 56.8% | 111 | 65.8% | **13.3%** |
| 41 | Rating of Personal Doctor | 78 | 75.6% | 124 | 67.7% | 133 | 69.9% | 121 | 76.9% | **9.2%** |
| 48 | Rating of Specialist | 31 | 77.4% | 52 | 69.2% | 29 | 69.0% | 41 | 73.2% | **8.4%** |
| 54 | Rating of Health Plan | 88 | 60.2% | 137 | 53.3% | 152 | 48.7% | 125 | 60.8% | **12.1%** |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Plan Summary Rates by Respondent's Education (Q80)**

**Medicaid Child with CCC CAHPS®**

*CCC Population*

**525 Total CCC Population Respondents**

| Q# | Attributes | High School Graduate or less | | Some College or more | | Range* |
|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 128 | 92.2% | 91 | 91.2% | 1.0% |
| 6 | Child obtained appointment for care as soon as needed | 244 | 90.6% | 161 | 90.7% | 0.1% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 109 | 48.6% | 81 | 63.0% | 14.4% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 109 | 29.4% | 82 | 35.4% | 6.0% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 109 | 79.8% | 82 | 73.2% | 6.6% |
| 15 | Ease of getting care, tests, or treatment child needed | 258 | 87.6% | 174 | 89.7% | 2.1% |
| 32 | Child's doctor explained things in an understandable way | 236 | 92.4% | 167 | 92.2% | 0.2% |
| 33 | Child's doctor listened carefully to you | 236 | 94.1% | 166 | 95.8% | 1.7% |
| 34 | Child's doctor showed respect for what you had to say | 237 | 92.4% | 163 | 96.9% | 4.5% |
| 37 | Child's doctor spent enough time with your child | 235 | 85.5% | 166 | 92.2% | 6.7% |
| 46 | Obtained child's appointment with specialist as soon as needed | 80 | 80.0% | 79 | 75.9% | 4.1% |
| 50 | Getting information/help from customer service | 79 | 79.7% | 52 | 76.9% | 2.8% |
| 51 | Treated with courtesy and respect by customer service staff | 79 | 96.2% | 52 | 94.2% | 2.0% |
| Q# | Composites & Key Questions | | | | | |
| | Getting Needed Care | | 83.8% | | 82.8% | 1.0% |
| | Getting Care Quickly | | 91.4% | | 91.0% | 0.5% |
| | How Well Doctors Communicate | | 91.1% | | 94.3% | 3.2% |
| | Customer Service | | 88.0% | | 85.6% | 2.4% |
| | Shared Decision Making | | 52.6% | | 57.2% | 4.6% |
| 8 | Health Promotion and Education | 258 | 70.2% | 178 | 75.8% | 5.6% |
| 40 | Coordination of Care | 96 | 78.1% | 80 | 75.0% | 3.1% |
| 53 | Ease of Filling Out Forms | 295 | 96.3% | 191 | 99.0% | 2.7% |
| Q# | Rating Items (Summary Rate = 8 + 9 + 10) | | | | | |
| 14 | Rating of Health Care | 255 | 76.9% | 175 | 76.0% | 0.9% |
| 41 | Rating of Personal Doctor | 264 | 82.6% | 188 | 85.6% | 3.0% |
| 48 | Rating of Specialist | 77 | 84.4% | 74 | 85.1% | 0.7% |
| 54 | Rating of Health Plan | 298 | 73.5% | 195 | 70.3% | 3.2% |
| Q# | Rating Items (Summary Rate = 9 + 10) | | | | | |
| 14 | Rating of Health Care | 255 | 58.0% | 175 | 58.3% | 0.3% |
| 41 | Rating of Personal Doctor | 264 | 73.9% | 188 | 70.7% | 3.2% |
| 48 | Rating of Specialist | 77 | 76.6% | 74 | 67.6% | 9.0% |
| 54 | Rating of Health Plan | 298 | 59.4% | 195 | 50.3% | 9.1% |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**Plan Summary Rates by Child's Health Status (Q58)**

*CCC Population*

**525 Total CCC Population Respondents**

| Q# | Attributes | Excellent/Very good | | Good | | Fair/Poor | | Range* |
|---|---|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 111 | 92.8% | 64 | 90.6% | 50 | 92.0% | 2.2% |
| 6 | Child obtained appointment for care as soon as needed | 232 | 92.7% | 111 | 91.0% | 70 | 85.7% | 7.0% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 101 | 58.4% | 58 | 43.1% | 30 | 60.0% | 16.9% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 101 | 35.6% | 59 | 23.7% | 31 | 35.5% | 11.9% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 101 | 78.2% | 59 | 78.0% | 31 | 71.0% | 7.2% |
| 15 | Ease of getting care, tests, or treatment child needed | 247 | 89.5% | 122 | 91.0% | 72 | 81.9% | 9.1% |
| 32 | Child's doctor explained things in an understandable way | 227 | 93.8% | 118 | 89.0% | 66 | 89.4% | 4.8% |
| 33 | Child's doctor listened carefully to you | 226 | 96.9% | 117 | 92.3% | 67 | 91.0% | 5.9% |
| 34 | Child's doctor showed respect for what you had to say | 224 | 94.6% | 117 | 94.9% | 67 | 89.6% | 5.3% |
| 37 | Child's doctor spent enough time with your child | 226 | 92.0% | 118 | 88.1% | 65 | 73.8% | 18.2% |
| 46 | Obtained child's appointment with specialist as soon as needed | 80 | 78.8% | 52 | 78.8% | 33 | 69.7% | 9.1% |
| 50 | Getting information/help from customer service | 74 | 82.4% | 36 | 72.2% | 25 | 76.0% | 10.2% |
| 51 | Treated with courtesy and respect by customer service staff | 74 | 97.3% | 36 | 91.7% | 25 | 92.0% | 5.6% |
| Q# | Composites & Key Questions | | | | | | | |
| | Getting Needed Care | | 84.2% | | 84.9% | | 75.8% | 9.1% |
| | Getting Care Quickly | | 92.8% | | 90.8% | | 88.9% | 3.9% |
| | How Well Doctors Communicate | | 94.3% | | 91.1% | | 86.0% | 8.4% |
| | Customer Service | | 89.9% | | 82.0% | | 84.0% | 7.9% |
| | Shared Decision Making | | 57.4% | | 48.3% | | 55.5% | 9.1% |
| 8 | Health Promotion and Education | 248 | 71.8% | 125 | 72.8% | 72 | 73.6% | 1.8% |
| 40 | Coordination of Care | 87 | 77.0% | 61 | 77.0% | 32 | 78.1% | 1.1% |
| 53 | Ease of Filling Out Forms | 279 | 97.1% | 142 | 97.9% | 77 | 96.1% | 1.8% |
| Q# | Rating Items (Summary Rate = 8 + 9 + 10) | | | | | | | |
| 14 | Rating of Health Care | 246 | 80.9% | 123 | 70.7% | 70 | 71.4% | 10.2% |
| 41 | Rating of Personal Doctor | 259 | 86.9% | 127 | 81.1% | 74 | 79.7% | 7.2% |
| 48 | Rating of Specialist | 76 | 82.9% | 49 | 87.8% | 31 | 80.6% | 7.2% |
| 54 | Rating of Health Plan | 284 | 76.4% | 141 | 73.0% | 80 | 57.5% | 18.9% |
| Q# | Rating Items (Summary Rate = 9 + 10) | | | | | | | |
| 14 | Rating of Health Care | 246 | 64.6% | 123 | 51.2% | 70 | 50.0% | 14.6% |
| 41 | Rating of Personal Doctor | 259 | 76.8% | 127 | 68.5% | 74 | 66.2% | 10.6% |
| 48 | Rating of Specialist | 76 | 73.7% | 49 | 73.5% | 31 | 64.5% | 9.2% |
| 54 | Rating of Health Plan | 284 | 61.6% | 141 | 49.6% | 80 | 43.8% | 17.8% |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**Plan Summary Rates by Child's Mental/Emotional Health Status (Q59)**

*CCC Population*

**525 Total CCC Population Respondents**

| Q# | Attributes | Excellent/Very good | | Good | | Fair/Poor | | Range* |
|---|---|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 92 | 94.6% | 52 | 88.5% | 82 | 91.5% | 6.1% |
| 6 | Child obtained appointment for care as soon as needed | 174 | 90.8% | 119 | 92.4% | 122 | 89.3% | 3.1% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 84 | 61.9% | 43 | 51.2% | 63 | 47.6% | 14.3% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 84 | 34.5% | 43 | 30.2% | 65 | 30.8% | 4.3% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 84 | 81.0% | 43 | 81.4% | 65 | 67.7% | 13.7% |
| 15 | Ease of getting care, tests, or treatment child needed | 185 | 91.4% | 124 | 87.1% | 133 | 85.7% | 5.7% |
| 32 | Child's doctor explained things in an understandable way | 180 | 92.8% | 111 | 93.7% | 121 | 88.4% | 5.3% |
| 33 | Child's doctor listened carefully to you | 180 | 97.2% | 111 | 95.5% | 120 | 90.0% | 7.2% |
| 34 | Child's doctor showed respect for what you had to say | 179 | 95.5% | 110 | 96.4% | 120 | 89.2% | 7.2% |
| 37 | Child's doctor spent enough time with your child | 177 | 93.8% | 113 | 86.7% | 120 | 80.8% | 13.0% |
| 46 | Obtained child's appointment with specialist as soon as needed | 70 | 78.6% | 38 | 78.9% | 57 | 73.7% | 5.2% |
| 50 | Getting information/help from customer service | 57 | 91.2% | 34 | 64.7% | 43 | 72.1% | 26.5% |
| 51 | Treated with courtesy and respect by customer service staff | 57 | 98.2% | 34 | 91.2% | 43 | 93.0% | 7.0% |
| Q# | Composites & Key Questions | | | | | | | |
| | Getting Needed Care | | 85.0% | | 83.0% | | 79.7% | 5.3% |
| | Getting Care Quickly | | 92.7% | | 90.5% | | 90.4% | 2.3% |
| | How Well Doctors Communicate | | 94.8% | | 93.1% | | 87.1% | 7.7% |
| | Customer Service | | 94.7% | | 78.0% | | 82.6% | 16.8% |
| | Shared Decision Making | | 59.1% | | 54.3% | | 48.7% | 10.4% |
| 8 | Health Promotion and Education | 187 | 74.9% | 124 | 70.2% | 135 | 71.1% | 4.7% |
| 40 | Coordination of Care | 74 | 78.4% | 43 | 81.4% | 62 | 74.2% | 7.2% |
| 53 | Ease of Filling Out Forms | 205 | 97.1% | 141 | 97.2% | 156 | 97.4% | 0.3% |
| Q# | Rating Items (Summary Rate = 8 + 9 + 10) | | | | | | | |
| 14 | Rating of Health Care | 186 | 80.6% | 125 | 76.0% | 129 | 72.1% | 8.5% |
| 41 | Rating of Personal Doctor | 198 | 87.9% | 130 | 85.4% | 136 | 76.5% | 11.4% |
| 48 | Rating of Specialist | 67 | 89.6% | 34 | 88.2% | 55 | 74.5% | 15.1% |
| 54 | Rating of Health Plan | 208 | 76.4% | 144 | 75.0% | 158 | 63.9% | 12.5% |
| Q# | Rating Items (Summary Rate = 9 + 10) | | | | | | | |
| 14 | Rating of Health Care | 186 | 66.1% | 125 | 53.6% | 129 | 51.9% | 14.2% |
| 41 | Rating of Personal Doctor | 198 | 78.8% | 130 | 70.0% | 136 | 65.4% | 13.4% |
| 48 | Rating of Specialist | 67 | 79.1% | 34 | 67.6% | 55 | 65.5% | 13.6% |
| 54 | Rating of Health Plan | 208 | 62.5% | 144 | 56.3% | 158 | 44.3% | 18.2% |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Plan Summary Rates by Health Plan Rating (Q54)

*CCC Population*

**525 Total CCC Population Respondents**

| Q# | Attributes | 0 - 7 | | 8 - 10 | | Range* |
|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 60 | 86.7% | 160 | 93.8% | 7.1% |
| 6 | Child obtained appointment for care as soon as needed | 107 | 82.2% | 303 | 93.7% | 11.5% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 48 | 47.9% | 141 | 56.0% | 8.1% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 48 | 31.3% | 143 | 32.9% | 1.6% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 48 | 75.0% | 143 | 77.6% | 2.6% |
| 15 | Ease of getting care, tests, or treatment child needed | 116 | 78.4% | 319 | 92.2% | 13.8% |
| 32 | Child's doctor explained things in an understandable way | 106 | 89.6% | 299 | 92.6% | 3.0% |
| 33 | Child's doctor listened carefully to you | 106 | 91.5% | 297 | 95.6% | 4.1% |
| 34 | Child's doctor showed respect for what you had to say | 105 | 90.5% | 297 | 94.9% | 4.4% |
| 37 | Child's doctor spent enough time with your child | 105 | 80.0% | 297 | 90.9% | 10.9% |
| 46 | Obtained child's appointment with specialist as soon as needed | 45 | 71.1% | 119 | 79.0% | 7.9% |
| 50 | Getting information/help from customer service | 22 | 54.5% | 114 | 83.3% | 28.8% |
| 51 | Treated with courtesy and respect by customer service staff | 22 | 90.9% | 114 | 95.6% | 4.7% |
| Q# | Composites & Key Questions | | | | | |
| | Getting Needed Care | | 74.8% | | 85.6% | 10.9% |
| | Getting Care Quickly | | 84.5% | | 93.8% | 9.3% |
| | How Well Doctors Communicate | | 87.9% | | 93.5% | 5.6% |
| | Customer Service | | 72.7% | | 89.5% | 16.8% |
| | Shared Decision Making | | 51.4% | | 55.5% | 4.1% |
| 8 | Health Promotion and Education | 117 | 63.2% | 321 | 77.3% | 14.1% |
| 40 | Coordination of Care | 46 | 63.0% | 131 | 80.9% | 17.9% |
| 53 | Ease of Filling Out Forms | 141 | 96.5% | 355 | 97.5% | 1.0% |
| Q# | Rating Items (Summary Rate = 8 + 9 + 10) | | | | | |
| 14 | Rating of Health Care | 116 | 46.6% | 317 | 87.4% | 40.8% |
| 41 | Rating of Personal Doctor | 121 | 66.9% | 334 | 89.8% | 22.9% |
| 48 | Rating of Specialist | 44 | 70.5% | 111 | 89.2% | 18.7% |
| 54 | Rating of Health Plan | NA | NA | 370 | 100.0% | NA |
| Q# | Rating Items (Summary Rate = 9 + 10) | | | | | |
| 14 | Rating of Health Care | 116 | 27.6% | 317 | 69.4% | 41.8% |
| 41 | Rating of Personal Doctor | 121 | 50.4% | 334 | 79.9% | 29.5% |
| 48 | Rating of Specialist | 44 | 54.5% | 111 | 79.3% | 24.8% |
| 54 | Rating of Health Plan | NA | NA | 370 | 76.5% | NA |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Plan Summary Rates by Doctor Rating (Q41)

*CCC Population*

**525 Total CCC Population Respondents**

| Q# | Attributes | 0 - 7 | | 8 - 10 | | Range* |
|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 32 | 87.5% | 172 | 93.0% | 5.5% |
| 6 | Child obtained appointment for care as soon as needed | 59 | 81.4% | 320 | 93.4% | 12.0% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 27 | 29.6% | 145 | 57.2% | 27.6% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 27 | 22.2% | 148 | 33.1% | 10.9% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 27 | 51.9% | 147 | 81.6% | 29.7% |
| 15 | Ease of getting care, tests, or treatment child needed | 61 | 68.9% | 342 | 92.1% | 23.2% |
| 32 | Child's doctor explained things in an understandable way | 63 | 60.3% | 350 | 97.7% | 37.4% |
| 33 | Child's doctor listened carefully to you | 62 | 75.8% | 350 | 98.0% | 22.2% |
| 34 | Child's doctor showed respect for what you had to say | 62 | 69.4% | 348 | 98.3% | 28.9% |
| 37 | Child's doctor spent enough time with your child | 60 | 55.0% | 351 | 93.7% | 38.7% |
| 46 | Obtained child's appointment with specialist as soon as needed | 26 | 73.1% | 132 | 80.3% | 7.2% |
| 50 | Getting information/help from customer service | 17 | 64.7% | 109 | 80.7% | 16.0% |
| 51 | Treated with courtesy and respect by customer service staff | 17 | 88.2% | 109 | 96.3% | 8.1% |
| Q# | Composites & Key Questions | | | | | |
| | Getting Needed Care | | 71.0% | | 86.2% | 15.2% |
| | Getting Care Quickly | | 84.5% | | 93.2% | 8.8% |
| | How Well Doctors Communicate | | 65.1% | | 96.9% | 31.8% |
| | Customer Service | | 76.5% | | 88.5% | 12.1% |
| | Shared Decision Making | | 34.6% | | 57.3% | 22.7% |
| 8 | Health Promotion and Education | 62 | 51.6% | 344 | 77.0% | 25.4% |
| 40 | Coordination of Care | 26 | 30.8% | 154 | 85.1% | 54.3% |
| 53 | Ease of Filling Out Forms | 75 | 92.0% | 375 | 98.7% | 6.7% |
| Q# | Rating Items (Summary Rate = 8 + 9 + 10) | | | | | |
| 14 | Rating of Health Care | 59 | 27.1% | 343 | 86.0% | 58.9% |
| 41 | Rating of Personal Doctor | NA | NA | 392 | 100.0% | NA |
| 48 | Rating of Specialist | 24 | 75.0% | 128 | 87.5% | 12.5% |
| 54 | Rating of Health Plan | 74 | 45.9% | 381 | 78.7% | 32.8% |
| Q# | Rating Items (Summary Rate = 9 + 10) | | | | | |
| 14 | Rating of Health Care | 59 | 6.8% | 343 | 68.2% | 61.4% |
| 41 | Rating of Personal Doctor | NA | NA | 392 | 86.5% | NA |
| 48 | Rating of Specialist | 24 | 54.2% | 128 | 78.1% | 23.9% |
| 54 | Rating of Health Plan | 74 | 24.3% | 381 | 63.0% | 38.7% |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**Plan Summary Rates by Contact Customer Service (Q49)**

*CCC Population*

**525 Total CCC Population Respondents**

| Q# | Attributes | Yes | | No | | Range* |
|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 73 | 89.0% | 151 | 93.4% | 4.4% |
| 6 | Child obtained appointment for care as soon as needed | 122 | 94.3% | 291 | 89.3% | 5.0% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 72 | 50.0% | 119 | 56.3% | 6.3% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 74 | 28.4% | 119 | 34.5% | 6.1% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 73 | 82.2% | 120 | 74.2% | 8.0% |
| 15 | Ease of getting care, tests, or treatment child needed | 128 | 90.6% | 312 | 87.8% | 2.8% |
| 32 | Child's doctor explained things in an understandable way | 119 | 90.8% | 290 | 92.4% | 1.6% |
| 33 | Child's doctor listened carefully to you | 118 | 94.1% | 290 | 94.8% | 0.7% |
| 34 | Child's doctor showed respect for what you had to say | 118 | 93.2% | 288 | 94.1% | 0.9% |
| 37 | Child's doctor spent enough time with your child | 118 | 88.1% | 289 | 87.9% | 0.2% |
| 46 | Obtained child's appointment with specialist as soon as needed | 62 | 80.6% | 104 | 75.0% | 5.6% |
| 50 | Getting information/help from customer service | 136 | 78.7% | NA | NA | NA |
| 51 | Treated with courtesy and respect by customer service staff | 136 | 94.9% | NA | NA | NA |
| **Q#** | **Composites & Key Questions** | | | | | |
| | Getting Needed Care | | 85.6% | | 81.4% | 4.2% |
| | Getting Care Quickly | | 91.7% | | 91.4% | 0.3% |
| | How Well Doctors Communicate | | 91.6% | | 92.3% | 0.7% |
| | Customer Service | | 86.8% | | NA | NA |
| | Shared Decision Making | | 53.5% | | 55.0% | 1.5% |
| 8 | Health Promotion and Education | 126 | 81.7% | 318 | 68.9% | 12.8% |
| 40 | Coordination of Care | 64 | 76.6% | 118 | 77.1% | 0.5% |
| 53 | Ease of Filling Out Forms | 132 | 93.9% | 372 | 98.4% | 4.5% |
| **Q#** | **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 126 | 77.8% | 312 | 75.6% | 2.2% |
| 41 | Rating of Personal Doctor | 126 | 86.5% | 335 | 82.7% | 3.8% |
| 48 | Rating of Specialist | 57 | 80.7% | 100 | 86.0% | 5.3% |
| 54 | Rating of Health Plan | 136 | 83.8% | 373 | 67.6% | 16.2% |
| **Q#** | **Rating Items (Summary Rate = 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 126 | 61.9% | 312 | 56.1% | 5.8% |
| 41 | Rating of Personal Doctor | 126 | 73.8% | 335 | 71.6% | 2.2% |
| 48 | Rating of Specialist | 57 | 70.2% | 100 | 73.0% | 2.8% |
| 54 | Rating of Health Plan | 136 | 67.6% | 373 | 50.1% | 17.5% |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Plan Summary Rates by Received Help From Customer Service (Q50)**

**Medicaid Child with CCC CAHPS®**

*CCC Population*

**525 Total CCC Population Respondents**

| Q# | Attributes | Never/Sometimes | | Always/Usually | | Range* |
|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 16 | 75.0% | 57 | 93.0% | NA |
| 6 | Child obtained appointment for care as soon as needed | 25 | 88.0% | 97 | 95.9% | NA |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 13 | 53.8% | 59 | 49.2% | NA |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 14 | 28.6% | 60 | 28.3% | NA |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 14 | 85.7% | 59 | 81.4% | NA |
| 15 | Ease of getting care, tests, or treatment child needed | 25 | 80.0% | 103 | 93.2% | NA |
| 32 | Child's doctor explained things in an understandable way | 26 | 80.8% | 93 | 93.5% | NA |
| 33 | Child's doctor listened carefully to you | 26 | 76.9% | 92 | 98.9% | NA |
| 34 | Child's doctor showed respect for what you had to say | 26 | 76.9% | 92 | 97.8% | NA |
| 37 | Child's doctor spent enough time with your child | 26 | 69.2% | 92 | 93.5% | NA |
| 46 | Obtained child's appointment with specialist as soon as needed | 15 | 66.7% | 47 | 85.1% | NA |
| 50 | Getting information/help from customer service | NA | NA | 107 | 100.0% | NA |
| 51 | Treated with courtesy and respect by customer service staff | 29 | 82.8% | 107 | 98.1% | NA |
| **Q#** | **Composites & Key Questions** | | | | | |
| | Getting Needed Care | | 73.4% | | 89.2% | NA |
| | Getting Care Quickly | | 81.5% | | 94.5% | NA |
| | How Well Doctors Communicate | | 76.0% | | 95.9% | NA |
| | Customer Service | | NA | | 99.1% | NA |
| | Shared Decision Making | | 56.0% | | 53.0% | NA |
| 8 | Health Promotion and Education | 24 | 58.3% | 102 | 87.3% | NA |
| 40 | Coordination of Care | 14 | 78.6% | 50 | 76.0% | NA |
| 53 | Ease of Filling Out Forms | 29 | 86.2% | 103 | 96.1% | NA |
| **Q#** | **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 24 | 62.5% | 102 | 81.4% | NA |
| 41 | Rating of Personal Doctor | 27 | 77.8% | 99 | 88.9% | NA |
| 48 | Rating of Specialist | 14 | 71.4% | 43 | 83.7% | NA |
| 54 | Rating of Health Plan | 29 | 65.5% | 107 | 88.8% | NA |
| **Q#** | **Rating Items (Summary Rate = 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 24 | 54.2% | 102 | 63.7% | NA |
| 41 | Rating of Personal Doctor | 27 | 59.3% | 99 | 77.8% | NA |
| 48 | Rating of Specialist | 14 | 57.1% | 43 | 74.4% | NA |
| 54 | Rating of Health Plan | 29 | 44.8% | 107 | 73.8% | NA |

* Range is the difference between Summary Rates shown. Due to small number of respondents indicating that they "Never" or "Sometimes" received help from customer service, range calculations are not included.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Segmentation Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Plan Summary Rates by Data Collection Method

*CCC Population*

**525 Total CCC Population Respondents**

| Q# | Attributes | Mail | | Phone | | Range* |
|---|---|---|---|---|---|---|
| | | Valid n** | % | Valid n** | % | |
| 4 | Child obtained needed care right away | 159 | 95.6% | 67 | 83.6% | 12.0% |
| 6 | Child obtained appointment for care as soon as needed | 277 | 90.6% | 141 | 90.8% | 0.2% |
| 11 | Doctor/health provider talked about reasons you might want your child to take a medicine | 133 | 49.6% | 59 | 64.4% | 14.8% |
| 12 | Doctor/health provider talked about reasons you might not want your child to take a medicine | 134 | 29.9% | 60 | 36.7% | 6.8% |
| 13 | Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 134 | 76.9% | 60 | 76.7% | 0.2% |
| 15 | Ease of getting care, tests, or treatment child needed | 301 | 88.7% | 144 | 88.2% | 0.5% |
| 32 | Child's doctor explained things in an understandable way | 278 | 92.8% | 137 | 89.8% | 3.0% |
| 33 | Child's doctor listened carefully to you | 276 | 95.3% | 138 | 93.5% | 1.8% |
| 34 | Child's doctor showed respect for what you had to say | 274 | 93.4% | 138 | 94.9% | 1.5% |
| 37 | Child's doctor spent enough time with your child | 275 | 89.1% | 138 | 86.2% | 2.9% |
| 46 | Obtained child's appointment with specialist as soon as needed | 110 | 78.2% | 56 | 75.0% | 3.2% |
| 50 | Getting information/help from customer service | 78 | 80.8% | 58 | 75.9% | 4.9% |
| 51 | Treated with courtesy and respect by customer service staff | 78 | 92.3% | 58 | 98.3% | 6.0% |
| **Q#** | **Composites & Key Questions** | | | | | |
| | Getting Needed Care | | 83.5% | | 81.6% | 1.9% |
| | Getting Care Quickly | | 93.1% | | 87.2% | 5.9% |
| | How Well Doctors Communicate | | 92.7% | | 91.1% | 1.6% |
| | Customer Service | | 86.6% | | 87.1% | 0.5% |
| | Shared Decision Making | | 52.1% | | 59.3% | 7.1% |
| 8 | Health Promotion and Education | 306 | 71.9% | 143 | 74.1% | 2.2% |
| 40 | Coordination of Care | 123 | 75.6% | 59 | 79.7% | 4.1% |
| 53 | Ease of Filling Out Forms | 350 | 96.9% | 155 | 98.1% | 1.2% |
| **Q#** | **Rating Items (Summary Rate = 8 + 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 300 | 76.7% | 143 | 76.2% | 0.5% |
| 41 | Rating of Personal Doctor | 313 | 81.8% | 154 | 88.3% | 6.5% |
| 48 | Rating of Specialist | 105 | 84.8% | 52 | 82.7% | 2.1% |
| 54 | Rating of Health Plan | 349 | 69.3% | 164 | 78.0% | 8.7% |
| **Q#** | **Rating Items (Summary Rate = 9 + 10)** | | | | | |
| 14 | Rating of Health Care | 300 | 59.0% | 143 | 56.6% | 2.4% |
| 41 | Rating of Personal Doctor | 313 | 71.2% | 154 | 75.3% | 4.1% |
| 48 | Rating of Specialist | 105 | 74.3% | 52 | 67.3% | 7.0% |
| 54 | Rating of Health Plan | 349 | 53.6% | 164 | 58.5% | 4.9% |

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# 6. Correlation Analyses

Pages 6A and 6B provide attribute correlations with *Rating of Health Plan* (Q54), *Rating of Health Care* (Q14), and *Rating of Personal Doctor* (Q41). The correlations show the strength of the linear relationship between the individual attribute and the rating question. The correlation value can range from –1 to +1 with values close to +1 indicating a strong positive relationship. For example, a question that is highly correlated with *Rating of Health Plan* indicates that a low Summary Rate for that question is associated with a low Summary Rate for *Rating of Health Plan*, and a high Summary Rate for that question is associated with a high Summary Rate for *Rating of Health Plan*. Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$). Comparisons to the 2013 Quality Compass® All Plans benchmark are also shown with significance testing.

Page 6A shows correlations based on the General Population. Page 6B shows correlations based on the CCC Population.

## Charts 6A – 6B

# Correlation Analyses

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Attribute Correlations with Key Rating Questions

**630 Total General Population Respondents**

| | Attributes, Key Questions, and Rating Items | Correlation Coefficients* | | | Plan Summary Rate | 2013 Quality Compass All Plans Benchmark** |
|---|---|---|---|---|---|---|
| | | with Q54 - Health Plan | with Q14 - Health Care | with Q41 - Personal Doctor | | |
| Getting Needed Care | Q15. Ease of getting care, tests, or treatment child needed | 0.264 | 0.386 | 0.292 | 90.8% | 88.6% |
| | Q46. Obtained child's appointment with specialist as soon as needed | 0.178 | 0.132 | 0.170 | 79.4% | 80.5% |
| Getting Care Quickly | Q4. Child obtained needed care right away | 0.219 | 0.306 | 0.246 | 87.4% | 90.5% |
| | Q6. Child obtained appointment for care as soon as needed | 0.253 | 0.296 | 0.289 | 91.7% | **87.9%** |
| How Well Doctors Communicate | Q32. Child's doctor explained things in an understandable way | 0.058 | 0.216 | 0.396 | 92.4% | 93.2% |
| | Q33. Child's doctor listened carefully to you | 0.150 | 0.329 | **0.486** | 95.4% | 94.2% |
| | Q34. Child's doctor showed respect for what you had to say | 0.099 | 0.289 | **0.402** | 95.9% | 95.3% |
| | Q37. Child's doctor spent enough time with your child | 0.188 | 0.284 | **0.420** | 88.4% | 87.7% |
| Customer Service | Q50. Getting information/help from customer service | 0.242 | 0.256 | 0.180 | 77.9% | 82.3% |
| | Q51. Treated with courtesy and respect by customer service staff | 0.203 | 0.229 | 0.176 | 91.6% | 92.9% |
| Shared Decision Making | Q11. Doctor/health provider talked about reasons you might want your child to take a medicine | 0.046 | 0.181 | 0.267 | 57.5% | NA |
| | Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine | 0.004 | 0.246 | 0.270 | 38.9% | NA |
| Additional Measures | Q40. Coordination of Care | 0.089 | 0.179 | 0.381 | 82.5% | 80.1% |
| | Q53. Ease of Filling Out Forms | 0.070 | 0.088 | 0.086 | 97.8% | **95.5%** |
| Rating Items *(Summary Rate = 8 + 9 + 10)* | Q14. Rating of Health Care | **0.546** | NA | **0.541** | 80.8% | 83.1% |
| | Q41. Rating of Personal Doctor | 0.319 | **0.541** | NA | 86.9% | 87.1% |
| | Q48. Rating of Specialist | 0.337 | 0.381 | 0.120 | 86.2% | 84.5% |
| | Q54. Rating of Health Plan | NA | **0.546** | 0.319 | 78.6% | **82.9%** |

* As the correlation coefficient approaches a value of 1.000, the association of the attribute with overall satisfaction is increased. Cells shaded dark blue have a correlation coefficient of equal to or greater than r = 0.400.

** The 2013 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2013 (approximately 113 plan-specific samples).

Note 1: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# Correlation Analyses

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Attribute Correlations with Key Rating Questions

**525 Total CCC Population Respondents**

| | Attributes, Key Questions, and Rating Items | Correlation Coefficients* with Q54 - Health Plan | with Q14 - Health Care | with Q41 - Personal Doctor | Plan Summary Rate | 2013 Quality Compass All Plans Benchmark** |
|---|---|---|---|---|---|---|
| Getting Needed Care | Q15. Ease of getting care, tests, or treatment child needed | 0.299 | **0.488** | 0.340 | 88.5% | 90.1% |
| | Q46. Obtained child's appointment with specialist as soon as needed | 0.176 | 0.244 | 0.168 | 77.1% | **83.2%** |
| Getting Care Quickly | Q4. Child obtained needed care right away | 0.179 | 0.234 | 0.111 | 92.0% | 92.8% |
| | Q6. Child obtained appointment for care as soon as needed | 0.329 | 0.386 | 0.220 | 90.7% | 90.7% |
| How Well Doctors Communicate | Q32. Child's doctor explained things in an understandable way | 0.152 | 0.330 | **0.487** | 91.8% | **94.1%** |
| | Q33. Child's doctor listened carefully to you | 0.207 | 0.358 | **0.531** | 94.7% | 93.9% |
| | Q34. Child's doctor showed respect for what you had to say | 0.205 | 0.382 | **0.520** | 93.9% | 95.0% |
| | Q37. Child's doctor spent enough time with your child | 0.190 | 0.354 | **0.449** | 88.1% | 89.3% |
| Customer Service | Q50. Getting information/help from customer service | 0.355 | 0.268 | 0.265 | 78.7% | 83.8% |
| | Q51. Treated with courtesy and respect by customer service staff | 0.214 | 0.156 | 0.184 | 94.9% | 93.7% |
| Shared Decision Making | Q11. Doctor/health provider talked about reasons you might want your child to take a medicine | 0.063 | 0.206 | 0.193 | 54.2% | NA |
| | Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine | 0.048 | 0.177 | 0.135 | 32.0% | NA |
| Additional Measures | Q40. Coordination of Care | 0.174 | 0.364 | **0.423** | 76.9% | 80.1% |
| | Q53. Ease of Filling Out Forms | 0.147 | 0.223 | 0.203 | 97.2% | 95.6% |
| Rating Items *(Summary Rate = 8 + 9 + 10)* | Q14. Rating of Health Care | **0.587** | NA | **0.563** | 76.5% | **81.6%** |
| | Q41. Rating of Personal Doctor | 0.314 | **0.563** | NA | 83.9% | 86.3% |
| | Q48. Rating of Specialist | **0.432** | **0.456** | 0.219 | 84.1% | 85.0% |
| | Q54. Rating of Health Plan | NA | **0.587** | 0.314 | 72.1% | **81.1%** |

* As the correlation coefficient approaches a value of 1.000, the association of the attribute with overall satisfaction is increased. Cells shaded dark blue have a correlation coefficient of equal to or greater than r = 0.400.

** The 2013 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2013 (approximately 38 plan-specific samples).

Note 1: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

# 7. Priority Matrix

*General Population*

TMG offers a graphical display of relative performance of survey composites and key measures, along with their relative 'importance' as it relates to *Rating of Health Plan* (Q54). The matrix on page 7A is divided into four sections. Composites and key measures are placed on the Priority Matrix according to the interaction between their correlation coefficient and percentile ranking within the 2014 Medicaid Child TMG Book of Business.

Composites and measures with moderate to strong correlations with *Rating of Health Plan* (Q54) and ranking at or above the 75th percentile are considered plan *Strengths* and are placed in the top right quadrant. Composites with moderate to strong correlations with *Rating of Health Plan* (Q54) but ranking below the 75th percentile are considered *Top Priorities* and are placed in the top left quadrant. The *Monitor and Maintain* quadrant includes those composites and measures that are weakly correlated with *Rating of Health Plan* (Q54) but rank at or above the 75th percentile. Composites that are weakly correlated with *Rating of Health Plan* (Q54) and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

## Chart 7A

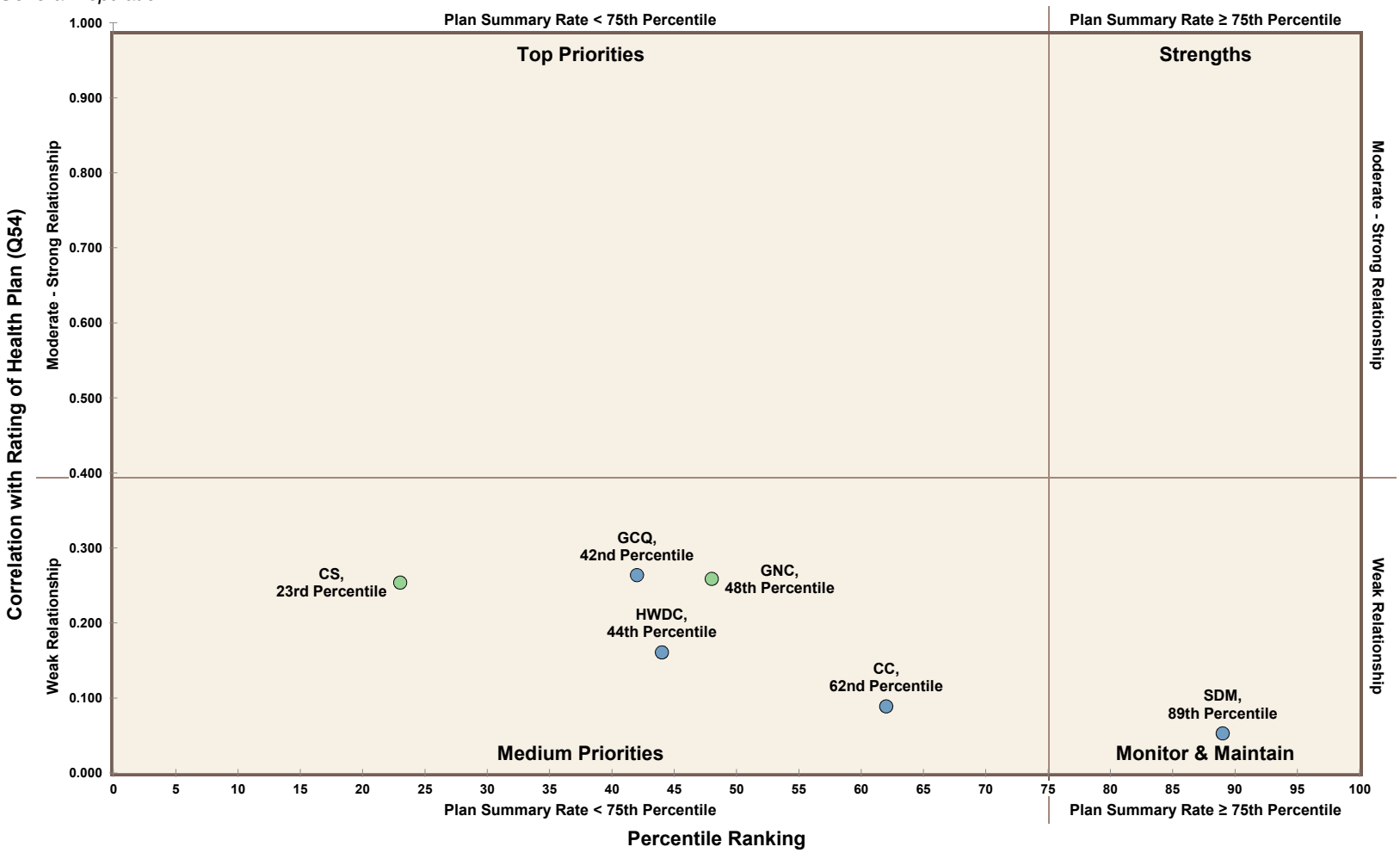
# Priority Matrix

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**Composite and Key Measure Correlations with Rating of Health Plan (Q54) and Percentile Rankings**

*General Population*




| Health Plan Domain Composites | |
|---|---|
| denoted above with ● | |
| Abbreviation | Definition |
| GNC | Getting Needed Care |
| CS | Customer Service |

| Health Care Domain Composites and Key Measure | |
|---|---|
| denoted above with ● | |
| Abbreviation | Definition |
| GCQ | Getting Care Quickly |
| HWDC | How Well Doctors Communicate |
| SDM | Shared Decision Making |
| CC | Coordination of Care (Q40) |

Note 1: The 2014 Myers Group Book of Business consists of 57 Medicaid child (Non-CCC and CCC) samples that conducted surveys with TMG in 2014 and submitted data to NCQA.

Note 2: Ranking indicates where your plan's Summary Rate falls when compared to all other Medicaid child (Non-CCC and CCC) plans that submitted data to NCQA through TMG in 2014. Summary Rates that are below the 10th percentile are shown as '<10th.'

# 8. Composite Analyses

*General Population*

The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. Pages 8A – 8H present composite-level analyses for the CAHPS® measures used in accreditation scoring, which include the following:

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Customer Service
- Rating of Health Care (Q14)
- Rating of Personal Doctor (Q41)
- Rating of Specialist (Q48)
- Rating of Health Plan (Q54)

Summary Rate Trend Comparisons

This section compares your plan's current composite and attribute Summary Rates to trend results (if applicable). Significance testing is applied to determine whether an observed difference is too large to have occurred by chance alone. Cells highlighted in red denote the current year score is significantly lower when compared to trend data, cells highlighted in green denote the current year score is significantly higher when compared to trend data, no shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

In this section, attribute correlations are displayed as they relate to the *Rating of Health Plan* (Q54), *Rating of Health Care* (Q14), and *Rating of Personal Doctor* (Q41). Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$).

Drill Down of Summary Rate Score Comparisons

This section shows a graphical representation of year-to-year comparisons of response options for the composite or rating item of interest. Response options are broken down according to three-point score groupings.

Benchmark Summary Rate Score Comparisons

This section compares your plan's current and trend scores (if applicable) to the trend scores from the Quality Compass® All Plans and TMG Book of Business benchmarks. The Myers Group Book of Business consists of Medicaid child samples (Non-CCC and CCC) that conducted surveys with TMG and submitted data to NCQA. The Quality Compass® All Plans benchmark is the mean summary rate of plan-specific samples (Non-CCC and CCC) that submitted to NCQA.

Benchmark Percentile Thresholds
This section compares your plan's current Summary Rate to the 2013 Quality Compass® All Plans benchmark. Your plan's percentile threshold is shown beside each score. Summary Rates that are below the 25th percentile threshold are shown as "<25th." The Summary Rates for attributes at or above the 90th percentile threshold are shaded dark green, while Summary Rates at or above the 75th percentile threshold but below the 90th percentile threshold are shaded light green, and Summary Rates at or above the 50th percentile threshold but below the 75th percentile threshold are shaded beige. Additionally, attributes with Summary Rates at or above the 25th percentile threshold but below the 50th percentile threshold are shaded light orange and Summary Rates below the 25th percentile threshold are shaded dark orange.

Three-Point Score Trend Comparisons and Percentile Thresholds
This section compares your plan's current adjusted and unadjusted Three-Point Scores to trend Three-Point Scores (if applicable). This section also compares your current adjusted Three-Point Scores to the NCQA percentile benchmark thresholds. Rankings indicate where your plan's score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th." The Three-Point Scores for attributes at or above the 90th percentile are shaded dark green, while Three-Point Scores at or above the 75th percentile but below the 90th percentile are shaded light green, and Summary Rates at or above the 50th percentile but below the 75th are shaded beige. Additionally, attributes with Three-Point Scores at or above the 25th percentile but below the 50th percentile are shaded light orange and Three-Point Scores below the 25th percentile are shaded dark orange.

Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS®/CAHPS® Percentile benchmarks and thresholds is: NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Trending and Benchmarks>Learn More>Benchmarks and Thresholds: 2014 Accreditation.

If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or that exceeds ten NA or NB results between HEDIS® and CAHPS® for each product line, is scored based on the standards score only. Accredited is the highest status awarded to an organization scored on standards only.

Global Proportions and Unadjusted Three-Point Scores
This section shows a graphical presentation of the percentage of members who selected each response choice. Global Proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular question or composite area. Beside each chart is the equivalent, Unadjusted Three-Point Score calculation.

Three-Point Score Trend Comparisons
This section displays your plan's current Adjusted and Unadjusted Three-Point Scores and compares them to trend scores (if applicable). NCQA's adjustment rates are displayed for ease of interpretation.

Please refer to the individual report sections for additional information regarding the topics displayed on these pages.

## Charts 8A – 8H

# HEDIS/CAHPS® Composite Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Getting Needed Care Composite

*General Population*

### Summary Rate Trend Comparisons

| Composite and Attributes | Your Plan's Summary Rates and Significance Testing | | | | | |
|---|---|---|---|---|---|---|
| | 2014 | | 2013 | | 2012 | |
| **Getting Needed Care** | | **85.1%** | | **81.2%** | | **NA** |
| Q15. Ease of getting care, tests, or treatment child needed | 445 | 90.8% | 379 | 87.3% | NA | NA |
| Q46. Obtained child's appointment with specialist as soon as needed | 97 | 79.4% | 84 | 75.0% | NA | NA |

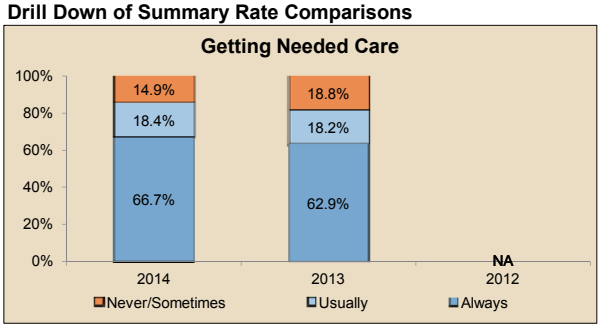
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

### Correlation with Rating Questions

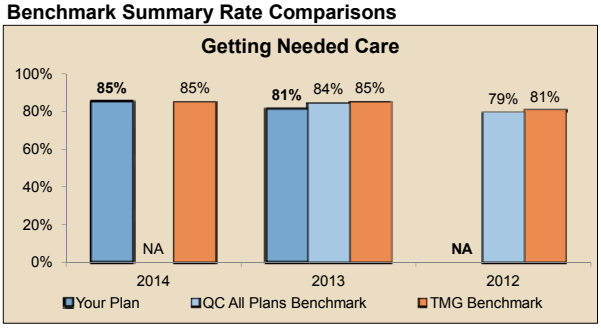
| Getting Needed Care | with Q54 - Health Plan | with Q14 - Health Care | with Q41 - Personal Dr. |
|---|---|---|---|
| Q15. Ease of getting care, tests, or treatment child needed | 0.264 | 0.386 | 0.292 |
| Q46. Obtained child's appointment with specialist as soon as needed | 0.178 | 0.132 | 0.170 |

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

### Drill Down of Summary Rate Comparisons




### Benchmark Summary Rate Comparisons




### Benchmark Percentile Rankings

| Composite and Attributes | Your Plan's Summary Rate and Percentile Threshold | | 2013 Quality Compass® All Plans Mean and Percentiles | | | | |
|---|---|---|---|---|---|---|---|
| | | | Mean | 25th | 50th | 75th | 90th |
| **Getting Needed Care** | **85.1%** | **50th** | **84.4%** | **81.6%** | **84.7%** | **87.9%** | **90.4%** |
| Q15. Ease of getting care, tests, or treatment child needed | 90.8% | 50th | 88.6% | 85.9% | 89.6% | 91.8% | 93.2% |
| Q46. Obtained child's appointment with specialist as soon as needed | 79.4% | 25th | 80.5% | 76.6% | 81.3% | 85.1% | 89.0% |

Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th percentile threshold, but below the 90th percentile threshold.
- Summary Rate at or above the 50th percentile threshold, but below the 75th percentile threshold.
- Summary Rate at or above the 25th percentile threshold, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

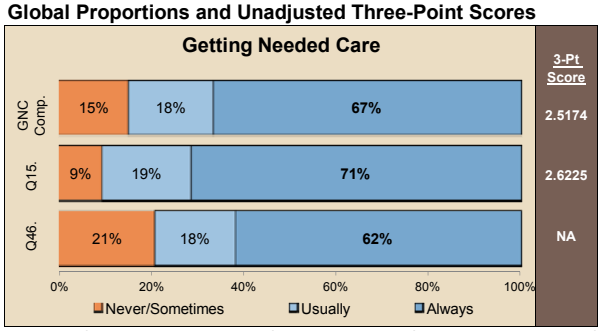
### Three-Point Score Trend Comparisons and Percentile Thresholds

| Composite | Year | Plan Unadjusted Three-Point Score | Plan Adjusted Three-Point Score | Approximate Plan Percentile Threshold | Medicaid Child CAHPS® Percentiles | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | 25th | 50th | 75th | 90th |
| **Getting Needed Care** | **2014** | 2.5174 | **2.5274** | 75th | 2.38 | 2.46 | 2.52 | 2.57 |
| | **2013** | 2.4411 | **2.4611** | 75th | 2.29 | 2.36 | 2.45 | 2.50 |
| | **2012** | NA | **NA** | NA | 2.29 | 2.36 | 2.44 | 2.50 |

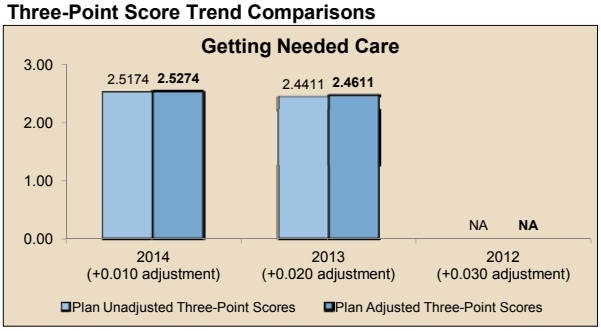
Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

### Global Proportions and Unadjusted Three-Point Scores




### Three-Point Score Trend Comparisons




Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

# HEDIS/CAHPS® Composite Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Getting Care Quickly Composite

*General Population*

### Summary Rate Trend Comparisons

| Composite and Attributes | Your Plan's Summary Rates and Significance Testing | | | | | |
|---|---|---|---|---|---|---|
| | 2014 | | 2013 | | 2012 | |
| **Getting Care Quickly** | | **89.5%** | | **90.3%** | | **NA** |
| Q4. Child obtained needed care right away | 214 | 87.4% | 187 | 90.4% | NA | NA |
| Q6. Child obtained appointment for care as soon as needed | 422 | 91.7% | 357 | 90.2% | NA | NA |

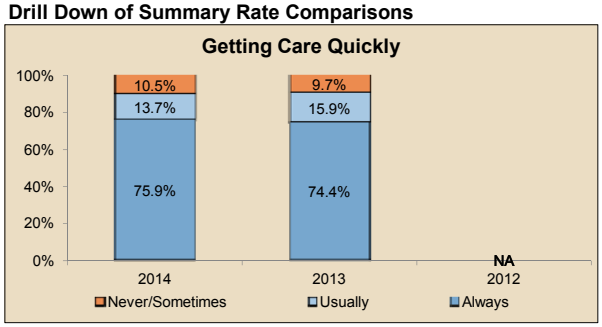
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

### Correlation with Rating Questions

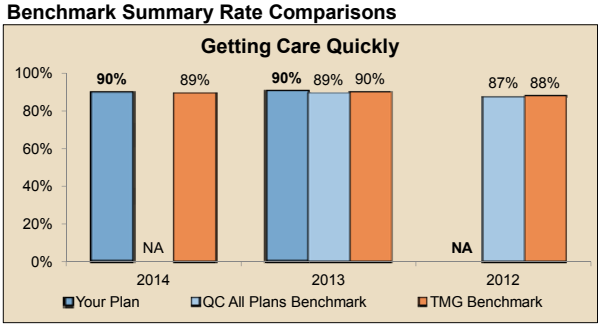
| Getting Care Quickly | with Q54 - Health Plan | with Q14 - Health Care | with Q41 - Personal Dr. |
|---|---|---|---|
| Q4. Child obtained needed care right away | 0.219 | 0.306 | 0.246 |
| Q6. Child obtained appointment for care as soon as needed | 0.253 | 0.296 | 0.289 |

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

### Drill Down of Summary Rate Comparisons




### Benchmark Summary Rate Comparisons




### Benchmark Percentile Rankings

| Composite and Attributes | Your Plan's Summary Rate and Percentile Threshold | | 2013 Quality Compass® All Plans Mean and Percentiles | | | | |
|---|---|---|---|---|---|---|---|
| | | | Mean | 25th | 50th | 75th | 90th |
| **Getting Care Quickly** | **89.5%** | **25th** | **89.2%** | **87.4%** | **90.1%** | **92.5%** | **94.2%** |
| Q4. Child obtained needed care right away | 87.4% | <25th | 90.5% | 87.9% | 91.4% | 94.1% | 95.5% |
| Q6. Child obtained appointment for care as soon as needed | 91.7% | 75th | 87.9% | 85.6% | 88.9% | 91.4% | 93.2% |

Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th percentile threshold, but below the 90th percentile threshold.
- Summary Rate at or above the 50th percentile threshold, but below the 75th percentile threshold.
- Summary Rate at or above the 25th percentile threshold, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

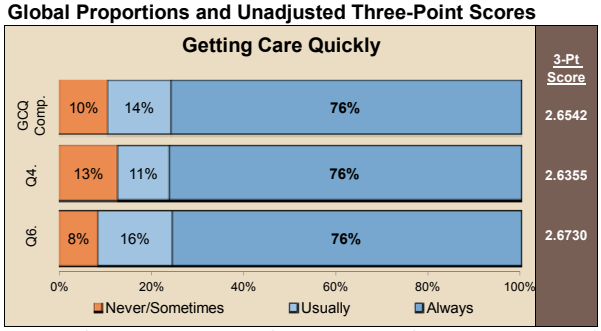
### Three-Point Score Trend Comparisons and Percentile Thresholds

| Composite | Year | Plan Unadjusted Three-Point Score | Plan Adjusted Three-Point Score | Approximate Plan Percentile Threshold | Medicaid Child CAHPS® Percentiles | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | 25th | 50th | 75th | 90th |
| **Getting Care Quickly** | **2014** | 2.6542 | **2.6642** | 75th | 2.54 | 2.61 | 2.66 | 2.69 |
| | **2013** | 2.6465 | **2.6665** | 75th | 2.54 | 2.61 | 2.66 | 2.69 |
| | **2012** | NA | **NA** | NA | 2.54 | 2.61 | 2.66 | 2.69 |

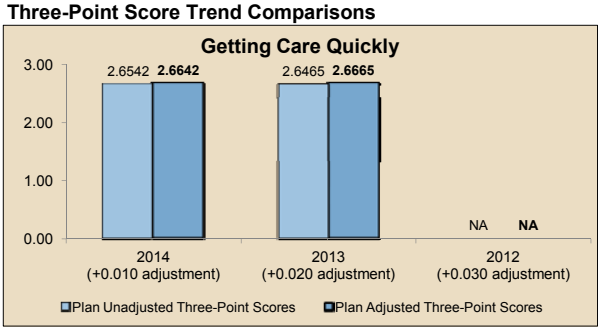
Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

### Global Proportions and Unadjusted Three-Point Scores




### Three-Point Score Trend Comparisons




Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

# HEDIS/CAHPS® Composite Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## How Well Doctors Communicate Composite

*General Population*

### Summary Rate Trend Comparisons

| Composite and Attributes | Your Plan's Summary Rates and Significance Testing | | | | | |
|---|---|---|---|---|---|---|
| | 2014 | | 2013 | | 2012 | |
| **How Well Doctors Communicate** | | **93.0%** | | **92.9%** | | **NA** |
| Q32. Child's doctor explained things in an understandable way | 394 | 92.4% | 327 | 93.3% | NA | NA |
| Q33. Child's doctor listened carefully to you | 394 | 95.4% | 329 | 94.5% | NA | NA |
| Q34. Child's doctor showed respect for what you had to say | 388 | 95.9% | 326 | 94.8% | NA | NA |
| Q37. Child's doctor spent enough time with your child | 387 | 88.4% | 324 | 88.9% | NA | NA |

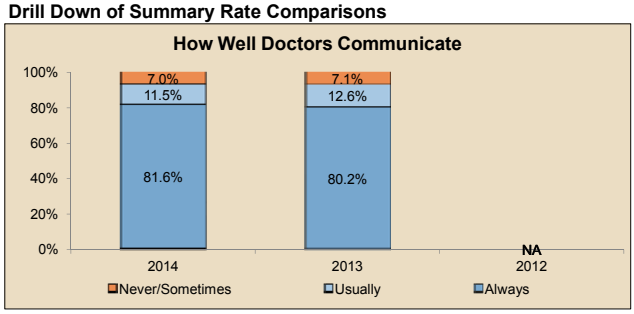
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

### Correlation with Rating Questions

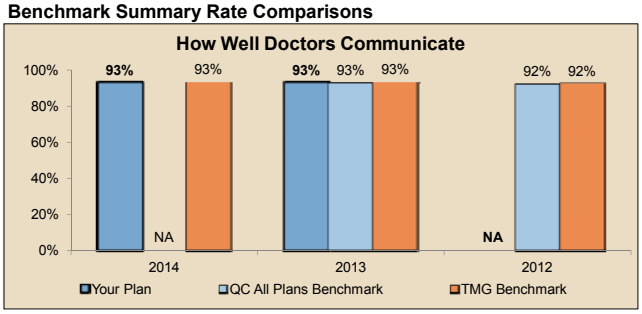
| How Well Doctors Communicate | with Q54 - Health Plan | with Q14 - Health Care | with Q41 - Personal Dr. |
|---|---|---|---|
| Q32. Child's doctor explained things in an understandable way | 0.058 | 0.216 | 0.396 |
| Q33. Child's doctor listened carefully to you | 0.150 | 0.329 | 0.486 |
| Q34. Child's doctor showed respect for what you had to say | 0.099 | 0.289 | 0.402 |
| Q37. Child's doctor spent enough time with your child | 0.188 | 0.284 | 0.420 |

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

### Drill Down of Summary Rate Comparisons




### Benchmark Summary Rate Comparisons




### Benchmark Percentile Rankings

| Composite and Attributes | Your Plan's Summary Rate and Percentile Threshold | | 2013 Quality Compass® All Plans Mean and Percentiles | | | | |
|---|---|---|---|---|---|---|---|
| | | | Mean | 25th | 50th | 75th | 90th |
| **How Well Doctors Communicate** | **93.0%** | **25th** | **92.6%** | **91.4%** | **93.2%** | **94.4%** | **95.4%** |
| Q32. Child's doctor explained things in an understandable way | 92.4% | 25th | 93.2% | 91.9% | 93.7% | 95.4% | 96.5% |
| Q33. Child's doctor listened carefully to you | 95.4% | 50th | 94.2% | 93.1% | 94.4% | 95.5% | 96.4% |
| Q34. Child's doctor showed respect for what you had to say | 95.9% | 50th | 95.3% | 94.2% | 95.6% | 96.5% | 97.2% |
| Q37. Child's doctor spent enough time with your child | 88.4% | 25th | 87.7% | 85.7% | 88.4% | 90.7% | 92.4% |

Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th percentile threshold, but below the 90th percentile threshold.
- Summary Rate at or above the 50th percentile threshold, but below the 75th percentile threshold.
- Summary Rate at or above the 25th percentile threshold, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

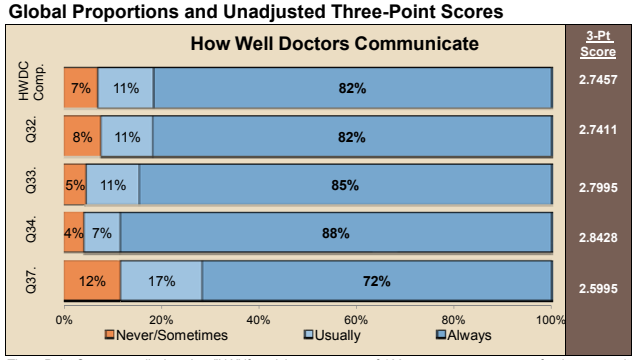
### Three-Point Score Trend Comparisons and Percentile Thresholds

| Composite | Year | Plan Unadjusted Three-Point Score | Plan Adjusted Three-Point Score | Approximate Plan Percentile Threshold | Medicaid Child CAHPS® Percentiles | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | 25th | 50th | 75th | 90th |
| **How Well Doctors Communicate** | **2014** | 2.7457 | **2.7557** | 90th | 2.63 | 2.68 | 2.72 | 2.75 |
| | **2013** | 2.7309 | **2.7509** | 90th | 2.63 | 2.68 | 2.72 | 2.75 |
| | **2012** | NA | **NA** | NA | 2.63 | 2.68 | 2.72 | 2.75 |

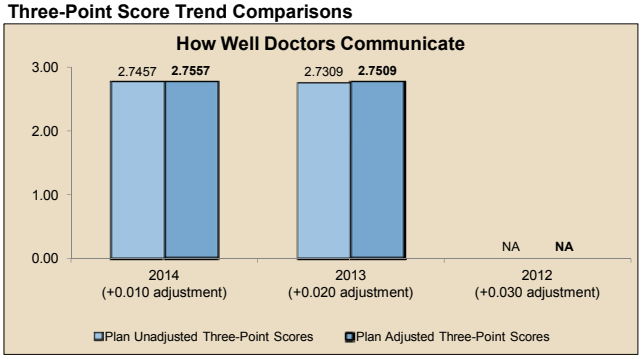
Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

### Global Proportions and Unadjusted Three-Point Scores




### Three-Point Score Trend Comparisons




Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

# HEDIS/CAHPS® Composite Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Customer Service Composite

*General Population*

### Summary Rate Trend Comparisons

| Composite and Attributes | Your Plan's Summary Rates and Significance Testing | | | | | |
|---|---|---|---|---|---|---|
| | 2014 | | 2013 | | 2012 | |
| **Customer Service** | | **84.7%** | | **84.9%** | | **NA** |
| Q50. Getting information/help from customer service | 131 | 77.9% | 117 | 82.9% | NA | NA |
| Q51. Treated with courtesy and respect by customer service staff | 131 | 91.6% | 114 | 86.8% | NA | NA |

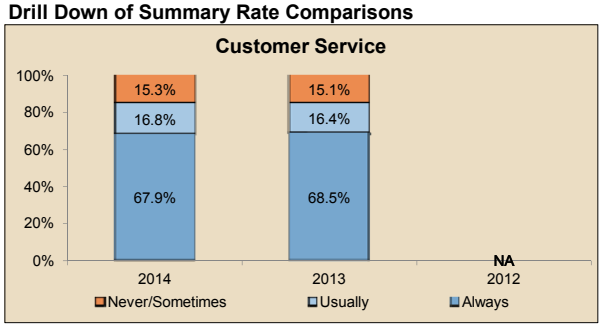
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

### Correlation with Rating Questions

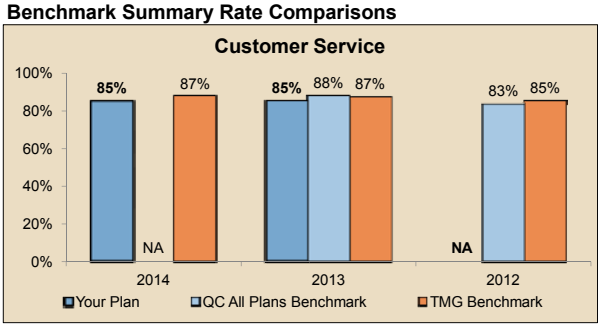
| Customer Service | with Q54 - Health Plan | with Q14 - Health Care | with Q41 - Personal Dr. |
|---|---|---|---|
| Q50. Getting information/help from customer service | 0.242 | 0.256 | 0.180 |
| Q51. Treated with courtesy and respect by customer service staff | 0.203 | 0.229 | 0.176 |

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

### Drill Down of Summary Rate Comparisons




### Benchmark Summary Rate Comparisons




### Benchmark Percentile Rankings

| Composite and Attributes | Your Plan's Summary Rate and Percentile Threshold | | 2013 Quality Compass® All Plans Mean and Percentiles | | | | |
|---|---|---|---|---|---|---|---|
| | | | Mean | 25th | 50th | 75th | 90th |
| **Customer Service** | **84.7%** | **<25th** | **87.6%** | **85.8%** | **87.8%** | **89.7%** | **91.2%** |
| Q50. Getting information/help from customer service | 77.9% | <25th | 82.3% | 79.6% | 82.5% | 84.8% | 87.5% |
| Q51. Treated with courtesy and respect by customer service staff | 91.6% | 25th | 92.9% | 91.4% | 93.2% | 94.9% | 96.1% |

Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th percentile threshold, but below the 90th percentile threshold.
- Summary Rate at or above the 50th percentile threshold, but below the 75th percentile threshold.
- Summary Rate at or above the 25th percentile threshold, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

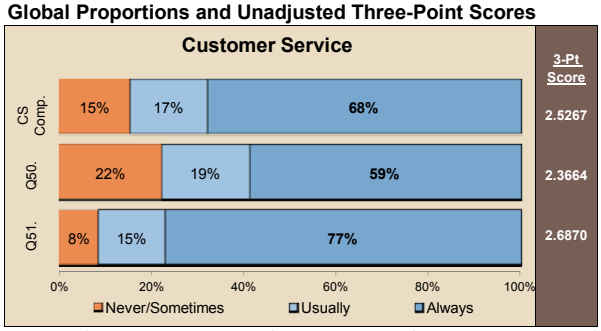
### Three-Point Score Trend Comparisons and Percentile Thresholds

| Composite | Year | Plan Unadjusted Three-Point Score | Plan Adjusted Three-Point Score | Approximate Plan Percentile Threshold | Medicaid Child CAHPS® Percentiles | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | 25th | 50th | 75th | 90th |
| **Customer Service** | **2014** | 2.5267 | **2.5407** | 50th | 2.50 | 2.53 | 2.58 | 2.63 |
| | **2013** | 2.5335 | **2.5615** | 75th | 2.40 | 2.46 | 2.51 | 2.58 |
| | **2012** | NA | **NA** | NA | 2.31 | 2.40 | 2.47 | 2.53 |

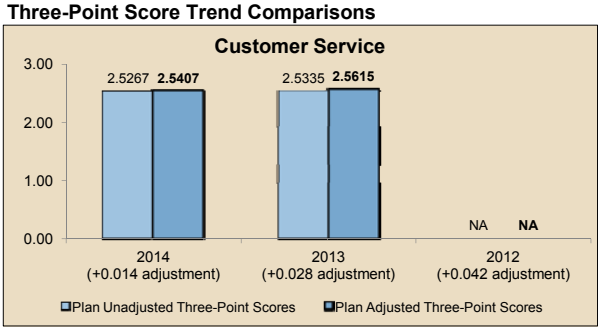
Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

### Global Proportions and Unadjusted Three-Point Scores




### Three-Point Score Trend Comparisons




Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

# HEDIS/CAHPS® Composite Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Rating of Health Care (Q14)

*General Population*

### Summary Rate Trend Comparisons

| Rating Item | Your Plan's Summary Rates and Significance Testing | | | | | |
|---|---|---|---|---|---|---|
| | 2014 | | 2013 | | 2012 | |
| Q14. Rating of Health Care (8-10) | 443 | 80.8% | 380 | 79.7% | NA | NA |
| Q14. Rating of Health Care (9-10) | 443 | 64.8% | 380 | 62.6% | NA | NA |

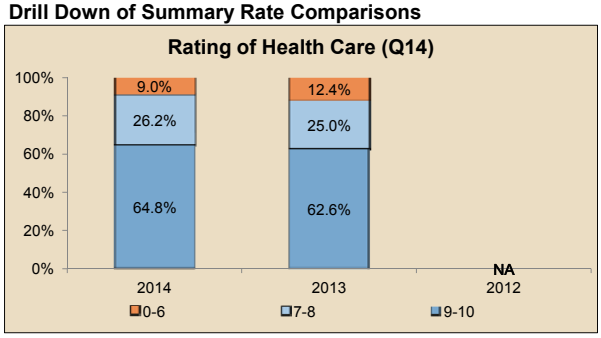
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

### Correlation with Rating Questions

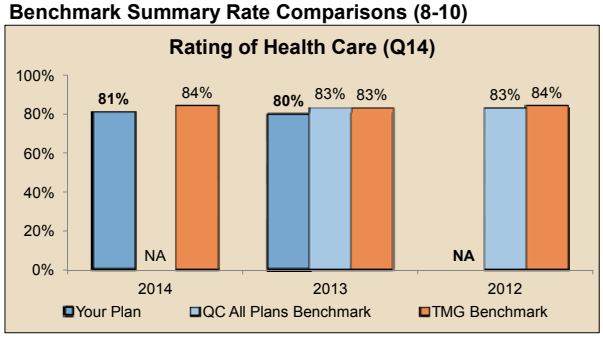
| Rating of Health Care | with Q54 - Health Plan | with Q14 - Health Care | with Q41 - Personal Dr. |
|---|---|---|---|
| Q14. Rating of Health Care (8-10) | 0.546 | NA | 0.541 |

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

### Drill Down of Summary Rate Comparisons




### Benchmark Summary Rate Comparisons (8-10)




### Benchmark Percentile Rankings

| Rating Item | Your Plan's Summary Rate and Percentile Threshold | | 2013 Quality Compass® All Plans Mean and Percentiles | | | | |
|---|---|---|---|---|---|---|---|
| | | | Mean | 25th | 50th | 75th | 90th |
| Q14. Rating of Health Care (8-10) | **80.8%** | <25th | 83.1% | 81.3% | 83.7% | 85.6% | 87.0% |
| Q14. Rating of Health Care (9-10) | **64.8%** | 50th | 64.3% | 61.9% | 64.7% | 67.3% | 69.4% |

Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th percentile threshold, but below the 90th percentile threshold.
- Summary Rate at or above the 50th percentile threshold, but below the 75th percentile threshold.
- Summary Rate at or above the 25th percentile threshold, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

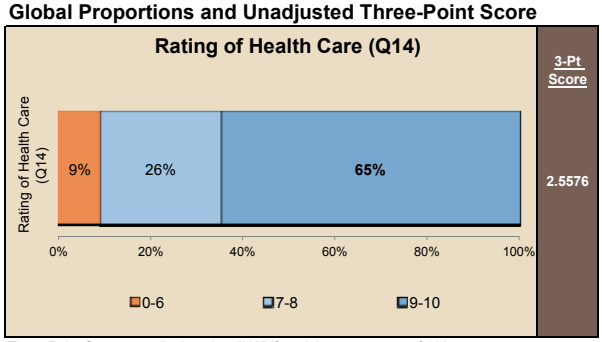
### Three-Point Score Trend Comparisons and Percentile Thresholds

| Rating Item | Year | Plan Unadjusted Three-Point Score | Plan Adjusted Three-Point Score | Approximate Plan Percentile Threshold | Medicaid Child CAHPS® Percentiles | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | 25th | 50th | 75th | 90th |
| Rating of Health Care (Q14) | **2014** | 2.5576 | **2.5716** | 75th | 2.49 | 2.52 | 2.57 | 2.59 |
| | **2013** | 2.5026 | **2.5306** | 50th | 2.49 | 2.52 | 2.57 | 2.59 |
| | **2012** | NA | **NA** | NA | 2.49 | 2.52 | 2.57 | 2.59 |

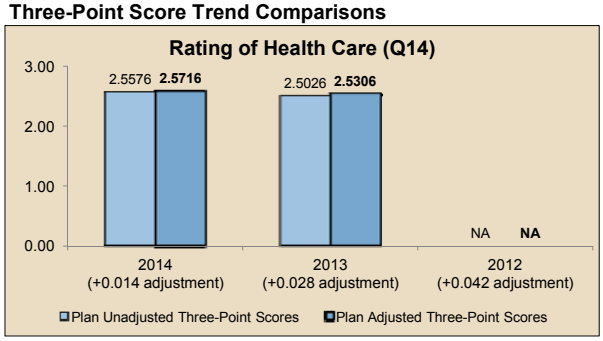
Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

### Global Proportions and Unadjusted Three-Point Score




### Three-Point Score Trend Comparisons




Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the rating. Adjustments and benchmarks apply to the composite score only.

# HEDIS/CAHPS® Composite Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Rating of Personal Doctor (Q41)

*General Population*

### Summary Rate Trend Comparisons

| Rating Item | Your Plan's Summary Rates and Significance Testing | | | | | |
|---|---|---|---|---|---|---|
| | 2014 | | 2013 | | 2012 | |
| Q41. Rating of Personal Doctor (8-10) | 481 | 86.9% | 392 | 81.6% | NA | NA |
| Q41. Rating of Personal Doctor (9-10) | 481 | 73.0% | 392 | 70.4% | NA | NA |

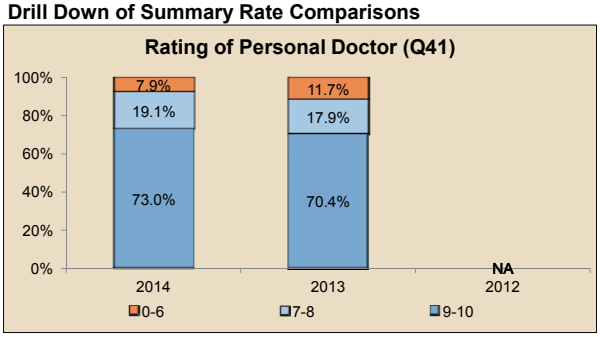
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

### Correlation with Rating Questions

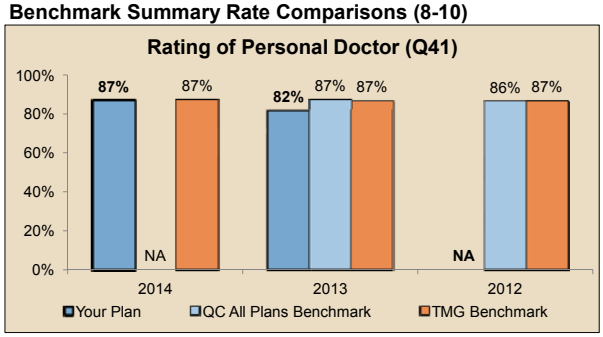
| Rating of Personal Doctor | with Q54 - Health Plan | with Q14 - Health Care | with Q41 - Personal Dr. |
|---|---|---|---|
| Q41. Rating of Personal Doctor (8-10) | 0.319 | 0.541 | NA |

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

### Drill Down of Summary Rate Comparisons




### Benchmark Summary Rate Comparisons (8-10)




### Benchmark Percentile Rankings

| Rating Item | Your Plan's Summary Rate and Percentile Threshold | | 2013 Quality Compass® All Plans Mean and Percentiles | | | | |
|---|---|---|---|---|---|---|---|
| | | | Mean | 25th | 50th | 75th | 90th |
| Q41. Rating of Personal Doctor (8-10) | **86.9%** | 25th | 87.1% | 85.3% | 86.9% | 88.8% | 90.2% |
| Q41. Rating of Personal Doctor (9-10) | **73.0%** | 25th | 72.9% | 70.6% | 73.1% | 75.3% | 77.6% |

Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th percentile threshold, but below the 90th percentile threshold.
- Summary Rate at or above the 50th percentile threshold, but below the 75th percentile threshold.
- Summary Rate at or above the 25th percentile threshold, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

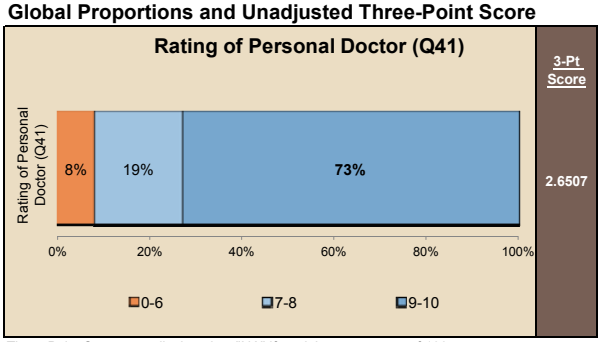
### Three-Point Score Trend Comparisons and Percentile Thresholds

| Rating Item | Year | Plan Unadjusted Three-Point Score | Plan Adjusted Three-Point Score | Approximate Plan Percentile Threshold | Medicaid Child CAHPS® Percentiles | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | 25th | 50th | 75th | 90th |
| Rating of Personal Doctor (Q41) | **2014** | 2.6507 | **2.6647** | 75th | 2.58 | 2.62 | 2.65 | 2.69 |
| | **2013** | 2.5867 | **2.6147** | 25th | 2.58 | 2.62 | 2.65 | 2.69 |
| | **2012** | NA | **NA** | NA | 2.58 | 2.62 | 2.65 | 2.69 |

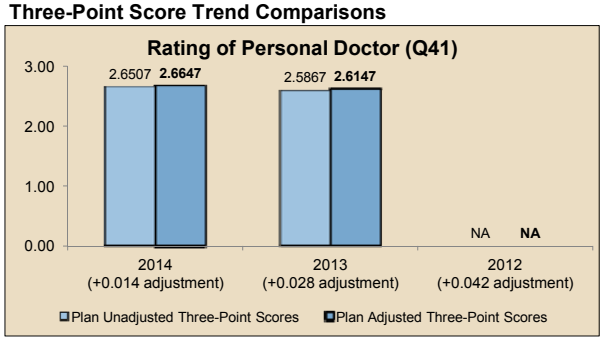
Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

### Global Proportions and Unadjusted Three-Point Score




### Three-Point Score Trend Comparisons




Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the rating. Adjustments and benchmarks apply to the composite score only.

# HEDIS/CAHPS® Composite Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Rating of Specialist (Q48)

*General Population*

### Summary Rate Trend Comparisons

| Rating Item | Your Plan's Summary Rates and Significance Testing | | | | | |
|---|---|---|---|---|---|---|
| | 2014 | | 2013 | | 2012 | |
| Q48. Rating of Specialist (8-10) | 87 | 86.2% | 74 | 79.7% | NA | NA |
| Q48. Rating of Specialist (9-10) | 87 | 75.9% | 74 | 67.6% | NA | NA |

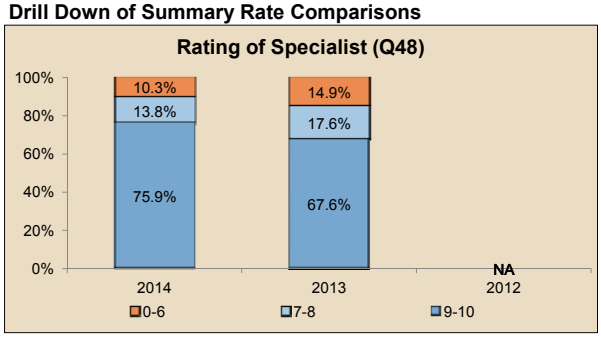
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

### Correlation with Rating Questions

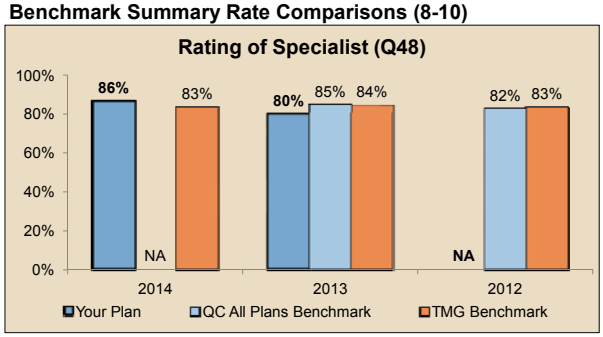
| Rating of Specialist | with Q54 - Health Plan | with Q14 - Health Care | with Q41 - Personal Dr. |
|---|---|---|---|
| Q48. Rating of Specialist (8-10) | 0.337 | 0.381 | 0.120 |

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

### Drill Down of Summary Rate Comparisons




### Benchmark Summary Rate Comparisons (8-10)




### Benchmark Percentile Rankings

| Rating Item | Your Plan's Summary Rate and Percentile Threshold | | 2013 Quality Compass® All Plans Mean and Percentiles | | | | |
|---|---|---|---|---|---|---|---|
| | | | Mean | 25th | 50th | 75th | 90th |
| Q48. Rating of Specialist (8-10) | **86.2%** | 50th | 84.5% | 82.1% | 84.0% | 86.5% | 89.5% |
| Q48. Rating of Specialist (9-10) | **75.9%** | 75th | 69.7% | 66.9% | 69.4% | 72.9% | 76.7% |

Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th percentile threshold, but below the 90th percentile threshold.
- Summary Rate at or above the 50th percentile threshold, but below the 75th percentile threshold.
- Summary Rate at or above the 25th percentile threshold, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

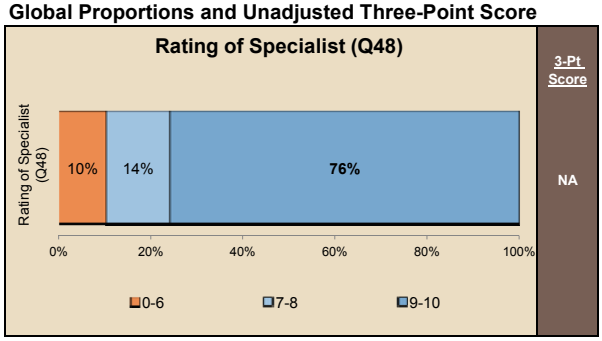
### Three-Point Score Trend Comparisons and Percentile Thresholds

| Rating Item | Year | Plan Unadjusted Three-Point Score | Plan Adjusted Three-Point Score | Approximate Plan Percentile Threshold | Medicaid Child CAHPS® Percentiles | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | 25th | 50th | 75th | 90th |
| Rating of Specialist (Q48) | **2014** | NA | **NA** | NA | 2.53 | 2.59 | 2.62 | 2.66 |
| | **2013** | NA | **NA** | NA | 2.53 | 2.59 | 2.62 | 2.66 |
| | **2012** | NA | **NA** | NA | 2.53 | 2.59 | 2.62 | 2.66 |

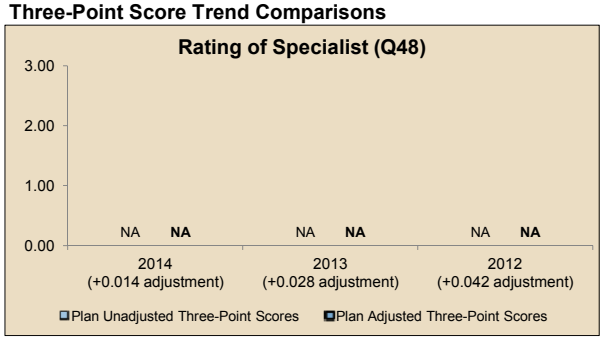
Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

### Global Proportions and Unadjusted Three-Point Score




### Three-Point Score Trend Comparisons




Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the rating. Adjustments and benchmarks apply to the composite score only.

# HEDIS/CAHPS® Composite Analysis

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Rating of Health Plan (Q54)

*General Population*

### Summary Rate Trend Comparisons

| Rating Item | Your Plan's Summary Rates and Significance Testing | | | | | |
|---|---|---|---|---|---|---|
| | 2014 | | 2013 | | 2012 | |
| Q54. Rating of Health Plan (8-10) | 555 | 78.6% | 473 | 75.5% | NA | NA |
| Q54. Rating of Health Plan (9-10) | 555 | 64.0% | 473 | 59.2% | NA | NA |

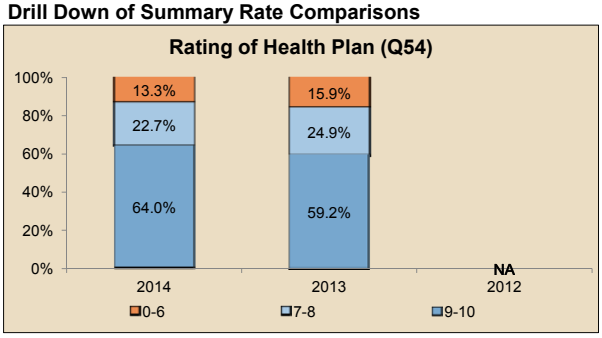
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

### Correlation with Rating Questions

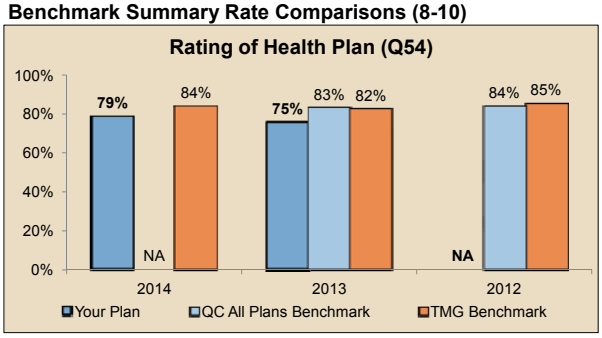
| Rating of Health Plan | with Q54 - Health Plan | with Q14 - Health Care | with Q41 - Personal Dr. |
|---|---|---|---|
| Q54. Rating of Health Plan (8-10) | NA | 0.546 | 0.319 |

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

### Drill Down of Summary Rate Comparisons




### Benchmark Summary Rate Comparisons (8-10)




### Benchmark Percentile Rankings

| Rating Item | Your Plan's Summary Rate and Percentile Threshold | | 2013 Quality Compass® All Plans Mean and Percentiles | | | | |
|---|---|---|---|---|---|---|---|
| | | | Mean | 25th | 50th | 75th | 90th |
| Q54. Rating of Health Plan (8-10) | **78.6%** | <25th | 82.9% | 80.5% | 83.5% | 86.4% | 88.9% |
| Q54. Rating of Health Plan (9-10) | **64.0%** | 25th | 66.8% | 63.4% | 67.5% | 70.9% | 76.2% |

Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th percentile threshold, but below the 90th percentile threshold.
- Summary Rate at or above the 50th percentile threshold, but below the 75th percentile threshold.
- Summary Rate at or above the 25th percentile threshold, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

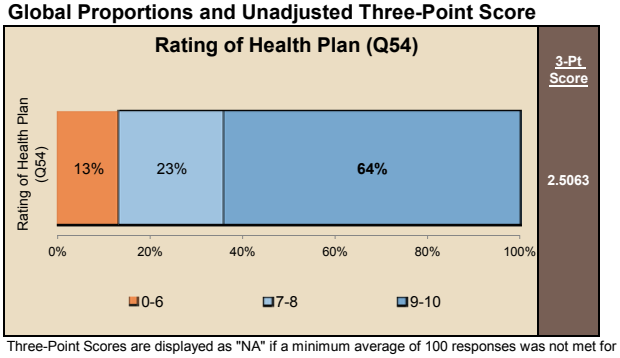
### Three-Point Score Trend Comparisons and Percentile Thresholds

| Rating Item | Year | Plan Unadjusted Three-Point Score | Plan Adjusted Three-Point Score | Approximate Plan Percentile Threshold | Medicaid Child CAHPS® Percentiles | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | 25th | 50th | 75th | 90th |
| Rating of Health Plan (Q54) | **2014** | 2.5063 | **2.5203** | 25th | 2.51 | 2.57 | 2.62 | 2.67 |
| | **2013** | 2.4334 | **2.4614** | <25th | 2.51 | 2.57 | 2.62 | 2.67 |
| | **2012** | NA | **NA** | NA | 2.51 | 2.57 | 2.62 | 2.67 |

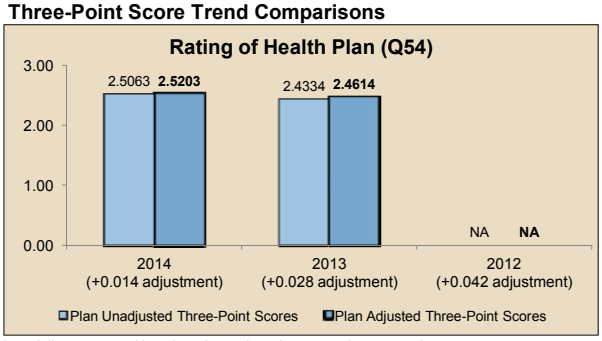
Thresholds indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

### Global Proportions and Unadjusted Three-Point Score




### Three-Point Score Trend Comparisons




Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the rating. Adjustments and benchmarks apply to the composite score only.

# 9. Technical Notes

Presented alphabetically by subject area

### Composite Categories

The NCQA core survey includes five composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rates or Three-Point scores of the questions comprising a composite. For example, the *Getting Needed Care* composite is the average of the Summary Rates or Three-Point Scores of Q15 and Q46.

### Correlation Analysis

Correlation Analysis is run between attributes and the overall satisfaction variable as measured by Question 54 ("What number would you use to rate your health plan?"), as well as between attributes and Questions 14 and 41, *Rating of Health Care* and *Rating of Personal Doctor*, respectively. The Pearson's product moment correlation coefficient, *r*, is used to measure the strength of the linear association between each attribute and the overall satisfaction variables. The correlation value can range from –1 to +1 with values close to +1 indicating a strong positive correlation. These analyses are shown on Pages 6A and 6B.

### Demographic Categories

The Myers Group collapses the age, race, and education group categories into fewer segments than those defined by the CAHPS® 5.0H survey. The consolidation of the demographic categories with small samples allows for more valid between-group statistical comparisons.

| Respondent's Age | |
|---|---|
| CAHPS® | TMG |
| Under 18 | 24 or younger |
| 18 – 24 | |
| 25 – 34 | 25 – 34 |
| 35 – 44 | 35 – 44 |
| 45 – 54 | 45 or older |
| 55 – 64 | |
| 65 – 74 | |
| 75 or older | |

| Respondent's Education | |
|---|---|
| CAHPS® | TMG |
| 8th grade or less | High school graduate/GED or less |
| Some high school | |
| High school graduate/GED | |
| Some college/2-year degree | Some college/2-year degree |
| 4-year college degree | College graduate or more |
| More than 4-year college degree | |

| Child's Race/Ethnicity | |
|---|---|
| CAHPS® | TMG |
| White | White |
| Black/African-American | Black/African-American |
| Asian | Asian |
| Native Hawaiian/Pacific Islander | Other |
| American Indian/Alaska Native | |
| Other | |
| Hispanic/Latino | Hispanic/Latino |

**Opportunity Analysis (see Regression Analysis)**

**Quality Compass® 2013 (Medicaid child – All Plans, General Population)** data benchmark is a collection of CAHPS® 5.0H mean summary ratings (113 samples) for those Medicaid child plans (Non-CCC and CCC samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

**Quality Compass® 2013 (Medicaid child – All Plans, CCC Population)** data benchmark is a collection of CAHPS® 5.0H mean summary ratings (38 samples) for those Medicaid child plans (CCC samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

**Question Scoring**
NCQA Summary Rate & Three-Point Categories for Composite Questions

| Composites/ Response choices | Summary Rate | Three-Point | Questions/Attributes |
|---|---|---|---|
| **Getting Needed Care** | | | |
| Never/Sometimes | | 1 | Q15 – In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?<br><br>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 | Summary Rate | 3 | |
| **Getting Care Quickly** | | | |
| Never/Sometimes | | 1 | 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?<br><br>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? |
| Usually | Summary Rate | 2 | |
| Always | Summary Rate | 3 | |

| Composites/ Response choices | Summary Rate | Three-Point | Questions/Attributes |
|---|---|---|---|
| **How Well Doctors Communicate** | | | |
| Never/Sometimes | | 1 | 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?<br>Q33 – In the last 6 months, how often did your child's personal doctor listen carefully to you?<br>Q34 – In the last 6 months, how often did your child's personal doctor show respect for what you had to say?<br>Q37 - In the last 6 months, how often did your child's personal doctor spend enough time with your child? |
| Usually | Summary Rate | 2 | |
| Always | Summary Rate | 3 | |
| **Customer Service** | | | |
| Never/Sometimes | | 1 | 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?<br>Q51 – In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? |
| Usually | Summary Rate | 2 | |
| Always | Summary Rate | 3 | |
| **Shared Decision Making** | | | |
| Not At All, No | | 1 | 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?<br>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?<br>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? |
| A Little | | 1 | |
| Some | | 2 | |
| A lot, Yes | Summary Rate | 3 | |

**Rating Questions**

There are four questions with responses scaled 0 to 10 in the CAHPS® 5.0H survey: *Rating of Health Care* (Q14), *Rating of Personal Doctor* (Q41), *Rating of Specialist* (Q48), and *Rating of Health Plan* (Q54), where zero represents "worst possible" and ten represents "best possible."

**Regression Analysis**

*Regression* estimates are measures of association between independent variables (composites) and a dependent variable (overall satisfaction rating), while controlling for the effect of other variables through the use of a statistical model. A backward elimination, respondent-level, multiple linear regression model was fitted to the 2014 TMG Medicaid Child Book of Business benchmark. The Myers Group Book of Business consists of the 2014 Medicaid Child data from each of the 57 health plans that submitted to NCQA. The dependent variables in the model are measured by Question 54 ("What number would you use to rate your child's health plan?"), Question 14 ("What number would you use to rate your child's health care?"), as well as Question 41 ("What number would you use to rate your child's personal doctor?"), all of which are scaled from 0 to 10 ("Worst possible" to "Best possible").

All composite questions are evaluated as potential independent variables in the analysis. These questions are scaled from 0 to 3 (0, 1, 2, and 3) for four-point scales in the direction of least favorable response to most favorable response. Those composite variables found to have a significant positive influence (as found by testing individual beta coefficients with a 0.05 level of significance) on Overall Satisfaction are reported as Key Drivers of overall satisfaction. The numbers reported alongside each composite, shown in Section 1 – *Executive Summary*, are beta coefficients. These coefficients indicate the amount of change that takes place in the dependent variable for a one-unit change in the respondent level composite independent variable in the rescaled 0-3 units (with all other independent variables unchanged).

Within the context of the model, the higher the beta score, the larger the effect the composite has on overall satisfaction, with all other composites held constant.

Using the results of the regression analysis, TMG has developed the following *Opportunity Analysis*: if the composite Summary Rate is equal to or greater than the 75th percentile of the 2014 TMG Medicaid Child Book of Business Summary Rates and the composite is determined to be a Key Driver by the multiple linear regression analysis, the composite is considered a plan *Strength*. If the composite is a Key Driver and the Summary Rate is below the 50th percentile when compared to the 2014 TMG Medicaid Child Book of Business Summary Rates, the composite is considered a plan *Opportunity*. If a Key Driver has a Summary Rate that falls between the 50th and 75th percentiles when compared to the 2014 TMG Medicaid Child Book of Business Summary Rates it is suggested that the composite be monitored as it could become a *Strength* or *Opportunity* in the future, depending on the plan's success in that area.

**Response Rate (General Population Only)**

The sample size for Child Medicaid health plans is 1,650 in accordance with NCQA protocol, although plans may choose to over-sample their population if necessary. Please refer to the *Glossary of Terms* for more information on over-samples. The overall NCQA target number of complete responses is 411.

Ineligible members include those who are deceased, members who do not meet the eligible population criteria, members with a language barrier, and members who are mentally or physically incapacitated. Non-responses 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 formula for determining the response rate is the following:

$$\frac{\text{Completed mail, telephone, and Internet (if applicable) surveys}}{\text{Final sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

**Sampling Error**

Sampling error can be thought of as the extent to which survey results may differ from what would be obtained if every eligible member in the sample had been surveyed. The size of such error depends largely on the percentage distributions (i.e., the number of respondents

selecting each answer category) and the number of members surveyed. The more disproportionate the percentage distributions or the larger the sample size is, the smaller the error.

The following tables may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **95*** out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **90**** out of 100 times a sample of that size and percentage distribution would be selected.

| Valid Responses | Percentage Distribution | | | | |
|---|---|---|---|---|---|
| | 50/50 | 60/40 | 70/30 | 80/20 | 90/10 |
| 50 | 13.9 | 13.6 | 12.7 | 11.1 | 8.3 |
| 100 | 9.8 | 9.6 | 9.0 | 7.8 | 5.9 |
| 200 | 6.9 | 6.8 | 6.4 | 5.5 | 4.2 |
| 300 | 5.7 | 5.5 | 5.2 | 4.5 | 3.4 |
| 400 | 4.9 | 4.8 | 4.5 | 3.9 | 2.9 |
| 500 | 4.4 | 4.3 | 4.0 | 3.5 | 2.6 |
| 750 | 3.6 | 3.5 | 3.3 | 2.9 | 2.1 |
| 850 | 3.4 | 3.3 | 3.1 | 2.7 | 2.0 |

*95% confidence interval

| Valid Responses | Percentage Distribution | | | | |
|---|---|---|---|---|---|
| | 50/50 | 60/40 | 70/30 | 80/20 | 90/10 |
| 50 | 11.6 | 11.4 | 10.7 | 9.3 | 7.0 |
| 100 | 8.2 | 8.1 | 7.5 | 6.6 | 4.9 |
| 200 | 5.8 | 5.7 | 5.3 | 4.7 | 3.5 |
| 300 | 4.7 | 4.7 | 4.4 | 3.8 | 2.8 |
| 400 | 4.1 | 4.0 | 3.8 | 3.3 | 2.5 |
| 500 | 3.7 | 3.6 | 3.4 | 2.9 | 2.2 |
| 750 | 3.0 | 2.9 | 2.8 | 2.4 | 1.8 |
| 850 | 2.8 | 2.8 | 2.6 | 2.3 | 1.7 |

**90% confidence interval

The sampling error table is used in the following manner: assume that "overall rating of health plan" received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four percentage points (4.0%). Therefore, on average, in 95 out of 100 similar samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

**Statistical Significance**

A statistically significant hypothesis testing result means that, based on the sample(s), conditions/assumptions, and level of significance, there is sufficient evidence to conclude the alternate hypothesis. For example, when testing for a difference between a population Summary Rate and a set constant score (e.g., TMG Book of Business), statistical significance

would mean that there is sufficient support for the statement that there is a difference between the population Summary Rate and the set constant score. As another example, when testing to see if there is a difference between last year's population Summary Rate and this year's population Summary Rate, statistical significance would mean that there is sufficient evidence for the statement that the population Summary Rates are different.

**Summary Rate**

Summary Rates are single statistics generated for a survey question as specified by NCQA. In general, Summary Rates represent the percentage of respondents who chose the most favorable response option(s) ("Always" and "Usually;" "A lot" and "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

Summary Rate categories for the rating questions represent respondents who answered "8," "9," or "10." In addition to the traditional NCQA defined Summary Rate calculation for rating questions (responses "8", "9", and "10"), Top Box Scores are also calculated using "9" and "10."

Members who responded "No" to Q52 are recoded as "Always" in Q53 and are, therefore, included in the Summary Rate of Q53.

The Summary Rate for each composite category and additional measure is as follows:

*Getting Needed Care; Getting Care Quickly; How Well Doctors Communicate; Customer Service; Coordination of Care*; *Providing Needed Information*; and *Ease of Filling Out Forms*: Summary Rate represents the percentage of members who responded "Always" or "Usually."

*Health Promotion and Education*: Summary Rate represents the percentage of members who responded "Yes."

*Shared Decision Making*: Summary Rate represents the percentage of members who responded "A lot" and "Yes."

## *Survey Administration Protocol*

Children ages 0 to 17 from the MCO's membership database is used as a sample. The first sample (1,650) is randomly selected to represent the General Population. A supplemental sample is pulled based on the member's claims experiences. Members with claims experiences that indicate a probable chronic care condition are assigned a prescreen status code of 2. A sample of 1,840, with a prescreen status code of 2, are randomly selected from the remaining database pool. *In MCOs with fewer members than the required sample size, the supplemental sample includes all members with a prescreen status code of 2 who were not already selected for the General Population sample.* Note: The samples sizes stated above are standard samples sizes. Plans may oversample their population if they choose.

The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration: 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards) or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts. NCQA also allows pre-approved enhanced methodologies, which can include an Internet component of the survey.

| Mixed Methodology Tasks | Time Frame |
|---|---|
| First questionnaire and cover letter sent to the member. | 0 days |
| A postcard reminder is sent to non-respondents 4 to 10 days after the first questionnaire. | 4-10 days |
| A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire. | 35 days |
| A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire. | 39-45 days |
| Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents approximately 21 days after the mailing of the second questionnaire. | 56 days |
| Telephone contact is made to all non-respondents 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-respondents 4 to 10 days after the first questionnaire. | 4-10 days |
| A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire. | 35 days |
| A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire. | 39-45 days |
| A third questionnaire and cover letter is sent to non-respondents 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 |

### The Myers Group Book of Business

The Myers Group Book of Business (calculated on a plan-level) consists of all Medicaid Child samples (Non-CCC and CCC) that were conducted by TMG and submitted data to NCQA. In 2014, there were 57 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis.

### Three-Point Scores

Three-Point scoring assigns a value of 1, 2, or 3 to each question response category and then computes a numerical average based upon the valid responses for each question. The Three-Point values are assigned to response option categories as follows:

| Response Choice 1 | Score Value |
|---|---|
| Never | 1 |
| Sometimes | 1 |
| Usually | 2 |
| Always | 3 |

| Response Choice 2 | Score Value |
|---|---|
| Not At All | 1 |
| A Little | 1 |
| Some | 2 |
| A lot | 3 |

| Response Choice 3 | Score Value |
|---|---|
| 0 – 6 | 1 |
| 7 & 8 | 2 |
| 9 & 10 | 3 |

| Response Choice 4 | Score Value |
|---|---|
| No | 1 |
| Yes | 3 |

The “mean of means” method is used in computing the Three-Point composite score. Each question is weighted equally within a composite regardless of the number of valid responses.

These composite scores may be in slight variance to the scores shown elsewhere in the report (comparisons by member age, gender, etc.) where scores are calculated as weighted means based on the actual number of respondents answering each question.

**Unanswered Questions**

CAHPS® 5.0H prescribes that if a respondent answered a question by marking more than one response (not including Q77 & Q83), that response is considered a "multiple mark." A missing/multiple mark response is NOT assigned any value or used to calculate satisfaction scores.

**Z-Test**

To test for true differences in population score(s), statistical inference methods are applied. In particular, hypothesis testing is done to draw conclusions about differences in scores between a population and a set constant (e.g., a Summary Rate versus the TMG Book of Business) or between different populations (e.g., a Summary Rate for this year versus a Summary Rate for last year). The hypothesis of no difference is rejected if the absolute value of the test statistic exceeds a critical value corresponding to a level of significance. The test statistic used depends on which of these types of hypothesis tests are performed.

When checking for a statistically significant difference between a Summary Rate for a population and a set constant score (e.g., TMG Book of Business)—with various conditions/assumptions—The Myers Group uses the statistical test that follows:

$$z = \frac{\hat{p} - p_0}{\sqrt{\frac{p_0 q_0}{n}}}$$

where

$\hat{p}$ = Summary Rate from the sample

$p_0$ = Set constant score for comparison

$q_0$ = 1 – (Set constant score) = $(1 - p_0)$

$n$ = Sample size

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With a large sample size ($n_1\hat{p}_1 \geq 5$, $n_1(1-\hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1-\hat{p}_2) \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the population "Summary Rate" equals the set constant score is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

The second hypothesis-testing situation involves testing for statistically significant differences between two population percents (or proportions), e.g., two population Summary Rates. When comparing the population percentages (or proportions)—with various conditions/ assumptions—the appropriate test statistic is the z-statistic as follows:

$$z = \frac{\hat{p}_1 - \hat{p}_2}{\sqrt{\hat{p}\hat{q}\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

where

$\hat{p}_1$ = Summary Rate from the 1st sample

$\hat{p}_2$ = Summary Rate from the 2nd sample

$n_1$ = Size of the sample from the 1st population

$n_2$ = Size of the sample from the 2nd population

$\hat{p}$ = Pooled Summary Rate,

$$\hat{p} = \frac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$$

$\hat{q}$ = 1 – (Pooled Summary Rate)

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With large sample sizes ($n_1\hat{p}_1 \geq 5$, $n_1(1-\hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1-\hat{p}_2) \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the populations under comparison have equal population Summary Rates is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from the cumulative standard normal distribution table).

## Sample Survey Tool

MCSCCC

**Thank You**

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

The Myers Group, Attn: Survey Processing Department, PO Box 100072, Duluth, GA 30096-9805

Toll Free: 1-800-692-0041

**646299**

**For Internal Purposes Only: 646299**

- Answer each question by marking the box with blue or black ink to the left of your answer. Like this ☒
- You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this: ☒ Yes .....**If Yes, Go to Question 1**
  ☐ No

*Your privacy is protected. All information that would let someone identify you or your family will be kept private. The Myers Group will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you have returned your survey so we don't have to send you reminders. If you want to know more about this study, please call The Myers Group at 1-800-692-0041.*

*Please answer the questions for the child listed on the envelope. Please do not answer for any other children.*

1. Our records show that your child is now in **Louisiana Healthcare Connections**. Is that right?
   - ☐1 Yes . . . . . .**If Yes, Go to Question 3**
   - ☐2 No

2. What is the name of your child's health plan? (Please print)

   _____

## YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

*These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.*

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
   - ☐1 Yes
   - ☐2 No . . . . . .**If No, Go to Question 5**

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
   - ☐1 Never
   - ☐2 Sometimes
   - ☐3 Usually
   - ☐4 Always

5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
   - ☐1 Yes
   - ☐2 No . . . . . .**If No, Go to Question 7**

6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
   - ☐1 Never
   - ☐2 Sometimes
   - ☐3 Usually
   - ☐4 Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
   - ☐1 None . . . .**If None, Go to Question 16**
   - ☐2 1 time
   - ☐3 2
   - ☐4 3
   - ☐5 4
   - ☐6 5 to 9
   - ☐7 10 or more times

8. 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?
   - ☐1 Yes
   - ☐2 No

9. In the last 6 months, how often did you have questions answered by your child's doctors or other health providers?
   - ☐1 Never
   - ☐2 Sometimes
   - ☐3 Usually
   - ☐4 Always

10. 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?
    - ☐1 Yes
    - ☐2 No . . . . . .**If No, Go to Question 14**

11. 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?
    - ☐1 Not at all
    - ☐2 A little
    - ☐3 Some
    - ☐4 A lot

12. 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?
    - ☐1 Not at all
    - ☐2 A little
    - ☐3 Some
    - ☐4 A lot



*Please continue inside* ➢➢➢

13. 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?

☐1 Yes
☐2 No

14. 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?

**Worst** health care possible — **Best** health care possible

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

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

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

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

☐1 Yes
☐2 No . . . . . .**If No, Go to Question 19**

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

☐1 Yes
☐2 No . . . . . .**If No, Go to Question 19**

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

☐1 Yes
☐2 No

## SPECIALIZED SERVICES

19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.

In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

☐1 Yes
☐2 No . . . . . .**If No, Go to Question 22**

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

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

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No . . . . . .**If No, Go to Question 25**

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

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

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No . . . . . .**If No, Go to Question 28**

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

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

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No . . . . . .**If No, Go to Question 30**

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

☐1 Yes
☐2 No

## YOUR CHILD'S PERSONAL DOCTOR

30. 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?

☐1 Yes
☐2 No . . . . . .**If No, Go to Question 45**

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

☐1 None . . . .**If None, Go to Question 41**
☐2 1 time
☐3 2
☐4 3
☐5 4
☐6 5 to 9
☐7 10 or more times



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86. In the last 6 months, how long did you usually have to wait between making an appointment for your child for a regular or routine care visit with a provider and actually seeing a provider?

- ☐1 6 weeks or less
- ☐2 More than 6 weeks
- ☐3 My child did not need an appointment with a provider for a regular or routine care visit in the last 6 months

87. In the last 6 months, when your child was referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?

- ☐1 Within 1 month (30 days) of referral
- ☐2 More than 1 month (31 days) after referral
- ☐3 My child was not referred to a specialist in the last 6 months

88. In the last 6 months, not counting the times your child needed health care right away, how many days did you usually have to wait between making an appointment for your child for routine lab or x-ray services and actually getting the lab or x-ray services?

- ☐1 21 days or less
- ☐2 22 days or more
- ☐3 My child did not need an appointment for a routine lab or x-ray services in the last 6 months

89. In the last 6 months, how many days did you usually have to wait between making an appointment for your child for urgent lab or x-ray services and actually getting the lab or x-ray services?

- ☐1 Same day
- ☐2 1-2 days
- ☐3 3-7 days
- ☐4 8-14 days
- ☐5 15-30 days
- ☐6 More than 30 days
- ☐7 My child did not need an appointment for an urgent lab or x-ray services in the last 6 months



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

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

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

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

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

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

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

- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 37**

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

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

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

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

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

- ☐1 Yes
- ☐2 No

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

- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 41**

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

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

41. 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?

| **Worst** personal doctor possible | | | | | | | | | | **Best** personal doctor possible |
|---|---|---|---|---|---|---|---|---|---|---|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

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

- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 45**

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

- ☐1 Yes
- ☐2 No

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

- ☐1 Yes
- ☐2 No

## GETTING HEALTH CARE FROM SPECIALISTS

*When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.*

45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 49**

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

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

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

- ☐1 None . . . . **If None, Go to Question 49**
- ☐2 1 specialist
- ☐3 2
- ☐4 3
- ☐5 4
- ☐6 5 or more specialists

48. 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?

| **Worst** specialist possible | | | | | | | | | | **Best** specialist possible |
|---|---|---|---|---|---|---|---|---|---|---|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |



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## YOUR CHILD'S HEALTH PLAN

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

49. In the last 6 months, did you get information or help from customer service at your child's health plan?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 52**

50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

52. In the last 6 months, did your child's health plan give you any forms to fill out?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 54**

53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

54. 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?

| **Worst** health plan possible | | | | | | | | | | **Best** health plan possible |
|---|---|---|---|---|---|---|---|---|---|---|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

## PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 58**

56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?
    - ☐1 Yes
    - ☐2 No

## ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?
    - ☐1 Excellent
    - ☐2 Very good
    - ☐3 Good
    - ☐4 Fair
    - ☐5 Poor

59. In general, how would you rate your child's overall mental or emotional health?
    - ☐1 Excellent
    - ☐2 Very good
    - ☐3 Good
    - ☐4 Fair
    - ☐5 Poor

60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 63**

61. Is this because of any medical, behavioral, or other health condition?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 63**

62. Is this a condition that has lasted or is expected to last for at least 12 months?
    - ☐1 Yes
    - ☐2 No

63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 66**

64. Is this because of any medical, behavioral, or other health condition?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 66**

65. Is this a condition that has lasted or is expected to last for at least 12 months?
    - ☐1 Yes
    - ☐2 No

66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 69**

67. Is this because of any medical, behavioral, or other health condition?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 69**

68. Is this a condition that has lasted or is expected to last for at least 12 months?
    - ☐1 Yes
    - ☐2 No



69. Does your child need or get special therapy such as physical, occupational, or speech therapy?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 72**

70. Is this because of any medical, behavioral, or other health condition?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 72**

71. Is this a condition that has lasted or is expected to last for at least 12 months?
    - ☐1 Yes
    - ☐2 No

72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 74**

73. Has this problem lasted or is it expected to last for at least 12 months?
    - ☐1 Yes
    - ☐2 No

74. What is your child's age?
    - ☐00 Less than 1 year old
    - ☐☐ YEARS OLD *(write in)*

75. Is your child male or female?
    - ☐1 Male
    - ☐2 Female

76. Is your child of Hispanic or Latino origin or descent?
    - ☐1 Yes, Hispanic or Latino
    - ☐2 No, not Hispanic or Latino

77. What is your child's race? Mark one or more.
    - ☐A White
    - ☐B Black or African-American
    - ☐C Asian
    - ☐D Native Hawaiian or other Pacific Islander
    - ☐E American Indian or Alaska Native
    - ☐F Other

78. What is your age?
    - ☐1 Under 18
    - ☐2 18 to 24
    - ☐3 25 to 34
    - ☐4 35 to 44
    - ☐5 45 to 54
    - ☐6 55 to 64
    - ☐7 65 to 74
    - ☐8 75 or older

79. Are you male or female?
    - ☐1 Male
    - ☐2 Female

80. What is the highest grade or level of school that you have completed?
    - ☐1 8th grade or less
    - ☐2 Some high school, but did not graduate
    - ☐3 High school graduate or GED
    - ☐4 Some college or 2-year degree
    - ☐5 4-year college graduate
    - ☐6 More than 4-year college degree

81. How are you related to the child?
    - ☐1 Mother or father
    - ☐2 Grandparent
    - ☐3 Aunt or uncle
    - ☐4 Older brother or sister
    - ☐5 Other relative
    - ☐6 Legal guardian
    - ☐7 Someone else

82. Did someone help you complete this survey?
    - ☐1 Yes . . . . . **If Yes, Go to Question 83**
    - ☐2 No . . . . . **If No, Go to Question 84**

83. How did that person help you? Mark one or more.
    - ☐A Read the questions to me
    - ☐B Wrote down the answers I gave
    - ☐C Answered the questions for me
    - ☐D Translated the questions into my language
    - ☐E Helped in some other way

84. In the last 6 months, how many days did you usually have to wait between making an initial appointment for your child with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.
    - ☐1 Same day
    - ☐2 1-2 days
    - ☐3 3-7 days
    - ☐4 8-14 days
    - ☐5 15-30 days
    - ☐6 More than 30 days
    - ☐7 My child did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months

85. In the last 6 months, how many days did you usually have to wait between making an initial appointment for your child with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment to see an Ear, Nose, and Throat specialist for a chronic ear infection.
    - ☐1 Same day
    - ☐2 1-2 days
    - ☐3 3-7 days
    - ☐4 8-14 days
    - ☐5 15-30 days
    - ☐6 More than 30 days
    - ☐7 My child did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months



*Please continue on next page* ➢➢➢

# 10. Banner Tables

The tables in the following section show detailed results for each question in your survey. The banner-points, across the top banner table, include categories such as: (1) demographic groups (Respondent's Age, Respondent's Education, Child's Health Status, and Child's Mental Health Status), (2) survey items (Health Plan and Personal Doctor Ratings, Contact Customer Service, and Got Information/Help From Customer Service), and (3) Data Collection Method. In order to aid you in viewing the data contained in these tables, the following explanation is provided.

The different categories by which the data are "sliced" are presented as column headers. Each category has a set of possible response choices that are listed immediately below the headers. The left-most column in each table is labeled "Total" and shows results for the entire set of valid responses.

On the left side of the page are three row headers: "Total Eligible," "Total Valid Responses," and "No Answer." "Total Eligible" represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal 630 (General Population) or 525 (CCC Population), which is the valid number of responses to the current survey. "Total Valid Responses" shows how many of the total respondents provided valid answers to the given question. Finally, "No Answer" is the number of individuals who did not respond to the question, even though they were eligible to do so.

It should be noted that, in some cases, a survey response choice shows only the number of respondents providing that answer with no percentage. These response options are not considered valid responses by NCQA guidelines, and are therefore omitted from the percentage calculations.

In some tables, an additional row is added to show Summary Rates. These scores are a single question response or combination of question responses considered to be favorable. It is included at the bottom of each of these tables and is shown with the response option, or options, that make up the score listed beside it.

Information regarding the statistical testing of results is shown in the lower left corner of each table. The first line displays the Comparison Groups. These are the columns (denoted by upper case letters and separated by a slash (/)) in which statistical tests are run. Columns (B) and (C), for example, show results for Males and Females. These columns are compared in the statistical test to each other, but not to any other columns. If a letter is present, whether upper or lower case, its corresponding percentage is significantly higher than the specified percentages within its comparison group. Note that when comparing groups, the Z-Test is only valid for large sample sizes. See Z-Test in *Technical Notes*.

The second line shows the type or types of statistical tests that are included in the table. The last two lines define the meaning of the upper and lower case letters.

If a percentage has an upper case letter beneath it, a difference exists at the 0.05 level of significance. A lower case letter denotes a difference at the 0.10 level of significance. A banner table example follows with key points noted.

| | | ========= GENDER ========= | |
|---|---|---|---|
| | Total | Male | Female |
| | (A) | (B) | (C) |
| Total Eligible | 433[1] | 22 | 407 |
| Total Valid Responses | 429[2]<br>100.0% | 22<br>100.0% | 403<br>100.0% |
| No Answer | 4[3] | - | 4 |
| Yes | 198<br>46.2% | 6<br>27.3% | 189<br>46.9%<br>B[4] |
| No | 231<br>53.8% | 16<br>72.7%<br>C[5] | 214<br>53.1% |

1 – For the given question, 433 respondents were eligible to answer. For questions asked of all respondents, this figure will equal the number of complete surveys. In other cases, it will equal the number of appropriate responses to a gate question. Gate questions are those that filter out respondents who would not logically be able to answer follow-up questions. For example, people who say that they do not have a personal doctor would not be able to provide a doctor rating, and so they are filtered out of the response set for the rating question.

2 – Of those who were eligible to answer this question, 429 provided valid responses.

3 – Four respondents–all Female–who were eligible to answer the question did not provide an answer.

4 – Females and Males provided a significantly different percentage of “Yes” responses. The “B” below the percentage refers to the group in column B – in this case, Males – and signifies that the 46.9% is significantly different than 27.3%. Because the “B” is capitalized, we know that the difference is significant at the 0.05 level of significance.

5 – Females and Males provided significantly different percentages of “No” responses. As in the previous note, the “C” refers to the group in column C–Females–and is significant at the 0.05 level of significance.

Please refer to the *Technical Notes* for additional information about banner tables.

Table of Contents:

| | Table Description | Filter Description | Population Status | Base |
|---|---|---|---|---|
| 1 | Q1. Our records show that your child is now in Health Plan Name. Is that right? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 2 | 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 doctors office? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 3 | Q4. (GCQ) 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? | SampleFlag.ContainsAny({General_Population}) **AND** Q3.ContainsAny({Yes}) | Success | 222 |
| 4 | Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 5 | Q6. (GCQ) 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? | SampleFlag.ContainsAny({General_Population}) **AND** Q5.ContainsAny({Yes}) | Success | 439 |
| 6 | 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 doctors office or clinic to get health care? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 7 | Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child? | SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 460 |
| 8 | Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers? | SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 460 |
| 9 | Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child? | SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 460 |
| 10 | Q11. (SDM) 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? | SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes}) | Success | 134 |
| 11 | Q12. (SDM) 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? | SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes}) | Success | 134 |
| 12 | Q13. (SDM) 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? | SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes}) | Success | 134 |
| 13 | 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 childs health care in the last 6 months? | SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 460 |
| 14 | Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 460 |
| 15 | Q16. Is your child now enrolled in any kind of school or daycare? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 16 | Q17. In the last 6 months, did you need your childs doctorsor other health providers to contact a school or daycare center about your childs health or health care? | SampleFlag.ContainsAny({General_Population}) **AND** Q16.ContainsAny({Yes}) | Success | 472 |
| 17 | Q18. (CC-COC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare? | SampleFlag.ContainsAny({General_Population}) **AND** Q16.ContainsAny({Yes}) And Q17.ContainsAny({Yes}) | Success | 42 |
| 18 | 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? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 19 | Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child? | SampleFlag.ContainsAny({General_Population}) **AND** Q19.ContainsAny({Yes}) | Success | 26 |
| 20 | Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child? | SampleFlag.ContainsAny({General_Population}) **AND** Q19.ContainsAny({Yes}) | Success | 26 |
| 21 | 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? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 22 | Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child? | SampleFlag.ContainsAny({General_Population}) **AND** Q22.ContainsAny({Yes}) | Success | 33 |
| 23 | Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child? | SampleFlag.ContainsAny({General_Population}) **AND** Q22.ContainsAny({Yes}) | Success | 33 |
| 24 | 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? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 25 | Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child? | SampleFlag.ContainsAny({General_Population}) **AND** Q25.ContainsAny({Yes}) | Success | 72 |
| 26 | Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child? | SampleFlag.ContainsAny({General_Population}) **AND** Q25.ContainsAny({Yes}) | Success | 72 |
| 27 | 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? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 28 | Q29. (CC-COC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services? | SampleFlag.ContainsAny({General_Population}) **AND** Q28.ContainsAny({Yes}) | Success | 90 |
| 29 | 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? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 30 | Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) | Success | 502 |
| 31 | Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 401 |
| 32 | Q33. (HWDC) In the last 6 months, how often did your childs personal doctor listen carefully to you? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 401 |
| 33 | Q34. (HWDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 401 |
| 34 | Q35. Is your child able to talk with doctors about his or her health care? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 401 |
| 35 | Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q35.ContainsAny({Yes}) | Success | 271 |
| 36 | Q37. (HWDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 401 |
| 37 | Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 401 |
| 38 | Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 401 |
| 39 | Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q39.ContainsAny({Yes}) | Success | 138 |
| 40 | 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 childs personal doctor? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) | Success | 502 |
| 41 | Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) | Success | 502 |
| 42 | Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q42.ContainsAny({Yes}) | Success | 121 |
| 43 | Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life? | SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q42.ContainsAny({Yes}) | Success | 121 |
| 44 | 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? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 45 | Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? | SampleFlag.ContainsAny({General_Population}) **AND** Q45.ContainsAny({Yes}) | Success | 100 |
| 46 | Q47. How many specialists has your child seen in the last 6 months? | SampleFlag.ContainsAny({General_Population}) **AND** Q45.ContainsAny({Yes}) | Success | 100 |
| 47 | Q48. 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? | SampleFlag.ContainsAny({General_Population}) **AND** Q45.ContainsAny({Yes}) And Q47.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists}) | Success | 87 |
| 48 | Q49. In the last 6 months, did you get information or help from customer service at your childs health plan? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 49 | Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed? | SampleFlag.ContainsAny({General_Population}) **AND** Q49.ContainsAny({Yes}) | Success | 135 |

| | | | | |
|---|---|---|---|---|
| 50 | Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect? | SampleFlag.ContainsAny({General_Population}) **AND** Q49.ContainsAny({Yes}) | Success | 135 |
| 51 | Q52. In the last 6 months, did your childs health plan give you any forms to fill out? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 52 | Q53. (FOF) In the last 6 months, how often were the forms from your childs health plan easy to fill out? | SampleFlag.ContainsAny({General_Population}) **AND** Q52.ContainsAny({Yes, No}) | Success | 564 |
| 53 | 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 childs health plan? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 54 | Q55. In the last 6 months, did you get or refill any prescription medicines for your child? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 55 | Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan? | SampleFlag.ContainsAny({General_Population}) **AND** Q55.ContainsAny({Yes}) | Success | 328 |
| 56 | Q57. Did anyone from your childs health plan, doctors office, or clinic help you get your childs prescription medicines? | SampleFlag.ContainsAny({General_Population}) **AND** Q55.ContainsAny({Yes}) | Success | 328 |
| 57 | Q58. In general, how would you rate your childs overall health? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 58 | Q59. In general, how would you rate your childs overall mental or emotional health? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 59 | Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 60 | Q61. Is this because of any medical, behavioral, or other health condition? | SampleFlag.ContainsAny({General_Population}) **AND** Q60.ContainsAny({Yes}) | Success | 217 |
| 61 | Q62. Is this a condition that has lasted or is expected to last for at least 12 months? | SampleFlag.ContainsAny({General_Population}) **AND** Q60.ContainsAny({Yes}) And Q61.ContainsAny({Yes}) | Success | 164 |
| 62 | 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? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 63 | Q64. Is this because of any medical, behavioral, or other health condition? | SampleFlag.ContainsAny({General_Population}) **AND** Q63.ContainsAny({Yes}) | Success | 92 |
| 64 | Q65. Is this a condition that has lasted or is expected to last for at least 12 months? | SampleFlag.ContainsAny({General_Population}) **AND** Q63.ContainsAny({Yes}) And Q64.ContainsAny({Yes}) | Success | 78 |
| 65 | 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? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 66 | Q67. Is this because of any medical, behavioral, or other health condition? | SampleFlag.ContainsAny({General_Population}) **AND** Q66.ContainsAny({Yes}) | Success | 94 |
| 67 | Q68. Is this a condition that has lasted or is expected to last for at least 12 months? | SampleFlag.ContainsAny({General_Population}) **AND** Q66.ContainsAny({Yes}) And Q67.ContainsAny({Yes}) | Success | 54 |
| 68 | Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 69 | Q70. Is this because of any medical, behavioral, or other health condition? | SampleFlag.ContainsAny({General_Population}) **AND** Q69.ContainsAny({Yes}) | Success | 58 |
| 70 | Q71. Is this a condition that has lasted or is expected to last for at least 12 months? | SampleFlag.ContainsAny({General_Population}) **AND** Q69.ContainsAny({Yes}) And Q70.ContainsAny({Yes}) | Success | 36 |
| 71 | Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 72 | Q73. Has this problem lasted or is it expected to last for at least 12 months? | SampleFlag.ContainsAny({General_Population}) **AND** Q72.ContainsAny({Yes}) | Success | 92 |
| 73 | Q74. What is your child's age? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 74 | Q75. Is your child male or female? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 75 | Q76. Is your child of Hispanic or Latino origin or descent? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 76 | Q77. What is your race? Please mark one or more. | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 77 | Q78. What is your age? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 78 | Q79. Are you male or female? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 79 | Q80. What is the highest grade or level of school that you have completed? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 80 | Q81. How are you related to the child? | SampleFlag.ContainsAny({General_Population}) | Success | 630 |
| 81 | Q82. Did someone help you complete this survey? | SampleFlag.ContainsAny({General_Population}) **AND** Dispo.ContainsAny({Internet, Mail}) | Success | 363 |
| 82 | Q83. How did that person help you? Check all that apply. | SampleFlag.ContainsAny({General_Population}) **AND** Dispo.ContainsAny({Internet, Mail}) And Q82.ContainsAny({Yes}) | Success | 17 |

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q1. Our records show that your child is now in Louisiana Healthcare Connections. Is that right?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **609**<br>***100.0%*** | **101**<br>***100.0%*** | **194**<br>***100.0%*** | **142**<br>***100.0%*** | **94**<br>***100.0%*** | **305**<br>***100.0%*** | **226**<br>***100.0%*** | **400**<br>***100.0%*** | **109**<br>***100.0%*** | **35**<br>***100.0%*** | **374**<br>***100.0%*** | **104**<br>***100.0%*** | **66**<br>***100.0%*** | **112**<br>***100.0%*** | **424**<br>***100.0%*** | **62**<br>***100.0%*** | **404**<br>***100.0%*** | **127**<br>***100.0%*** | **424**<br>***100.0%*** | **28**<br>***100.0%*** | **95**<br>***100.0%*** | **354**<br>***100.0%*** | **255**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **21** | 4 | 5 | 2 | 8 | 14 | 4 | 14 | 3 | 2 | 14 | 3 | 2 | 7 | 12 | 1 | 14 | 8 | 10 | 1 | 7 | 9 | 12 | - |
| Yes | **609**<br>***100.0%*** | 101<br>*100.0%* | 194<br>*100.0%* | 142<br>*100.0%* | 94<br>*100.0%* | 305<br>*100.0%* | 226<br>*100.0%* | 400<br>*100.0%* | 109<br>*100.0%* | 35<br>*100.0%* | 374<br>*100.0%* | 104<br>*100.0%* | 66<br>*100.0%* | 112<br>*100.0%* | 424<br>*100.0%* | 62<br>*100.0%* | 404<br>*100.0%* | 127<br>*100.0%* | 424<br>*100.0%* | 28<br>*100.0%*<br>** | 95<br>*100.0%* | 354<br>*100.0%* | 255<br>*100.0%* | -<br>- |
| No | **-**<br>**-** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **609**<br>***100.0%*** | 101<br>*100.0%* | 194<br>*100.0%* | 142<br>*100.0%* | 94<br>*100.0%* | 305<br>*100.0%* | 226<br>*100.0%* | 400<br>*100.0%* | 109<br>*100.0%* | 35<br>*100.0%* | 374<br>*100.0%* | 104<br>*100.0%* | 66<br>*100.0%* | 112<br>*100.0%* | 424<br>*100.0%* | 62<br>*100.0%* | 404<br>*100.0%* | 127<br>*100.0%* | 424<br>*100.0%* | 28<br>*100.0%*<br>** | 95<br>*100.0%* | 354<br>*100.0%* | 255<br>*100.0%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 doctors office?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **606**<br>***100.0%*** | **103**<br>***100.0%*** | **197**<br>***100.0%*** | **143**<br>***100.0%*** | **99**<br>***100.0%*** | **315**<br>***100.0%*** | **226**<br>***100.0%*** | **409**<br>***100.0%*** | **109**<br>***100.0%*** | **37**<br>***100.0%*** | **384**<br>***100.0%*** | **103**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **428**<br>***100.0%*** | **63**<br>***100.0%*** | **410**<br>***100.0%*** | **135**<br>***100.0%*** | **427**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **357**<br>***100.0%*** | **249**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **24** | 2 | 2 | 1 | 3 | 4 | 4 | 5 | 3 | - | 4 | 4 | - | - | 8 | - | 8 | - | 7 | - | - | 6 | 18 | - |
| Yes | **222**<br>***36.6%*** | 37<br>*35.9%* | 61<br>*31.0%* | 59<br>*41.3%*<br>b | 42<br>*42.4%*<br>b | 117<br>*37.1%* | 84<br>*37.2%* | 131<br>*32.0%* | 52<br>*47.7%*<br>G | 21<br>*56.8%*<br>G | 135<br>*35.2%* | 37<br>*35.9%* | 32<br>*47.1%*<br>j | 42<br>*35.3%* | 155<br>*36.2%* | 26<br>*41.3%* | 155<br>*37.8%* | 65<br>*48.1%*<br>R | 141<br>*33.0%* | 12<br>*41.4%*<br>** | 50<br>*49.0%* | 143<br>*40.1%*<br>V | 79<br>*31.7%* | -<br>- |
| No | **384**<br>***63.4%*** | 66<br>*64.1%* | 136<br>*69.0%*<br>cd | 84<br>*58.7%* | 57<br>*57.6%* | 198<br>*62.9%* | 142<br>*62.8%* | 278<br>*68.0%*<br>**H** | 57<br>*52.3%* | 16<br>*43.2%* | 249<br>*64.8%*<br>I | 66<br>*64.1%* | 36<br>*52.9%* | 77<br>*64.7%* | 273<br>*63.8%* | 37<br>*58.7%* | 255<br>*62.2%* | 70<br>*51.9%* | 286<br>*67.0%*<br>Q | 17<br>*58.6%*<br>** | 52<br>*51.0%* | 214<br>*59.9%* | 170<br>*68.3%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **222**<br>***36.6%*** | 37<br>*35.9%* | 61<br>*31.0%* | 59<br>*41.3%*<br>b | 42<br>*42.4%*<br>b | 117<br>*37.1%* | 84<br>*37.2%* | 131<br>*32.0%* | 52<br>*47.7%*<br>G | 21<br>*56.8%*<br>G | 135<br>*35.2%* | 37<br>*35.9%* | 32<br>*47.1%*<br>j | 42<br>*35.3%* | 155<br>*36.2%* | 26<br>*41.3%* | 155<br>*37.8%* | 65<br>*48.1%*<br>R | 141<br>*33.0%* | 12<br>*41.4%*<br>** | 50<br>*49.0%* | 143<br>*40.1%*<br>V | 79<br>*31.7%* | -<br>- |

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  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q4. (GCQ) 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 Eligible** | **222**<br>***100.0%*** | **37**<br>***100.0%*** | **61**<br>***100.0%*** | **59**<br>***100.0%*** | **42**<br>***100.0%*** | **117**<br>***100.0%*** | **84**<br>***100.0%*** | **131**<br>***100.0%*** | **52**<br>***100.0%*** | **21**<br>***100.0%*** | **135**<br>***100.0%*** | **37**<br>***100.0%*** | **32**<br>***100.0%*** | **42**<br>***100.0%*** | **155**<br>***100.0%*** | **26**<br>***100.0%*** | **155**<br>***100.0%*** | **65**<br>***100.0%*** | **141**<br>***100.0%*** | **12**<br>***100.0%*** | **50**<br>***100.0%*** | **143**<br>***100.0%*** | **79**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **214**<br>***100.0%*** | **37**<br>***100.0%*** | **61**<br>***100.0%*** | **56**<br>***100.0%*** | **39**<br>***100.0%*** | **113**<br>***100.0%*** | **83**<br>***100.0%*** | **128**<br>***100.0%*** | **51**<br>***100.0%*** | **19**<br>***100.0%*** | **130**<br>***100.0%*** | **37**<br>***100.0%*** | **31**<br>***100.0%*** | **40**<br>***100.0%*** | **152**<br>***100.0%*** | **25**<br>***100.0%*** | **151**<br>***100.0%*** | **64**<br>***100.0%*** | **136**<br>***100.0%*** | **12**<br>***100.0%*** | **49**<br>***100.0%*** | **137**<br>***100.0%*** | **77**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **8** | - | - | 3 | 3 | 4 | 1 | 3 | 1 | 2 | 5 | - | 1 | 2 | 3 | 1 | 4 | 1 | 5 | - | 1 | 6 | 2 | - |
| Always | **163**<br>***76.2%*** | 27<br>*73.0%* | 46<br>*75.4%* | 46<br>*82.1%* | 30<br>*76.9%* | 89<br>*78.8%* | 62<br>*74.7%* | 109<br>*85.2%*<br>H | 33<br>*64.7%* | 12<br>*63.2%*<br>** | 109<br>*83.8%*<br>KL | 23<br>*62.2%* | 21<br>*67.7%* | 23<br>*57.5%* | 127<br>*83.6%*<br>M | 11<br>*44.0%*<br>** | 126<br>*83.4%* | 47<br>*73.4%* | 108<br>*79.4%* | 6<br>*50.0%*<br>** | 38<br>*77.6%* | 105<br>*76.6%* | 58<br>*75.3%* | -<br>- |
| Usually | **24**<br>***11.2%*** | 4<br>*10.8%* | 7<br>*11.5%* | 7<br>*12.5%* | 3<br>*7.7%* | 10<br>*8.8%* | 12<br>*14.5%* | 9<br>*7.0%* | 9<br>*17.6%*<br>G | 3<br>*15.8%*<br>** | 11<br>*8.5%* | 7<br>*18.9%*<br>j | 4<br>*12.9%* | 9<br>*22.5%*<br>N | 13<br>*8.6%* | 8<br>*32.0%*<br>** | 10<br>*6.6%* | 6<br>*9.4%* | 16<br>*11.8%* | 2<br>*16.7%*<br>** | 4<br>*8.2%* | 17<br>*12.4%* | 7<br>*9.1%* | -<br>- |
| Sometimes | **25**<br>***11.7%*** | 6<br>*16.2%*<br>c | 7<br>*11.5%* | 3<br>*5.4%* | 6<br>*15.4%* | 13<br>*11.5%* | 9<br>*10.8%* | 9<br>*7.0%* | 9<br>*17.6%*<br>G | 4<br>*21.1%*<br>** | 9<br>*6.9%* | 7<br>*18.9%*<br>J | 6<br>*19.4%*<br>J | 8<br>*20.0%*<br>N | 11<br>*7.2%* | 6<br>*24.0%*<br>** | 14<br>*9.3%* | 11<br>*17.2%*<br>r | 11<br>*8.1%* | 4<br>*33.3%*<br>** | 7<br>*14.3%* | 14<br>*10.2%* | 11<br>*14.3%* | -<br>- |
| Never | **2**<br>***0.9%*** | -<br>- | 1<br>*1.6%* | -<br>- | -<br>- | 1<br>*0.9%* | -<br>- | 1<br>*0.8%* | -<br>- | -<br>-<br>** | 1<br>*0.8%* | -<br>- | -<br>- | -<br>- | 1<br>*0.7%* | -<br>-<br>** | 1<br>*0.7%* | -<br>- | 1<br>*0.7%* | -<br>-<br>** | -<br>- | 1<br>*0.7%* | 1<br>*1.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **187**<br>***87.4%*** | 31<br>*83.8%* | 53<br>*86.9%* | 53<br>*94.6%*<br>a | 33<br>*84.6%* | 99<br>*87.6%* | 74<br>*89.2%* | 118<br>*92.2%*<br>h | 42<br>*82.4%* | 15<br>*78.9%*<br>** | 120<br>*92.3%*<br>Kl | 30<br>*81.1%* | 25<br>*80.6%* | 32<br>*80.0%* | 140<br>*92.1%*<br>M | 19<br>*76.0%*<br>** | 136<br>*90.1%* | 53<br>*82.8%* | 124<br>*91.2%*<br>q | 8<br>*66.7%*<br>** | 42<br>*85.7%* | 122<br>*89.1%* | 65<br>*84.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **163**<br>***76.2%*** | 27<br>*73.0%* | 46<br>*75.4%* | 46<br>*82.1%* | 30<br>*76.9%* | 89<br>*78.8%* | 62<br>*74.7%* | 109<br>*85.2%*<br>H | 33<br>*64.7%* | 12<br>*63.2%*<br>** | 109<br>*83.8%*<br>KL | 23<br>*62.2%* | 21<br>*67.7%* | 23<br>*57.5%* | 127<br>*83.6%*<br>M | 11<br>*44.0%*<br>** | 126<br>*83.4%* | 47<br>*73.4%* | 108<br>*79.4%* | 6<br>*50.0%*<br>** | 38<br>*77.6%* | 105<br>*76.6%* | 58<br>*75.3%* | -<br>- |
| 3-Point Score | **2.64** | 2.57 | 2.62 | 2.77 | 2.62 | 2.66 | 2.64 | 2.77 | 2.47 | 2.42 | 2.76 | 2.43 | 2.48 | 2.38 | 2.76 | 2.20 | 2.74 | 2.56 | 2.71 | 2.17 | 2.63 | 2.66 | 2.60 | - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630** *100.0%* | **105** *100.0%* | **199** *100.0%* | **144** *100.0%* | **102** *100.0%* | **319** *100.0%* | **230** *100.0%* | **414** *100.0%* | **112** *100.0%* | **37** *100.0%* | **388** *100.0%* | **107** *100.0%* | **68** *100.0%* | **119** *100.0%* | **436** *100.0%* | **63** *100.0%* | **418** *100.0%* | **135** *100.0%* | **434** *100.0%* | **29** *100.0%* | **102** *100.0%* | **363** *100.0%* | **267** *100.0%* | **-** **-** |
| **Total Valid Responses** | **606** *100.0%* | **104** *100.0%* | **198** *100.0%* | **144** *100.0%* | **100** *100.0%* | **314** *100.0%* | **230** *100.0%* | **409** *100.0%* | **111** *100.0%* | **37** *100.0%* | **386** *100.0%* | **105** *100.0%* | **66** *100.0%* | **119** *100.0%* | **430** *100.0%* | **63** *100.0%* | **415** *100.0%* | **135** *100.0%* | **428** *100.0%* | **29** *100.0%* | **102** *100.0%* | **358** *100.0%* | **248** *100.0%* | **-** **-** |
| No Answer | **24** | 1 | 1 | - | 2 | 5 | - | 5 | 1 | - | 2 | 2 | 2 | - | 6 | - | 3 | - | 6 | - | - | 5 | 19 | - |
| Yes | **439** *72.4%* | 85 *81.7%* cD | 146 *73.7%* | 103 *71.5%* | 66 *66.0%* | 233 *74.2%* | 169 *73.5%* | 287 *70.2%* | 87 *78.4%* g | 31 *83.8%* g | 278 *72.0%* | 75 *71.4%* | 52 *78.8%* | 87 *73.1%* | 312 *72.6%* | 43 *68.3%* | 318 *76.6%* | 111 *82.2%* R | 298 *69.6%* | 24 *82.8%* ** | 84 *82.4%* | 262 *73.2%* | 177 *71.4%* | - - |
| No | **167** *27.6%* | 19 *18.3%* | 52 *26.3%* | 41 *28.5%* a | 34 *34.0%* A | 81 *25.8%* | 61 *26.5%* | 122 *29.8%* hi | 24 *21.6%* | 6 *16.2%* | 108 *28.0%* | 30 *28.6%* | 14 *21.2%* | 32 *26.9%* | 118 *27.4%* | 20 *31.7%* | 97 *23.4%* | 24 *17.8%* | 130 *30.4%* Q | 5 *17.2%* ** | 18 *17.6%* | 96 *26.8%* | 71 *28.6%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **439** *72.4%* | 85 *81.7%* cD | 146 *73.7%* | 103 *71.5%* | 66 *66.0%* | 233 *74.2%* | 169 *73.5%* | 287 *70.2%* | 87 *78.4%* g | 31 *83.8%* g | 278 *72.0%* | 75 *71.4%* | 52 *78.8%* | 87 *73.1%* | 312 *72.6%* | 43 *68.3%* | 318 *76.6%* | 111 *82.2%* R | 298 *69.6%* | 24 *82.8%* ** | 84 *82.4%* | 262 *73.2%* | 177 *71.4%* | - - |

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  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

**Q6. (GCQ) 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?**

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Total Eligible** | **439** *100.0%* | **85** *100.0%* | **146** *100.0%* | **103** *100.0%* | **66** *100.0%* | **233** *100.0%* | **169** *100.0%* | **287** *100.0%* | **87** *100.0%* | **31** *100.0%* | **278** *100.0%* | **75** *100.0%* | **52** *100.0%* | **87** *100.0%* | **312** *100.0%* | **43** *100.0%* | **318** *100.0%* | **111** *100.0%* | **298** *100.0%* | **24** *100.0%* | **84** *100.0%* | **262** *100.0%* | **177** *100.0%* | **-** **-** |
| **Total Valid Responses** | **422** *100.0%* | **82** *100.0%* | **144** *100.0%* | **97** *100.0%* | **60** *100.0%* | **222** *100.0%* | **163** *100.0%* | **274** *100.0%* | **85** *100.0%* | **29** *100.0%* | **267** *100.0%* | **72** *100.0%* | **49** *100.0%* | **84** *100.0%* | **298** *100.0%* | **42** *100.0%* | **307** *100.0%* | **108** *100.0%* | **284** *100.0%* | **22** *100.0%* | **83** *100.0%* | **246** *100.0%* | **176** *100.0%* | **-** **-** |
| No Answer | **17** | 3 | 2 | 6 | 6 | 11 | 6 | 13 | 2 | 2 | 11 | 3 | 3 | 3 | 14 | 1 | 11 | 3 | 14 | 2 | 1 | 16 | 1 | - |
| Always | **319** *75.6%* | 62 *75.6%* | 110 *76.4%* | 73 *75.3%* | 42 *70.0%* | 173 *77.9%* | 116 *71.2%* | 217 *79.2%* H | 55 *64.7%* | 20 *69.0%* ** | 210 *78.7%* K | 46 *63.9%* | 36 *73.5%* | 55 *65.5%* | 234 *78.5%* M | 20 *47.6%* | 244 *79.5%* O | 80 *74.1%* | 214 *75.4%* | 13 *59.1%* ** | 64 *77.1%* | 175 *71.1%* | 144 *81.8%* U | - - |
| Usually | **68** *16.1%* | 14 *17.1%* | 23 *16.0%* | 13 *13.4%* | 15 *25.0%* c | 31 *14.0%* | 34 *20.9%* e | 43 *15.7%* | 15 *17.6%* | 7 *24.1%* ** | 41 *15.4%* | 16 *22.2%* | 9 *18.4%* | 16 *19.0%* | 48 *16.1%* | 11 *26.2%* p | 46 *15.0%* | 16 *14.8%* | 50 *17.6%* | 4 *18.2%* ** | 12 *14.5%* | 50 *20.3%* V | 18 *10.2%* | - - |
| Sometimes | **29** *6.9%* | 4 *4.9%* | 10 *6.9%* | 9 *9.3%* | 3 *5.0%* | 16 *7.2%* | 10 *6.1%* | 10 *3.6%* | 14 *16.5%* G | 2 *6.9%* ** | 13 *4.9%* | 9 *12.5%* J | 3 *6.1%* | 10 *11.9%* N | 14 *4.7%* | 10 *23.8%* P | 15 *4.9%* | 11 *10.2%* | 16 *5.6%* | 4 *18.2%* ** | 7 *8.4%* | 18 *7.3%* | 11 *6.3%* | - - |
| Never | **6** *1.4%* | 2 *2.4%* | 1 *0.7%* | 2 *2.1%* | - - | 2 *0.9%* | 3 *1.8%* | 4 *1.5%* | 1 *1.2%* | - - ** | 3 *1.1%* | 1 *1.4%* | 1 *2.0%* | 3 *3.6%* N | 2 *0.7%* | 1 *2.4%* | 2 *0.7%* | 1 *0.9%* | 4 *1.4%* | 1 *4.5%* ** | - - | 3 *1.2%* | 3 *1.7%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **387** *91.7%* | 76 *92.7%* | 133 *92.4%* | 86 *88.7%* | 57 *95.0%* | 204 *91.9%* | 150 *92.0%* | 260 *94.9%* H | 70 *82.4%* | 27 *93.1%* ** | 251 *94.0%* K | 62 *86.1%* | 45 *91.8%* | 71 *84.5%* | 282 *94.6%* M | 31 *73.8%* | 290 *94.5%* O | 96 *88.9%* | 264 *93.0%* | 17 *77.3%* ** | 76 *91.6%* | 225 *91.5%* | 162 *92.0%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always | **319** *75.6%* | 62 *75.6%* | 110 *76.4%* | 73 *75.3%* | 42 *70.0%* | 173 *77.9%* | 116 *71.2%* | 217 *79.2%* H | 55 *64.7%* | 20 *69.0%* ** | 210 *78.7%* K | 46 *63.9%* | 36 *73.5%* | 55 *65.5%* | 234 *78.5%* M | 20 *47.6%* | 244 *79.5%* O | 80 *74.1%* | 214 *75.4%* | 13 *59.1%* ** | 64 *77.1%* | 175 *71.1%* | 144 *81.8%* U | - - |
| 3-Point Score | **2.67** | 2.68 | 2.69 | 2.64 | 2.65 | 2.70 | 2.63 | 2.74 | 2.47 | 2.62 | 2.73 | 2.50 | 2.65 | 2.50 | 2.73 | 2.21 | 2.74 | 2.63 | 2.68 | 2.36 | 2.69 | 2.63 | 2.74 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 doctors office or clinic to get health care?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **587**<br>***100.0%*** | **103**<br>***100.0%*** | **195**<br>***100.0%*** | **141**<br>***100.0%*** | **95**<br>***100.0%*** | **310**<br>***100.0%*** | **222**<br>***100.0%*** | **402**<br>***100.0%*** | **107**<br>***100.0%*** | **37**<br>***100.0%*** | **377**<br>***100.0%*** | **103**<br>***100.0%*** | **67**<br>***100.0%*** | **115**<br>***100.0%*** | **424**<br>***100.0%*** | **61**<br>***100.0%*** | **405**<br>***100.0%*** | **133**<br>***100.0%*** | **420**<br>***100.0%*** | **29**<br>***100.0%*** | **100**<br>***100.0%*** | **353**<br>***100.0%*** | **234**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **43** | 2 | 4 | 3 | 7 | 9 | 8 | 12 | 5 | - | 11 | 4 | 1 | 4 | 12 | 2 | 13 | 2 | 14 | - | 2 | 10 | 33 | - |
| None | **127**<br>***21.6%*** | 25<br>*24.3%* | 37<br>*19.0%* | 31<br>*22.0%* | 24<br>*25.3%* | 71<br>*22.9%* | 45<br>*20.3%* | 98<br>*24.4%*<br>h | 17<br>*15.9%* | 5<br>*13.5%* | 89<br>*23.6%* | 22<br>*21.4%* | 10<br>*14.9%* | 28<br>*24.3%* | 92<br>*21.7%* | 19<br>*31.1%*<br>P | 71<br>*17.5%* | 18<br>*13.5%* | 104<br>*24.8%*<br>Q | 8<br>*27.6%*<br>** | 9<br>*9.0%* | 83<br>*23.5%* | 44<br>*18.8%* | -<br>- |
| 1 time | **127**<br>***21.6%*** | 14<br>*13.6%* | 50<br>*25.6%*<br>A | 36<br>*25.5%*<br>A | 19<br>*20.0%* | 64<br>*20.6%* | 53<br>*23.9%* | 102<br>*25.4%*<br>HI | 16<br>*15.0%* | 3<br>*8.1%* | 94<br>*24.9%*<br>kL | 17<br>*16.5%* | 9<br>*13.4%* | 18<br>*15.7%* | 100<br>*23.6%*<br>m | 7<br>*11.5%* | 97<br>*24.0%*<br>O | 23<br>*17.3%* | 97<br>*23.1%* | 4<br>*13.8%*<br>** | 19<br>*19.0%* | 77<br>*21.8%* | 50<br>*21.4%* | -<br>- |
| 2 | **122**<br>***20.8%*** | 23<br>*22.3%* | 40<br>*20.5%* | 25<br>*17.7%* | 22<br>*23.2%* | 63<br>*20.3%* | 47<br>*21.2%* | 86<br>*21.4%* | 21<br>*19.6%* | 6<br>*16.2%* | 83<br>*22.0%* | 21<br>*20.4%* | 10<br>*14.9%* | 20<br>*17.4%* | 91<br>*21.5%* | 12<br>*19.7%* | 82<br>*20.2%* | 34<br>*25.6%* | 82<br>*19.5%* | 7<br>*24.1%*<br>** | 27<br>*27.0%* | 69<br>*19.5%* | 53<br>*22.6%* | -<br>- |
| 3 | **88**<br>***15.0%*** | 20<br>*19.4%*<br>B | 21<br>*10.8%* | 25<br>*17.7%*<br>b | 12<br>*12.6%* | 43<br>*13.9%* | 36<br>*16.2%* | 53<br>*13.2%* | 18<br>*16.8%* | 9<br>*24.3%*<br>g | 51<br>*13.5%* | 16<br>*15.5%* | 14<br>*20.9%* | 16<br>*13.9%* | 63<br>*14.9%* | 6<br>*9.8%* | 65<br>*16.0%* | 19<br>*14.3%* | 62<br>*14.8%* | 3<br>*10.3%*<br>** | 15<br>*15.0%* | 52<br>*14.7%* | 36<br>*15.4%* | -<br>- |
| 4 | **48**<br>***8.2%*** | 10<br>*9.7%* | 18<br>*9.2%* | 10<br>*7.1%* | 6<br>*6.3%* | 27<br>*8.7%* | 16<br>*7.2%* | 27<br>*6.7%* | 15<br>*14.0%*<br>G | 3<br>*8.1%* | 26<br>*6.9%* | 14<br>*13.6%*<br>J | 5<br>*7.5%* | 11<br>*9.6%* | 33<br>*7.8%* | 2<br>*3.3%* | 41<br>*10.1%*<br>o | 14<br>*10.5%* | 31<br>*7.4%* | 2<br>*6.9%*<br>** | 11<br>*11.0%* | 35<br>*9.9%*<br>v | 13<br>*5.6%* | -<br>- |
| 5 to 9 | **60**<br>***10.2%*** | 7<br>*6.8%* | 26<br>*13.3%*<br>aC | 9<br>*6.4%* | 11<br>*11.6%* | 34<br>*11.0%* | 20<br>*9.0%* | 33<br>*8.2%* | 13<br>*12.1%* | 8<br>*21.6%*<br>G | 31<br>*8.2%* | 9<br>*8.7%* | 13<br>*19.4%*<br>JK | 18<br>*15.7%*<br>N | 36<br>*8.5%* | 11<br>*18.0%*<br>P | 39<br>*9.6%* | 18<br>*13.5%* | 38<br>*9.0%* | 3<br>*10.3%*<br>** | 14<br>*14.0%* | 31<br>*8.8%* | 29<br>*12.4%* | -<br>- |
| 10 or more times | **15**<br>***2.6%*** | 4<br>*3.9%* | 3<br>*1.5%* | 5<br>*3.5%* | 1<br>*1.1%* | 8<br>*2.6%* | 5<br>*2.3%* | 3<br>*0.7%* | 7<br>*6.5%*<br>G | 3<br>*8.1%*<br>G | 3<br>*0.8%* | 4<br>*3.9%*<br>J | 6<br>*9.0%*<br>J | 4<br>*3.5%* | 9<br>*2.1%* | 4<br>*6.6%*<br>p | 10<br>*2.5%* | 7<br>*5.3%*<br>R | 6<br>*1.4%* | 2<br>*6.9%*<br>** | 5<br>*5.0%* | 6<br>*1.7%* | 9<br>*3.8%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 1 or more times | **460**<br>***78.4%*** | 78<br>*75.7%* | 158<br>*81.0%* | 110<br>*78.0%* | 71<br>*74.7%* | 239<br>*77.1%* | 177<br>*79.7%* | 304<br>*75.6%* | 90<br>*84.1%*<br>g | 32<br>*86.5%* | 288<br>*76.4%* | 81<br>*78.6%* | 57<br>*85.1%* | 87<br>*75.7%* | 332<br>*78.3%* | 42<br>*68.9%* | 334<br>*82.5%*<br>O | 115<br>*86.5%*<br>R | 316<br>*75.2%* | 21<br>*72.4%*<br>** | 91<br>*91.0%* | 270<br>*76.5%* | 190<br>*81.2%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **460**<br>***100.0%*** | **78**<br>***100.0%*** | **158**<br>***100.0%*** | **110**<br>***100.0%*** | **71**<br>***100.0%*** | **239**<br>***100.0%*** | **177**<br>***100.0%*** | **304**<br>***100.0%*** | **90**<br>***100.0%*** | **32**<br>***100.0%*** | **288**<br>***100.0%*** | **81**<br>***100.0%*** | **57**<br>***100.0%*** | **87**<br>***100.0%*** | **332**<br>***100.0%*** | **42**<br>***100.0%*** | **334**<br>***100.0%*** | **115**<br>***100.0%*** | **316**<br>***100.0%*** | **21**<br>***100.0%*** | **91**<br>***100.0%*** | **270**<br>***100.0%*** | **190**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **457**<br>***100.0%*** | **78**<br>***100.0%*** | **157**<br>***100.0%*** | **109**<br>***100.0%*** | **71**<br>***100.0%*** | **237**<br>***100.0%*** | **177**<br>***100.0%*** | **303**<br>***100.0%*** | **90**<br>***100.0%*** | **31**<br>***100.0%*** | **287**<br>***100.0%*** | **80**<br>***100.0%*** | **57**<br>***100.0%*** | **87**<br>***100.0%*** | **330**<br>***100.0%*** | **42**<br>***100.0%*** | **332**<br>***100.0%*** | **114**<br>***100.0%*** | **315**<br>***100.0%*** | **21**<br>***100.0%*** | **90**<br>***100.0%*** | **268**<br>***100.0%*** | **189**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | - | 1 | 1 | - | 2 | - | 1 | - | 1 | 1 | 1 | - | - | 2 | - | 2 | 1 | 1 | - | 1 | 2 | 1 | - |
| Yes | **324**<br>***70.9%*** | 59<br>*75.6%* | 111<br>*70.7%* | 73<br>*67.0%* | 54<br>*76.1%* | 169<br>*71.3%* | 126<br>*71.2%* | 213<br>*70.3%* | 66<br>*73.3%* | 23<br>*74.2%* | 211<br>*73.5%*<br>I | 57<br>*71.3%* | 35<br>*61.4%* | 60<br>*69.0%* | 239<br>*72.4%* | 22<br>*52.4%* | 249<br>*75.0%*<br>O | 91<br>*79.8%*<br>R | 215<br>*68.3%* | 13<br>*61.9%*<br>** | 75<br>*83.3%* | 194<br>*72.4%* | 130<br>*68.8%* | -<br>- |
| No | **133**<br>***29.1%*** | 19<br>*24.4%* | 46<br>*29.3%* | 36<br>*33.0%* | 17<br>*23.9%* | 68<br>*28.7%* | 51<br>*28.8%* | 90<br>*29.7%* | 24<br>*26.7%* | 8<br>*25.8%* | 76<br>*26.5%* | 23<br>*28.8%* | 22<br>*38.6%*<br>j | 27<br>*31.0%* | 91<br>*27.6%* | 20<br>*47.6%*<br>P | 83<br>*25.0%* | 23<br>*20.2%* | 100<br>*31.7%*<br>Q | 8<br>*38.1%*<br>** | 15<br>*16.7%* | 74<br>*27.6%* | 59<br>*31.2%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **324**<br>***70.9%*** | 59<br>*75.6%* | 111<br>*70.7%* | 73<br>*67.0%* | 54<br>*76.1%* | 169<br>*71.3%* | 126<br>*71.2%* | 213<br>*70.3%* | 66<br>*73.3%* | 23<br>*74.2%* | 211<br>*73.5%*<br>I | 57<br>*71.3%* | 35<br>*61.4%* | 60<br>*69.0%* | 239<br>*72.4%* | 22<br>*52.4%* | 249<br>*75.0%*<br>O | 91<br>*79.8%*<br>R | 215<br>*68.3%* | 13<br>*61.9%*<br>** | 75<br>*83.3%* | 194<br>*72.4%* | 130<br>*68.8%* | -<br>- |
| 3-Point Score | **2.42** | 2.51 | 2.41 | 2.34 | 2.52 | 2.43 | 2.42 | 2.41 | 2.47 | 2.48 | 2.47 | 2.43 | 2.23 | 2.38 | 2.45 | 2.05 | 2.50 | 2.60 | 2.37 | 2.24 | 2.67 | 2.45 | 2.38 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **460**<br>***100.0%*** | **78**<br>***100.0%*** | **158**<br>***100.0%*** | **110**<br>***100.0%*** | **71**<br>***100.0%*** | **239**<br>***100.0%*** | **177**<br>***100.0%*** | **304**<br>***100.0%*** | **90**<br>***100.0%*** | **32**<br>***100.0%*** | **288**<br>***100.0%*** | **81**<br>***100.0%*** | **57**<br>***100.0%*** | **87**<br>***100.0%*** | **332**<br>***100.0%*** | **42**<br>***100.0%*** | **334**<br>***100.0%*** | **115**<br>***100.0%*** | **316**<br>***100.0%*** | **21**<br>***100.0%*** | **91**<br>***100.0%*** | **270**<br>***100.0%*** | **190**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **455**<br>***100.0%*** | **77**<br>***100.0%*** | **158**<br>***100.0%*** | **108**<br>***100.0%*** | **71**<br>***100.0%*** | **237**<br>***100.0%*** | **176**<br>***100.0%*** | **302**<br>***100.0%*** | **89**<br>***100.0%*** | **31**<br>***100.0%*** | **286**<br>***100.0%*** | **80**<br>***100.0%*** | **56**<br>***100.0%*** | **87**<br>***100.0%*** | **328**<br>***100.0%*** | **42**<br>***100.0%*** | **331**<br>***100.0%*** | **115**<br>***100.0%*** | **312**<br>***100.0%*** | **21**<br>***100.0%*** | **91**<br>***100.0%*** | **266**<br>***100.0%*** | **189**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **5** | 1 | - | 2 | - | 2 | 1 | 2 | 1 | 1 | 2 | 1 | 1 | - | 4 | - | 3 | - | 4 | - | - | 4 | 1 | - |
| Always | **307**<br>***67.5%*** | 54<br>*70.1%* | 106<br>*67.1%* | 76<br>*70.4%* | 45<br>*63.4%* | 154<br>*65.0%* | 126<br>*71.6%* | 212<br>*70.2%* | 57<br>*64.0%* | 18<br>*58.1%* | 205<br>*71.7%*<br>K | 46<br>*57.5%* | 35<br>*62.5%* | 50<br>*57.5%* | 233<br>*71.0%*<br>M | 10<br>*23.8%* | 253<br>*76.4%*<br>O | 72<br>*62.6%* | 215<br>*68.9%* | 8<br>*38.1%*<br>** | 62<br>*68.1%* | 166<br>*62.4%* | 141<br>*74.6%*<br>U | -<br>- |
| Usually | **65**<br>***14.3%*** | 13<br>*16.9%* | 21<br>*13.3%* | 14<br>*13.0%* | 12<br>*16.9%* | 40<br>*16.9%* | 22<br>*12.5%* | 35<br>*11.6%* | 15<br>*16.9%* | 11<br>*35.5%*<br>GH | 29<br>*10.1%* | 18<br>*22.5%*<br>J | 14<br>*25.0%*<br>J | 20<br>*23.0%*<br>N | 41<br>*12.5%* | 16<br>*38.1%*<br>P | 38<br>*11.5%* | 23<br>*20.0%*<br>r | 41<br>*13.1%* | 6<br>*28.6%*<br>** | 16<br>*17.6%* | 40<br>*15.0%* | 25<br>*13.2%* | -<br>- |
| Sometimes | **55**<br>***12.1%*** | 6<br>*7.8%* | 19<br>*12.0%* | 14<br>*13.0%* | 9<br>*12.7%* | 27<br>*11.4%* | 19<br>*10.8%* | 33<br>*10.9%* | 15<br>*16.9%*<br>i | 1<br>*3.2%* | 32<br>*11.2%* | 14<br>*17.5%*<br>l | 4<br>*7.1%* | 13<br>*14.9%* | 37<br>*11.3%* | 13<br>*31.0%*<br>P | 26<br>*7.9%* | 16<br>*13.9%* | 35<br>*11.2%* | 6<br>*28.6%*<br>** | 10<br>*11.0%* | 40<br>*15.0%*<br>V | 15<br>*7.9%* | -<br>- |
| Never | **28**<br>***6.2%*** | 4<br>*5.2%* | 12<br>*7.6%* | 4<br>*3.7%* | 5<br>*7.0%* | 16<br>*6.8%* | 9<br>*5.1%* | 22<br>*7.3%*<br>h | 2<br>*2.2%* | 1<br>*3.2%* | 20<br>*7.0%* | 2<br>*2.5%* | 3<br>*5.4%* | 4<br>*4.6%* | 17<br>*5.2%* | 3<br>*7.1%* | 14<br>*4.2%* | 4<br>*3.5%* | 21<br>*6.7%* | 1<br>*4.8%*<br>** | 3<br>*3.3%* | 20<br>*7.5%* | 8<br>*4.2%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **372**<br>***81.8%*** | 67<br>*87.0%* | 127<br>*80.4%* | 90<br>*83.3%* | 57<br>*80.3%* | 194<br>*81.9%* | 148<br>*84.1%* | 247<br>*81.8%* | 72<br>*80.9%* | 29<br>*93.5%*<br>gh | 234<br>*81.8%* | 64<br>*80.0%* | 49<br>*87.5%* | 70<br>*80.5%* | 274<br>*83.5%* | 26<br>*61.9%* | 291<br>*87.9%*<br>O | 95<br>*82.6%* | 256<br>*82.1%* | 14<br>*66.7%*<br>** | 78<br>*85.7%* | 206<br>*77.4%* | 166<br>*87.8%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **307**<br>***67.5%*** | 54<br>*70.1%* | 106<br>*67.1%* | 76<br>*70.4%* | 45<br>*63.4%* | 154<br>*65.0%* | 126<br>*71.6%* | 212<br>*70.2%* | 57<br>*64.0%* | 18<br>*58.1%* | 205<br>*71.7%*<br>K | 46<br>*57.5%* | 35<br>*62.5%* | 50<br>*57.5%* | 233<br>*71.0%*<br>M | 10<br>*23.8%* | 253<br>*76.4%*<br>O | 72<br>*62.6%* | 215<br>*68.9%* | 8<br>*38.1%*<br>** | 62<br>*68.1%* | 166<br>*62.4%* | 141<br>*74.6%*<br>U | -<br>- |
| 3-Point Score | **2.49** | 2.57 | 2.47 | 2.54 | 2.44 | 2.47 | 2.56 | 2.52 | 2.45 | 2.52 | 2.53 | 2.38 | 2.50 | 2.38 | 2.55 | 1.86 | 2.64 | 2.45 | 2.51 | 2.05 | 2.54 | 2.40 | 2.62 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **460**<br>***100.0%*** | **78**<br>***100.0%*** | **158**<br>***100.0%*** | **110**<br>***100.0%*** | **71**<br>***100.0%*** | **239**<br>***100.0%*** | **177**<br>***100.0%*** | **304**<br>***100.0%*** | **90**<br>***100.0%*** | **32**<br>***100.0%*** | **288**<br>***100.0%*** | **81**<br>***100.0%*** | **57**<br>***100.0%*** | **87**<br>***100.0%*** | **332**<br>***100.0%*** | **42**<br>***100.0%*** | **334**<br>***100.0%*** | **115**<br>***100.0%*** | **316**<br>***100.0%*** | **21**<br>***100.0%*** | **91**<br>***100.0%*** | **270**<br>***100.0%*** | **190**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **450**<br>***100.0%*** | **77**<br>***100.0%*** | **157**<br>***100.0%*** | **108**<br>***100.0%*** | **69**<br>***100.0%*** | **234**<br>***100.0%*** | **176**<br>***100.0%*** | **301**<br>***100.0%*** | **89**<br>***100.0%*** | **30**<br>***100.0%*** | **286**<br>***100.0%*** | **78**<br>***100.0%*** | **56**<br>***100.0%*** | **86**<br>***100.0%*** | **327**<br>***100.0%*** | **41**<br>***100.0%*** | **329**<br>***100.0%*** | **114**<br>***100.0%*** | **311**<br>***100.0%*** | **21**<br>***100.0%*** | **90**<br>***100.0%*** | **265**<br>***100.0%*** | **185**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **10** | 1 | 1 | 2 | 2 | 5 | 1 | 3 | 1 | 2 | 2 | 3 | 1 | 1 | 5 | 1 | 5 | 1 | 5 | - | 1 | 5 | 5 | - |
| Yes | **134**<br>***29.8%*** | 25<br>*32.5%* | 38<br>*24.2%* | 31<br>*28.7%* | 21<br>*30.4%* | 58<br>*24.8%* | 59<br>*33.5%*<br>e | 81<br>*26.9%* | 29<br>*32.6%* | 10<br>*33.3%* | 80<br>*28.0%* | 19<br>*24.4%* | 21<br>*37.5%* | 26<br>*30.2%* | 92<br>*28.1%* | 13<br>*31.7%* | 102<br>*31.0%* | 48<br>*42.1%*<br>R | 73<br>*23.5%* | 7<br>*33.3%*<br>** | 39<br>*43.3%* | 81<br>*30.6%* | 53<br>*28.6%* | -<br>- |
| No | **316**<br>***70.2%*** | 52<br>*67.5%* | 119<br>*75.8%* | 77<br>*71.3%* | 48<br>*69.6%* | 176<br>*75.2%*<br>f | 117<br>*66.5%* | 220<br>*73.1%* | 60<br>*67.4%* | 20<br>*66.7%* | 206<br>*72.0%* | 59<br>*75.6%* | 35<br>*62.5%* | 60<br>*69.8%* | 235<br>*71.9%* | 28<br>*68.3%* | 227<br>*69.0%* | 66<br>*57.9%* | 238<br>*76.5%*<br>Q | 14<br>*66.7%*<br>** | 51<br>*56.7%* | 184<br>*69.4%* | 132<br>*71.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **134**<br>***29.8%*** | 25<br>*32.5%* | 38<br>*24.2%* | 31<br>*28.7%* | 21<br>*30.4%* | 58<br>*24.8%* | 59<br>*33.5%*<br>e | 81<br>*26.9%* | 29<br>*32.6%* | 10<br>*33.3%* | 80<br>*28.0%* | 19<br>*24.4%* | 21<br>*37.5%* | 26<br>*30.2%* | 92<br>*28.1%* | 13<br>*31.7%* | 102<br>*31.0%* | 48<br>*42.1%*<br>R | 73<br>*23.5%* | 7<br>*33.3%*<br>** | 39<br>*43.3%* | 81<br>*30.6%* | 53<br>*28.6%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q11. (SDM) 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **134** *100.0%* | **25** *100.0%* | **38** *100.0%* | **31** *100.0%* | **21** *100.0%* | **58** *100.0%* | **59** *100.0%* | **81** *100.0%* | **29** *100.0%* | **10** *100.0%* | **80** *100.0%* | **19** *100.0%* | **21** *100.0%* | **26** *100.0%* | **92** *100.0%* | **13** *100.0%* | **102** *100.0%* | **48** *100.0%* | **73** *100.0%* | **7** *100.0%* | **39** *100.0%* | **81** *100.0%* | **53** *100.0%* | **-** **-** |
| **Total Valid Responses** | **134** *100.0%* | **25** *100.0%* | **38** *100.0%* | **31** *100.0%* | **21** *100.0%* | **58** *100.0%* | **59** *100.0%* | **81** *100.0%* | **29** *100.0%* | **10** *100.0%* | **80** *100.0%* | **19** *100.0%* | **21** *100.0%* | **26** *100.0%* | **92** *100.0%* | **13** *100.0%* | **102** *100.0%* | **48** *100.0%* | **73** *100.0%* | **7** *100.0%* | **39** *100.0%* | **81** *100.0%* | **53** *100.0%* | **-** **-** |
| No Answer | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| A lot | **77** *57.5%* | 14 *56.0%* ** | 24 *63.2%* | 14 *45.2%* | 13 *61.9%* ** | 30 *51.7%* | 36 *61.0%* | 50 *61.7%* | 13 *44.8%* ** | 5 *50.0%* ** | 49 *61.3%* | 7 *36.8%* ** | 12 *57.1%* ** | 12 *46.2%* ** | 55 *59.8%* | 3 *23.1%* ** | 62 *60.8%* | 29 *60.4%* | 39 *53.4%* | 5 *71.4%* ** | 22 *56.4%* | 46 *56.8%* | 31 *58.5%* | - - |
| Some | **40** *29.9%* | 11 *44.0%* ** | 8 *21.1%* | 13 *41.9%* b | 6 *28.6%* ** | 20 *34.5%* | 19 *32.2%* | 26 *32.1%* | 10 *34.5%* ** | 3 *30.0%* ** | 27 *33.8%* | 9 *47.4%* ** | 4 *19.0%* ** | 11 *42.3%* ** | 27 *29.3%* | 6 *46.2%* ** | 30 *29.4%* | 13 *27.1%* | 27 *37.0%* | 1 *14.3%* ** | 12 *30.8%* | 28 *34.6%* | 12 *22.6%* | - - |
| A little | **14** *10.4%* | - - ** | 6 *15.8%* | 3 *9.7%* | 1 *4.8%* ** | 6 *10.3%* | 3 *5.1%* | 4 *4.9%* | 4 *13.8%* ** | 2 *20.0%* ** | 4 *5.0%* | 1 *5.3%* ** | 4 *19.0%* ** | 3 *11.5%* ** | 7 *7.6%* | 3 *23.1%* ** | 8 *7.8%* | 5 *10.4%* | 5 *6.8%* | 1 *14.3%* ** | 4 *10.3%* | 5 *6.2%* | 9 *17.0%* U | - - |
| Not at all | **3** *2.2%* | - - ** | - - | 1 *3.2%* | 1 *4.8%* ** | 2 *3.4%* | 1 *1.7%* | 1 *1.2%* | 2 *6.9%* ** | - - ** | - - | 2 *10.5%* ** | 1 *4.8%* ** | - - ** | 3 *3.3%* | 1 *7.7%* ** | 2 *2.0%* | 1 *2.1%* | 2 *2.7%* | - - ** | 1 *2.6%* | 2 *2.5%* | 1 *1.9%* | - - |
| HEDIS/CAHPS SUMMARY RATE - A lot | **77** *57.5%* | 14 *56.0%* | 24 *63.2%* | 14 *45.2%* | 13 *61.9%* | 30 *51.7%* | 36 *61.0%* | 50 *61.7%* | 13 *44.8%* | 5 *50.0%* | 49 *61.3%* | 7 *36.8%* | 12 *57.1%* | 12 *46.2%* | 55 *59.8%* | 3 *23.1%* | 62 *60.8%* | 29 *60.4%* | 39 *53.4%* | 5 *71.4%* | 22 *56.4%* | 46 *56.8%* | 31 *58.5%* | - - |
| 3-Point Score | **2.45** | 2.56 | 2.47 | 2.32 | 2.52 | 2.38 | 2.54 | 2.56 | 2.24 | 2.30 | 2.56 | 2.21 | 2.33 | 2.35 | 2.49 | 1.92 | 2.51 | 2.48 | 2.44 | 2.57 | 2.44 | 2.48 | 2.40 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

| | | RESPONDENT AGE (Q78) | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q12. (SDM) 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **134**<br>***100.0%*** | **25**<br>***100.0%*** | **38**<br>***100.0%*** | **31**<br>***100.0%*** | **21**<br>***100.0%*** | **58**<br>***100.0%*** | **59**<br>***100.0%*** | **81**<br>***100.0%*** | **29**<br>***100.0%*** | **10**<br>***100.0%*** | **80**<br>***100.0%*** | **19**<br>***100.0%*** | **21**<br>***100.0%*** | **26**<br>***100.0%*** | **92**<br>***100.0%*** | **13**<br>***100.0%*** | **102**<br>***100.0%*** | **48**<br>***100.0%*** | **73**<br>***100.0%*** | **7**<br>***100.0%*** | **39**<br>***100.0%*** | **81**<br>***100.0%*** | **53**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **131**<br>***100.0%*** | **25**<br>***100.0%*** | **37**<br>***100.0%*** | **31**<br>***100.0%*** | **21**<br>***100.0%*** | **57**<br>***100.0%*** | **59**<br>***100.0%*** | **79**<br>***100.0%*** | **29**<br>***100.0%*** | **10**<br>***100.0%*** | **78**<br>***100.0%*** | **19**<br>***100.0%*** | **21**<br>***100.0%*** | **25**<br>***100.0%*** | **91**<br>***100.0%*** | **13**<br>***100.0%*** | **101**<br>***100.0%*** | **48**<br>***100.0%*** | **71**<br>***100.0%*** | **7**<br>***100.0%*** | **39**<br>***100.0%*** | **80**<br>***100.0%*** | **51**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | - | 1 | - | - | 1 | - | 2 | - | - | 2 | - | - | 1 | 1 | - | 1 | - | 2 | - | - | 1 | 2 | - |
| A lot | **51**<br>***38.9%*** | 10<br>*40.0%*<br>** | 15<br>*40.5%* | 11<br>*35.5%* | 7<br>*33.3%*<br>** | 22<br>*38.6%* | 21<br>*35.6%* | 34<br>*43.0%* | 6<br>*20.7%*<br>** | 5<br>*50.0%*<br>** | 31<br>*39.7%* | 6<br>*31.6%*<br>** | 8<br>*38.1%*<br>** | 10<br>*40.0%*<br>** | 34<br>*37.4%* | 2<br>*15.4%*<br>** | 41<br>*40.6%* | 20<br>*41.7%* | 25<br>*35.2%* | 2<br>*28.6%*<br>** | 17<br>*43.6%* | 26<br>*32.5%* | 25<br>*49.0%*<br>u | -<br>- |
| Some | **34**<br>***26.0%*** | 8<br>*32.0%*<br>** | 10<br>*27.0%* | 8<br>*25.8%* | 5<br>*23.8%*<br>** | 16<br>*28.1%* | 16<br>*27.1%* | 18<br>*22.8%* | 13<br>*44.8%*<br>** | -<br>-<br>** | 19<br>*24.4%* | 9<br>*47.4%*<br>** | 4<br>*19.0%*<br>** | 5<br>*20.0%*<br>** | 26<br>*28.6%* | 2<br>*15.4%*<br>** | 29<br>*28.7%* | 13<br>*27.1%* | 19<br>*26.8%* | 3<br>*42.9%*<br>** | 10<br>*25.6%* | 27<br>*33.8%*<br>V | 7<br>*13.7%* | -<br>- |
| A little | **18**<br>***13.7%*** | 2<br>*8.0%*<br>** | 6<br>*16.2%* | 5<br>*16.1%* | 2<br>*9.5%*<br>** | 7<br>*12.3%* | 7<br>*11.9%* | 10<br>*12.7%* | 2<br>*6.9%*<br>** | 3<br>*30.0%*<br>** | 7<br>*9.0%* | 2<br>*10.5%*<br>** | 5<br>*23.8%*<br>** | 4<br>*16.0%*<br>** | 11<br>*12.1%* | 6<br>*46.2%*<br>** | 10<br>*9.9%* | 7<br>*14.6%* | 8<br>*11.3%* | 2<br>*28.6%*<br>** | 4<br>*10.3%* | 6<br>*7.5%* | 12<br>*23.5%*<br>U | -<br>- |
| Not at all | **28**<br>***21.4%*** | 5<br>*20.0%*<br>** | 6<br>*16.2%* | 7<br>*22.6%* | 7<br>*33.3%*<br>** | 12<br>*21.1%* | 15<br>*25.4%* | 17<br>*21.5%* | 8<br>*27.6%*<br>** | 2<br>*20.0%*<br>** | 21<br>*26.9%* | 2<br>*10.5%*<br>** | 4<br>*19.0%*<br>** | 6<br>*24.0%*<br>** | 20<br>*22.0%* | 3<br>*23.1%*<br>** | 21<br>*20.8%* | 8<br>*16.7%* | 19<br>*26.8%* | -<br>-<br>** | 8<br>*20.5%* | 21<br>*26.3%*<br>v | 7<br>*13.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - A lot | **51**<br>***38.9%*** | 10<br>*40.0%* | 15<br>*40.5%* | 11<br>*35.5%* | 7<br>*33.3%* | 22<br>*38.6%* | 21<br>*35.6%* | 34<br>*43.0%* | 6<br>*20.7%* | 5<br>*50.0%* | 31<br>*39.7%* | 6<br>*31.6%* | 8<br>*38.1%* | 10<br>*40.0%* | 34<br>*37.4%* | 2<br>*15.4%* | 41<br>*40.6%* | 20<br>*41.7%* | 25<br>*35.2%* | 2<br>*28.6%* | 17<br>*43.6%* | 26<br>*32.5%* | 25<br>*49.0%* | -<br>- |
| 3-Point Score | **2.04** | 2.12 | 2.08 | 1.97 | 1.90 | 2.05 | 1.98 | 2.09 | 1.86 | 2.00 | 2.04 | 2.11 | 1.95 | 2.00 | 2.03 | 1.46 | 2.10 | 2.10 | 1.97 | 2.00 | 2.13 | 1.99 | 2.12 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q13. (SDM) 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **134** ***100.0%*** | **25** ***100.0%*** | **38** ***100.0%*** | **31** ***100.0%*** | **21** ***100.0%*** | **58** ***100.0%*** | **59** ***100.0%*** | **81** ***100.0%*** | **29** ***100.0%*** | **10** ***100.0%*** | **80** ***100.0%*** | **19** ***100.0%*** | **21** ***100.0%*** | **26** ***100.0%*** | **92** ***100.0%*** | **13** ***100.0%*** | **102** ***100.0%*** | **48** ***100.0%*** | **73** ***100.0%*** | **7** ***100.0%*** | **39** ***100.0%*** | **81** ***100.0%*** | **53** ***100.0%*** | **-** **-** |
| **Total Valid Responses** | **129** ***100.0%*** | **25** ***100.0%*** | **38** ***100.0%*** | **31** ***100.0%*** | **20** ***100.0%*** | **57** ***100.0%*** | **59** ***100.0%*** | **80** ***100.0%*** | **29** ***100.0%*** | **10** ***100.0%*** | **79** ***100.0%*** | **19** ***100.0%*** | **21** ***100.0%*** | **25** ***100.0%*** | **92** ***100.0%*** | **13** ***100.0%*** | **101** ***100.0%*** | **47** ***100.0%*** | **73** ***100.0%*** | **7** ***100.0%*** | **38** ***100.0%*** | **80** ***100.0%*** | **49** ***100.0%*** | **-** **-** |
| No Answer | **5** | - | - | - | 1 | 1 | - | 1 | - | - | 1 | - | - | 1 | - | - | 1 | 1 | - | - | 1 | 1 | 4 | - |
| Yes | **98** ***76.0%*** | 20 *80.0%* ** | 30 *78.9%* | 23 *74.2%* | 14 *70.0%* ** | 46 *80.7%* | 42 *71.2%* | 60 *75.0%* | 22 *75.9%* ** | 9 *90.0%* ** | 61 *77.2%* | 14 *73.7%* ** | 16 *76.2%* ** | 20 *80.0%* ** | 69 *75.0%* | 8 *61.5%* ** | 78 *77.2%* | 39 *83.0%* | 54 *74.0%* | 6 *85.7%* ** | 31 *81.6%* | 61 *76.3%* | 37 *75.5%* | - - |
| No | **31** ***24.0%*** | 5 *20.0%* ** | 8 *21.1%* | 8 *25.8%* | 6 *30.0%* ** | 11 *19.3%* | 17 *28.8%* | 20 *25.0%* | 7 *24.1%* ** | 1 *10.0%* ** | 18 *22.8%* | 5 *26.3%* ** | 5 *23.8%* ** | 5 *20.0%* ** | 23 *25.0%* | 5 *38.5%* ** | 23 *22.8%* | 8 *17.0%* | 19 *26.0%* | 1 *14.3%* ** | 7 *18.4%* | 19 *23.8%* | 12 *24.5%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **98** ***76.0%*** | 20 *80.0%* ** | 30 *78.9%* | 23 *74.2%* | 14 *70.0%* ** | 46 *80.7%* | 42 *71.2%* | 60 *75.0%* | 22 *75.9%* ** | 9 *90.0%* ** | 61 *77.2%* | 14 *73.7%* ** | 16 *76.2%* ** | 20 *80.0%* ** | 69 *75.0%* | 8 *61.5%* ** | 78 *77.2%* | 39 *83.0%* | 54 *74.0%* | 6 *85.7%* ** | 31 *81.6%* | 61 *76.3%* | 37 *75.5%* | - - |
| 3-Point Score | **2.52** | 2.60 | 2.58 | 2.48 | 2.40 | 2.61 | 2.42 | 2.50 | 2.52 | 2.80 | 2.54 | 2.47 | 2.52 | 2.60 | 2.50 | 2.23 | 2.54 | 2.66 | 2.48 | 2.71 | 2.63 | 2.53 | 2.51 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 childs health care in the last 6 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **460**<br>***100.0%*** | **78**<br>***100.0%*** | **158**<br>***100.0%*** | **110**<br>***100.0%*** | **71**<br>***100.0%*** | **239**<br>***100.0%*** | **177**<br>***100.0%*** | **304**<br>***100.0%*** | **90**<br>***100.0%*** | **32**<br>***100.0%*** | **288**<br>***100.0%*** | **81**<br>***100.0%*** | **57**<br>***100.0%*** | **87**<br>***100.0%*** | **332**<br>***100.0%*** | **42**<br>***100.0%*** | **334**<br>***100.0%*** | **115**<br>***100.0%*** | **316**<br>***100.0%*** | **21**<br>***100.0%*** | **91**<br>***100.0%*** | **270**<br>***100.0%*** | **190**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **443**<br>***100.0%*** | **73**<br>***100.0%*** | **158**<br>***100.0%*** | **108**<br>***100.0%*** | **68**<br>***100.0%*** | **232**<br>***100.0%*** | **174**<br>***100.0%*** | **298**<br>***100.0%*** | **88**<br>***100.0%*** | **30**<br>***100.0%*** | **282**<br>***100.0%*** | **80**<br>***100.0%*** | **54**<br>***100.0%*** | **84**<br>***100.0%*** | **325**<br>***100.0%*** | **40**<br>***100.0%*** | **330**<br>***100.0%*** | **112**<br>***100.0%*** | **309**<br>***100.0%*** | **21**<br>***100.0%*** | **88**<br>***100.0%*** | **262**<br>***100.0%*** | **181**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **17** | 5 | - | 2 | 3 | 7 | 3 | 6 | 2 | 2 | 6 | 1 | 3 | 3 | 7 | 2 | 4 | 3 | 7 | - | 3 | 8 | 9 | - |
| 10 - Best health care possible | **224**<br>***50.6%*** | 38<br>*52.1%* | 84<br>*53.2%* | 55<br>*50.9%* | 30<br>*44.1%* | 121<br>*52.2%* | 86<br>*49.4%* | 165<br>*55.4%*<br>H | 32<br>*36.4%* | 14<br>*46.7%* | 159<br>*56.4%*<br>KL | 32<br>*40.0%* | 21<br>*38.9%* | 21<br>*25.0%* | 187<br>*57.5%*<br>M | 2<br>*5.0%* | 184<br>*55.8%*<br>O | 58<br>*51.8%* | 154<br>*49.8%* | 7<br>*33.3%*<br>** | 50<br>*56.8%* | 135<br>*51.5%* | 89<br>*49.2%* | -<br>- |
| 9 | **63**<br>***14.2%*** | 11<br>*15.1%* | 14<br>*8.9%* | 17<br>*15.7%*<br>b | 13<br>*19.1%*<br>B | 32<br>*13.8%* | 24<br>*13.8%* | 42<br>*14.1%*<br>i | 13<br>*14.8%*<br>i | 1<br>*3.3%* | 41<br>*14.5%* | 8<br>*10.0%* | 6<br>*11.1%* | 8<br>*9.5%* | 46<br>*14.2%* | 2<br>*5.0%* | 49<br>*14.8%*<br>o | 10<br>*8.9%* | 47<br>*15.2%*<br>q | 3<br>*14.3%*<br>** | 6<br>*6.8%* | 38<br>*14.5%* | 25<br>*13.8%* | -<br>- |
| 8 | **71**<br>***16.0%*** | 12<br>*16.4%* | 24<br>*15.2%* | 16<br>*14.8%* | 12<br>*17.6%* | 29<br>*12.5%* | 35<br>*20.1%*<br>E | 44<br>*14.8%* | 21<br>*23.9%*<br>G | 3<br>*10.0%* | 39<br>*13.8%* | 18<br>*22.5%*<br>j | 11<br>*20.4%* | 13<br>*15.5%* | 54<br>*16.6%* | 6<br>*15.0%* | 55<br>*16.7%* | 21<br>*18.8%* | 47<br>*15.2%* | 3<br>*14.3%*<br>** | 18<br>*20.5%* | 39<br>*14.9%* | 32<br>*17.7%* | -<br>- |
| 7 | **45**<br>***10.2%*** | 5<br>*6.8%* | 19<br>*12.0%* | 11<br>*10.2%* | 9<br>*13.2%* | 28<br>*12.1%* | 15<br>*8.6%* | 28<br>*9.4%* | 12<br>*13.6%* | 4<br>*13.3%* | 24<br>*8.5%* | 12<br>*15.0%*<br>j | 7<br>*13.0%* | 20<br>*23.8%*<br>N | 23<br>*7.1%* | 14<br>*35.0%*<br>P | 26<br>*7.9%* | 12<br>*10.7%* | 32<br>*10.4%* | 5<br>*23.8%*<br>** | 7<br>*8.0%* | 24<br>*9.2%* | 21<br>*11.6%* | -<br>- |
| 6 | **10**<br>***2.3%*** | 2<br>*2.7%* | 4<br>*2.5%* | 2<br>*1.9%* | 1<br>*1.5%* | 6<br>*2.6%* | 3<br>*1.7%* | 1<br>*0.3%* | 4<br>*4.5%*<br>G | 4<br>*13.3%*<br>G | 2<br>*0.7%* | 3<br>*3.8%*<br>J | 4<br>*7.4%*<br>J | 6<br>*7.1%*<br>N | 3<br>*0.9%* | 4<br>*10.0%*<br>P | 5<br>*1.5%* | 1<br>*0.9%* | 9<br>*2.9%* | -<br>-<br>** | -<br>- | 5<br>*1.9%* | 5<br>*2.8%* | -<br>- |
| 5 | **15**<br>***3.4%*** | 4<br>*5.5%* | 6<br>*3.8%* | 2<br>*1.9%* | 2<br>*2.9%* | 7<br>*3.0%* | 7<br>*4.0%* | 8<br>*2.7%* | 3<br>*3.4%* | 2<br>*6.7%* | 8<br>*2.8%* | 4<br>*5.0%* | 2<br>*3.7%* | 7<br>*8.3%*<br>N | 7<br>*2.2%* | 8<br>*20.0%*<br>P | 4<br>*1.2%* | 5<br>*4.5%* | 10<br>*3.2%* | 1<br>*4.8%*<br>** | 4<br>*4.5%* | 10<br>*3.8%* | 5<br>*2.8%* | -<br>- |
| 4 | **9**<br>***2.0%*** | 1<br>*1.4%* | 2<br>*1.3%* | 4<br>*3.7%* | 1<br>*1.5%* | 7<br>*3.0%*<br>f | 1<br>*0.6%* | 5<br>*1.7%* | 2<br>*2.3%* | 2<br>*6.7%*<br>g | 4<br>*1.4%* | 2<br>*2.5%* | 3<br>*5.6%*<br>j | 3<br>*3.6%* | 5<br>*1.5%* | 3<br>*7.5%*<br>P | 3<br>*0.9%* | 3<br>*2.7%* | 6<br>*1.9%* | 1<br>*4.8%*<br>** | 2<br>*2.3%* | 6<br>*2.3%* | 3<br>*1.7%* | -<br>- |
| 3 | **4**<br>***0.9%*** | -<br>- | 3<br>*1.9%* | 1<br>*0.9%* | -<br>- | 1<br>*0.4%* | 2<br>*1.1%* | 3<br>*1.0%* | 1<br>*1.1%* | -<br>- | 3<br>*1.1%* | 1<br>*1.3%* | -<br>- | 4<br>*4.8%*<br>N | -<br>- | -<br>- | 3<br>*0.9%* | 1<br>*0.9%* | 3<br>*1.0%* | 1<br>*4.8%*<br>** | -<br>- | 3<br>*1.1%* | 1<br>*0.6%* | -<br>- |
| 2 | **-**<br>**-** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- |
| 1 | **-**<br>**-** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- |
| 0 - Worst health care possible | **2**<br>***0.5%*** | -<br>- | 2<br>*1.3%* | -<br>- | -<br>- | 1<br>*0.4%* | 1<br>*0.6%* | 2<br>*0.7%* | -<br>- | -<br>- | 2<br>*0.7%* | -<br>- | -<br>- | 2<br>*2.4%*<br>N | -<br>- | 1<br>*2.5%*<br>p | 1<br>*0.3%* | 1<br>*0.9%* | 1<br>*0.3%* | -<br>-<br>** | 1<br>*1.1%* | 2<br>*0.8%* | -<br>- | -<br>- |
| SUMMARY - 0-3 | **6**<br>***1.4%*** | -<br>- | 5<br>*3.2%* | 1<br>*0.9%* | -<br>- | 2<br>*0.9%* | 3<br>*1.7%* | 5<br>*1.7%* | 1<br>*1.1%* | -<br>- | 5<br>*1.8%* | 1<br>*1.3%* | -<br>- | 6<br>*7.1%*<br>N | -<br>- | 1<br>*2.5%* | 4<br>*1.2%* | 2<br>*1.8%* | 4<br>*1.3%* | 1<br>*4.8%*<br>** | 1<br>*1.1%* | 5<br>*1.9%* | 1<br>*0.6%* | -<br>- |
| SUMMARY - 4-7 | **79**<br>***17.8%*** | 12<br>*16.4%* | 31<br>*19.6%* | 19<br>*17.6%* | 13<br>*19.1%* | 48<br>*20.7%* | 26<br>*14.9%* | 42<br>*14.1%* | 21<br>*23.9%*<br>G | 12<br>*40.0%*<br>Gh | 38<br>*13.5%* | 21<br>*26.3%*<br>J | 16<br>*29.6%*<br>J | 36<br>*42.9%*<br>N | 38<br>*11.7%* | 29<br>*72.5%*<br>P | 38<br>*11.5%* | 21<br>*18.8%* | 57<br>*18.4%* | 7<br>*33.3%*<br>** | 13<br>*14.8%* | 45<br>*17.2%* | 34<br>*18.8%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 8-10 | **358**<br>***80.8%*** | 61<br>*83.6%* | 122<br>*77.2%* | 88<br>*81.5%* | 55<br>*80.9%* | 182<br>*78.4%* | 145<br>*83.3%* | 251<br>*84.2%*<br>**HI** | 66<br>*75.0%* | 18<br>*60.0%* | 239<br>*84.8%*<br>KL | 58<br>*72.5%* | 38<br>*70.4%* | 42<br>*50.0%* | 287<br>*88.3%*<br>M | 10<br>*25.0%* | 288<br>*87.3%*<br>O | 89<br>*79.5%* | 248<br>*80.3%* | 13<br>*61.9%*<br>** | 74<br>*84.1%* | 212<br>*80.9%* | 146<br>*80.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 9-10 | **287**<br>***64.8%*** | 49<br>*67.1%* | 98<br>*62.0%* | 72<br>*66.7%* | 43<br>*63.2%* | 153<br>*65.9%* | 110<br>*63.2%* | 207<br>*69.5%*<br>**HI** | 45<br>*51.1%* | 15<br>*50.0%* | 200<br>*70.9%*<br>KL | 40<br>*50.0%* | 27<br>*50.0%* | 29<br>*34.5%* | 233<br>*71.7%*<br>M | 4<br>*10.0%* | 233<br>*70.6%*<br>O | 68<br>*60.7%* | 201<br>*65.0%* | 10<br>*47.6%*<br>** | 56<br>*63.6%* | 173<br>*66.0%* | 114<br>*63.0%* | -<br>- |
| 3-Point Score | **2.56** | 2.58 | 2.51 | 2.58 | 2.57 | 2.56 | 2.55 | 2.63 | 2.40 | 2.23 | 2.64 | 2.38 | 2.33 | 2.08 | 2.67 | 1.70 | 2.66 | 2.51 | 2.56 | 2.33 | 2.56 | 2.56 | 2.55 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **460**<br>***100.0%*** | **78**<br>***100.0%*** | **158**<br>***100.0%*** | **110**<br>***100.0%*** | **71**<br>***100.0%*** | **239**<br>***100.0%*** | **177**<br>***100.0%*** | **304**<br>***100.0%*** | **90**<br>***100.0%*** | **32**<br>***100.0%*** | **288**<br>***100.0%*** | **81**<br>***100.0%*** | **57**<br>***100.0%*** | **87**<br>***100.0%*** | **332**<br>***100.0%*** | **42**<br>***100.0%*** | **334**<br>***100.0%*** | **115**<br>***100.0%*** | **316**<br>***100.0%*** | **21**<br>***100.0%*** | **91**<br>***100.0%*** | **270**<br>***100.0%*** | **190**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **445**<br>***100.0%*** | **76**<br>***100.0%*** | **156**<br>***100.0%*** | **107**<br>***100.0%*** | **70**<br>***100.0%*** | **236**<br>***100.0%*** | **172**<br>***100.0%*** | **299**<br>***100.0%*** | **88**<br>***100.0%*** | **31**<br>***100.0%*** | **282**<br>***100.0%*** | **80**<br>***100.0%*** | **56**<br>***100.0%*** | **84**<br>***100.0%*** | **327**<br>***100.0%*** | **41**<br>***100.0%*** | **329**<br>***100.0%*** | **113**<br>***100.0%*** | **310**<br>***100.0%*** | **21**<br>***100.0%*** | **89**<br>***100.0%*** | **262**<br>***100.0%*** | **183**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **15** | 2 | 2 | 3 | 1 | 3 | 5 | 5 | 2 | 1 | 6 | 1 | 1 | 3 | 5 | 1 | 5 | 2 | 6 | - | 2 | 8 | 7 | - |
| Always | **318**<br>***71.5%*** | 54<br>*71.1%* | 114<br>*73.1%* | 80<br>*74.8%* | 48<br>*68.6%* | 168<br>*71.2%* | 126<br>*73.3%* | 225<br>*75.3%*<br>h | 58<br>*65.9%* | 20<br>*64.5%* | 204<br>*72.3%* | 56<br>*70.0%* | 41<br>*73.2%* | 47<br>*56.0%* | 251<br>*76.8%*<br>M | 17<br>*41.5%* | 252<br>*76.6%*<br>O | 82<br>*72.6%* | 222<br>*71.6%* | 10<br>*47.6%*<br>** | 69<br>*77.5%* | 183<br>*69.8%* | 135<br>*73.8%* | -<br>- |
| Usually | **86**<br>***19.3%*** | 17<br>*22.4%* | 26<br>*16.7%* | 18<br>*16.8%* | 19<br>*27.1%*<br>b | 45<br>*19.1%* | 35<br>*20.3%* | 55<br>*18.4%* | 20<br>*22.7%* | 5<br>*16.1%* | 57<br>*20.2%* | 14<br>*17.5%* | 10<br>*17.9%* | 22<br>*26.2%*<br>n | 56<br>*17.1%* | 13<br>*31.7%*<br>P | 56<br>*17.0%* | 20<br>*17.7%* | 62<br>*20.0%* | 7<br>*33.3%*<br>** | 13<br>*14.6%* | 59<br>*22.5%*<br>V | 27<br>*14.8%* | -<br>- |
| Sometimes | **37**<br>***8.3%*** | 5<br>*6.6%* | 12<br>*7.7%* | 9<br>*8.4%* | 3<br>*4.3%* | 22<br>*9.3%*<br>f | 8<br>*4.7%* | 17<br>*5.7%* | 8<br>*9.1%* | 6<br>*19.4%*<br>G | 18<br>*6.4%* | 9<br>*11.3%* | 5<br>*8.9%* | 13<br>*15.5%*<br>N | 18<br>*5.5%* | 9<br>*22.0%*<br>P | 19<br>*5.8%* | 11<br>*9.7%* | 22<br>*7.1%* | 4<br>*19.0%*<br>** | 7<br>*7.9%* | 19<br>*7.3%* | 18<br>*9.8%* | -<br>- |
| Never | **4**<br>***0.9%*** | -<br>- | 4<br>*2.6%*<br>c | -<br>- | -<br>- | 1<br>*0.4%* | 3<br>*1.7%* | 2<br>*0.7%* | 2<br>*2.3%* | -<br>- | 3<br>*1.1%* | 1<br>*1.3%* | -<br>- | 2<br>*2.4%* | 2<br>*0.6%* | 2<br>*4.9%*<br>P | 2<br>*0.6%* | -<br>- | 4<br>*1.3%* | -<br>-<br>** | -<br>- | 1<br>*0.4%* | 3<br>*1.6%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **404**<br>***90.8%*** | 71<br>*93.4%* | 140<br>*89.7%* | 98<br>*91.6%* | 67<br>*95.7%* | 213<br>*90.3%* | 161<br>*93.6%* | 280<br>*93.6%*<br>I | 78<br>*88.6%* | 25<br>*80.6%* | 261<br>*92.6%* | 70<br>*87.5%* | 51<br>*91.1%* | 69<br>*82.1%* | 307<br>*93.9%*<br>M | 30<br>*73.2%* | 308<br>*93.6%*<br>O | 102<br>*90.3%* | 284<br>*91.6%* | 17<br>*81.0%*<br>** | 82<br>*92.1%* | 242<br>*92.4%* | 162<br>*88.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **318**<br>***71.5%*** | 54<br>*71.1%* | 114<br>*73.1%* | 80<br>*74.8%* | 48<br>*68.6%* | 168<br>*71.2%* | 126<br>*73.3%* | 225<br>*75.3%*<br>h | 58<br>*65.9%* | 20<br>*64.5%* | 204<br>*72.3%* | 56<br>*70.0%* | 41<br>*73.2%* | 47<br>*56.0%* | 251<br>*76.8%*<br>M | 17<br>*41.5%* | 252<br>*76.6%*<br>O | 82<br>*72.6%* | 222<br>*71.6%* | 10<br>*47.6%*<br>** | 69<br>*77.5%* | 183<br>*69.8%* | 135<br>*73.8%* | -<br>- |
| 3-Point Score | **2.62** | 2.64 | 2.63 | 2.66 | 2.64 | 2.61 | 2.67 | 2.69 | 2.55 | 2.45 | 2.65 | 2.58 | 2.64 | 2.38 | 2.71 | 2.15 | 2.70 | 2.63 | 2.63 | 2.29 | 2.70 | 2.62 | 2.62 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q16. Is your child now enrolled in any kind of school or daycare?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **597**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **143**<br>***100.0%*** | **101**<br>***100.0%*** | **317**<br>***100.0%*** | **230**<br>***100.0%*** | **412**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **387**<br>***100.0%*** | **107**<br>***100.0%*** | **67**<br>***100.0%*** | **118**<br>***100.0%*** | **435**<br>***100.0%*** | **63**<br>***100.0%*** | **416**<br>***100.0%*** | **134**<br>***100.0%*** | **433**<br>***100.0%*** | **29**<br>***100.0%*** | **101**<br>***100.0%*** | **361**<br>***100.0%*** | **236**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **33** | - | - | 1 | 1 | 2 | - | 2 | - | - | 1 | - | 1 | 1 | 1 | - | 2 | 1 | 1 | - | 1 | 2 | 31 | - |
| Yes | **472**<br>***79.1%*** | 69<br>*65.7%* | 146<br>*73.4%* | 134<br>*93.7%*<br>ABD | 83<br>*82.2%*<br>Ab | 236<br>*74.4%* | 194<br>*84.3%*<br>E | 327<br>*79.4%* | 88<br>*78.6%* | 31<br>*83.8%* | 302<br>*78.0%* | 84<br>*78.5%* | 60<br>*89.6%*<br>Jk | 98<br>*83.1%* | 340<br>*78.2%* | 49<br>*77.8%* | 328<br>*78.8%* | 103<br>*76.9%* | 345<br>*79.7%* | 24<br>*82.8%*<br>** | 76<br>*75.2%* | 284<br>*78.7%* | 188<br>*79.7%* | -<br>- |
| No | **125**<br>***20.9%*** | 36<br>*34.3%*<br>CD | 53<br>*26.6%*<br>Cd | 9<br>*6.3%* | 18<br>*17.8%*<br>C | 81<br>*25.6%*<br>F | 36<br>*15.7%* | 85<br>*20.6%* | 24<br>*21.4%* | 6<br>*16.2%* | 85<br>*22.0%*<br>L | 23<br>*21.5%*<br>l | 7<br>*10.4%* | 20<br>*16.9%* | 95<br>*21.8%* | 14<br>*22.2%* | 88<br>*21.2%* | 31<br>*23.1%* | 88<br>*20.3%* | 5<br>*17.2%*<br>** | 25<br>*24.8%* | 77<br>*21.3%* | 48<br>*20.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **472**<br>***79.1%*** | 69<br>*65.7%* | 146<br>*73.4%* | 134<br>*93.7%*<br>ABD | 83<br>*82.2%*<br>Ab | 236<br>*74.4%* | 194<br>*84.3%*<br>E | 327<br>*79.4%* | 88<br>*78.6%* | 31<br>*83.8%* | 302<br>*78.0%* | 84<br>*78.5%* | 60<br>*89.6%*<br>Jk | 98<br>*83.1%* | 340<br>*78.2%* | 49<br>*77.8%* | 328<br>*78.8%* | 103<br>*76.9%* | 345<br>*79.7%* | 24<br>*82.8%*<br>** | 76<br>*75.2%* | 284<br>*78.7%* | 188<br>*79.7%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q17. In the last 6 months, did you need your childs doctorsor other health providers to contact a school or daycare center about your childs health or health care?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **472**<br>***100.0%*** | **69**<br>***100.0%*** | **146**<br>***100.0%*** | **134**<br>***100.0%*** | **83**<br>***100.0%*** | **236**<br>***100.0%*** | **194**<br>***100.0%*** | **327**<br>***100.0%*** | **88**<br>***100.0%*** | **31**<br>***100.0%*** | **302**<br>***100.0%*** | **84**<br>***100.0%*** | **60**<br>***100.0%*** | **98**<br>***100.0%*** | **340**<br>***100.0%*** | **49**<br>***100.0%*** | **328**<br>***100.0%*** | **103**<br>***100.0%*** | **345**<br>***100.0%*** | **24**<br>***100.0%*** | **76**<br>***100.0%*** | **284**<br>***100.0%*** | **188**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **455**<br>***100.0%*** | **66**<br>***100.0%*** | **141**<br>***100.0%*** | **129**<br>***100.0%*** | **79**<br>***100.0%*** | **227**<br>***100.0%*** | **186**<br>***100.0%*** | **313**<br>***100.0%*** | **86**<br>***100.0%*** | **30**<br>***100.0%*** | **289**<br>***100.0%*** | **82**<br>***100.0%*** | **59**<br>***100.0%*** | **95**<br>***100.0%*** | **328**<br>***100.0%*** | **46**<br>***100.0%*** | **318**<br>***100.0%*** | **102**<br>***100.0%*** | **331**<br>***100.0%*** | **24**<br>***100.0%*** | **75**<br>***100.0%*** | **267**<br>***100.0%*** | **188**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **17** | 3 | 5 | 5 | 4 | 9 | 8 | 14 | 2 | 1 | 13 | 2 | 1 | 3 | 12 | 3 | 10 | 1 | 14 | - | 1 | 17 | - | - |
| Yes | **42**<br>***9.2%*** | 6<br>*9.1%* | 10<br>*7.1%* | 13<br>*10.1%* | 6<br>*7.6%* | 16<br>*7.0%* | 19<br>*10.2%* | 20<br>*6.4%* | 11<br>*12.8%*<br>g | 6<br>*20.0%*<br>G | 16<br>*5.5%* | 10<br>*12.2%*<br>J | 11<br>*18.6%*<br>J | 9<br>*9.5%* | 27<br>*8.2%* | 10<br>*21.7%*<br>P | 25<br>*7.9%* | 15<br>*14.7%*<br>R | 22<br>*6.6%* | 2<br>*8.3%*<br>** | 13<br>*17.3%* | 22<br>*8.2%* | 20<br>*10.6%* | -<br>- |
| No | **413**<br>***90.8%*** | 60<br>*90.9%* | 131<br>*92.9%* | 116<br>*89.9%* | 73<br>*92.4%* | 211<br>*93.0%* | 167<br>*89.8%* | 293<br>*93.6%*<br>hI | 75<br>*87.2%* | 24<br>*80.0%* | 273<br>*94.5%*<br>KL | 72<br>*87.8%* | 48<br>*81.4%* | 86<br>*90.5%* | 301<br>*91.8%* | 36<br>*78.3%* | 293<br>*92.1%*<br>O | 87<br>*85.3%* | 309<br>*93.4%*<br>Q | 22<br>*91.7%*<br>** | 62<br>*82.7%* | 245<br>*91.8%* | 168<br>*89.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **42**<br>***9.2%*** | 6<br>*9.1%* | 10<br>*7.1%* | 13<br>*10.1%* | 6<br>*7.6%* | 16<br>*7.0%* | 19<br>*10.2%* | 20<br>*6.4%* | 11<br>*12.8%*<br>g | 6<br>*20.0%*<br>G | 16<br>*5.5%* | 10<br>*12.2%*<br>J | 11<br>*18.6%*<br>J | 9<br>*9.5%* | 27<br>*8.2%* | 10<br>*21.7%*<br>P | 25<br>*7.9%* | 15<br>*14.7%*<br>R | 22<br>*6.6%* | 2<br>*8.3%*<br>** | 13<br>*17.3%* | 22<br>*8.2%* | 20<br>*10.6%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **42**<br>***100.0%*** | **6**<br>***100.0%*** | **10**<br>***100.0%*** | **13**<br>***100.0%*** | **6**<br>***100.0%*** | **16**<br>***100.0%*** | **19**<br>***100.0%*** | **20**<br>***100.0%*** | **11**<br>***100.0%*** | **6**<br>***100.0%*** | **16**<br>***100.0%*** | **10**<br>***100.0%*** | **11**<br>***100.0%*** | **9**<br>***100.0%*** | **27**<br>***100.0%*** | **10**<br>***100.0%*** | **25**<br>***100.0%*** | **15**<br>***100.0%*** | **22**<br>***100.0%*** | **2**<br>***100.0%*** | **13**<br>***100.0%*** | **22**<br>***100.0%*** | **20**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **38**<br>***100.0%*** | **6**<br>***100.0%*** | **9**<br>***100.0%*** | **11**<br>***100.0%*** | **6**<br>***100.0%*** | **15**<br>***100.0%*** | **17**<br>***100.0%*** | **19**<br>***100.0%*** | **9**<br>***100.0%*** | **6**<br>***100.0%*** | **15**<br>***100.0%*** | **8**<br>***100.0%*** | **11**<br>***100.0%*** | **8**<br>***100.0%*** | **25**<br>***100.0%*** | **8**<br>***100.0%*** | **24**<br>***100.0%*** | **15**<br>***100.0%*** | **19**<br>***100.0%*** | **2**<br>***100.0%*** | **13**<br>***100.0%*** | **19**<br>***100.0%*** | **19**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **4** | - | 1 | 2 | - | 1 | 2 | 1 | 2 | - | 1 | 2 | - | 1 | 2 | 2 | 1 | - | 3 | - | - | 3 | 1 | - |
| Yes | **36**<br>***94.7%*** | 6<br>*100.0%*<br>** | 9<br>*100.0%*<br>** | 10<br>*90.9%*<br>** | 6<br>*100.0%*<br>** | 15<br>*100.0%*<br>** | 16<br>*94.1%*<br>** | 18<br>*94.7%*<br>** | 9<br>*100.0%*<br>** | 6<br>*100.0%*<br>** | 14<br>*93.3%*<br>** | 8<br>*100.0%*<br>** | 11<br>*100.0%*<br>** | 7<br>*87.5%*<br>** | 25<br>*100.0%*<br>** | 8<br>*100.0%*<br>** | 24<br>*100.0%*<br>** | 15<br>*100.0%*<br>** | 18<br>*94.7%*<br>** | 2<br>*100.0%*<br>** | 13<br>*100.0%*<br>** | 18<br>*94.7%*<br>** | 18<br>*94.7%*<br>** | -<br>- |
| No | **2**<br>***5.3%*** | -<br>-<br>** | -<br>-<br>** | 1<br>*9.1%*<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*5.9%*<br>** | 1<br>*5.3%*<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*6.7%*<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*12.5%*<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*5.3%*<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*5.3%*<br>** | 1<br>*5.3%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **36**<br>***94.7%*** | 6<br>*100.0%*<br>** | 9<br>*100.0%*<br>** | 10<br>*90.9%*<br>** | 6<br>*100.0%*<br>** | 15<br>*100.0%*<br>** | 16<br>*94.1%*<br>** | 18<br>*94.7%*<br>** | 9<br>*100.0%*<br>** | 6<br>*100.0%*<br>** | 14<br>*93.3%*<br>** | 8<br>*100.0%*<br>** | 11<br>*100.0%*<br>** | 7<br>*87.5%*<br>** | 25<br>*100.0%*<br>** | 8<br>*100.0%*<br>** | 24<br>*100.0%*<br>** | 15<br>*100.0%*<br>** | 18<br>*94.7%*<br>** | 2<br>*100.0%*<br>** | 13<br>*100.0%*<br>** | 18<br>*94.7%*<br>** | 18<br>*94.7%*<br>** | -<br>- |
| 3-Point Score | **2.89** | 3.00 | 3.00 | 2.82 | 3.00 | 3.00 | 2.88 | 2.89 | 3.00 | 3.00 | 2.87 | 3.00 | 3.00 | 2.75 | 3.00 | 3.00 | 3.00 | 3.00 | 2.89 | 3.00 | 3.00 | 2.89 | 2.89 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

GENERAL POPULATION

Table: 18
Level: Top

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **588**<br>***100.0%*** | **104**<br>***100.0%*** | **195**<br>***100.0%*** | **144**<br>***100.0%*** | **99**<br>***100.0%*** | **316**<br>***100.0%*** | **226**<br>***100.0%*** | **410**<br>***100.0%*** | **108**<br>***100.0%*** | **36**<br>***100.0%*** | **382**<br>***100.0%*** | **105**<br>***100.0%*** | **67**<br>***100.0%*** | **118**<br>***100.0%*** | **429**<br>***100.0%*** | **63**<br>***100.0%*** | **411**<br>***100.0%*** | **132**<br>***100.0%*** | **430**<br>***100.0%*** | **27**<br>***100.0%*** | **101**<br>***100.0%*** | **355**<br>***100.0%*** | **233**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **42** | 1 | 4 | - | 3 | 3 | 4 | 4 | 4 | 1 | 6 | 2 | 1 | 1 | 7 | - | 7 | 3 | 4 | 2 | 1 | 8 | 34 | - |
| Yes | **26**<br>***4.4%*** | 5<br>*4.8%* | 10<br>*5.1%* | 6<br>*4.2%* | 4<br>*4.0%* | 10<br>*3.2%* | 13<br>*5.8%* | 12<br>*2.9%* | 8<br>*7.4%*<br>G | 5<br>*13.9%*<br>G | 15<br>*3.9%* | 7<br>*6.7%* | 3<br>*4.5%* | 8<br>*6.8%* | 17<br>*4.0%* | 4<br>*6.3%* | 21<br>*5.1%* | 10<br>*7.6%*<br>R | 15<br>*3.5%* | 1<br>*3.7%*<br>** | 8<br>*7.9%* | 15<br>*4.2%* | 11<br>*4.7%* | -<br>- |
| No | **562**<br>***95.6%*** | 99<br>*95.2%* | 185<br>*94.9%* | 138<br>*95.8%* | 95<br>*96.0%* | 306<br>*96.8%* | 213<br>*94.2%* | 398<br>*97.1%*<br>HI | 100<br>*92.6%* | 31<br>*86.1%* | 367<br>*96.1%* | 98<br>*93.3%* | 64<br>*95.5%* | 110<br>*93.2%* | 412<br>*96.0%* | 59<br>*93.7%* | 390<br>*94.9%* | 122<br>*92.4%* | 415<br>*96.5%*<br>Q | 26<br>*96.3%*<br>** | 93<br>*92.1%* | 340<br>*95.8%* | 222<br>*95.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **26**<br>***4.4%*** | 5<br>*4.8%* | 10<br>*5.1%* | 6<br>*4.2%* | 4<br>*4.0%* | 10<br>*3.2%* | 13<br>*5.8%* | 12<br>*2.9%* | 8<br>*7.4%*<br>G | 5<br>*13.9%*<br>G | 15<br>*3.9%* | 7<br>*6.7%* | 3<br>*4.5%* | 8<br>*6.8%* | 17<br>*4.0%* | 4<br>*6.3%* | 21<br>*5.1%* | 10<br>*7.6%*<br>R | 15<br>*3.5%* | 1<br>*3.7%*<br>** | 8<br>*7.9%* | 15<br>*4.2%* | 11<br>*4.7%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **26**<br>***100.0%*** | **5**<br>***100.0%*** | **10**<br>***100.0%*** | **6**<br>***100.0%*** | **4**<br>***100.0%*** | **10**<br>***100.0%*** | **13**<br>***100.0%*** | **12**<br>***100.0%*** | **8**<br>***100.0%*** | **5**<br>***100.0%*** | **15**<br>***100.0%*** | **7**<br>***100.0%*** | **3**<br>***100.0%*** | **8**<br>***100.0%*** | **17**<br>***100.0%*** | **4**<br>***100.0%*** | **21**<br>***100.0%*** | **10**<br>***100.0%*** | **15**<br>***100.0%*** | **1**<br>***100.0%*** | **8**<br>***100.0%*** | **15**<br>***100.0%*** | **11**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **25**<br>***100.0%*** | **4**<br>***100.0%*** | **10**<br>***100.0%*** | **6**<br>***100.0%*** | **4**<br>***100.0%*** | **9**<br>***100.0%*** | **13**<br>***100.0%*** | **11**<br>***100.0%*** | **8**<br>***100.0%*** | **5**<br>***100.0%*** | **14**<br>***100.0%*** | **7**<br>***100.0%*** | **3**<br>***100.0%*** | **8**<br>***100.0%*** | **16**<br>***100.0%*** | **4**<br>***100.0%*** | **20**<br>***100.0%*** | **10**<br>***100.0%*** | **14**<br>***100.0%*** | **1**<br>***100.0%*** | **8**<br>***100.0%*** | **14**<br>***100.0%*** | **11**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **1** | 1 | - | - | - | 1 | - | 1 | - | - | 1 | - | - | - | 1 | - | 1 | - | 1 | - | - | 1 | - | - |
| Always | **17**<br>***68.0%*** | 1<br>*25.0%*<br>** | 6<br>*60.0%*<br>** | 6<br>*100.0%*<br>** | 3<br>*75.0%*<br>** | 4<br>*44.4%*<br>** | 11<br>*84.6%*<br>** | 8<br>*72.7%*<br>** | 5<br>*62.5%*<br>** | 3<br>*60.0%*<br>** | 9<br>*64.3%*<br>** | 5<br>*71.4%*<br>** | 2<br>*66.7%*<br>** | 2<br>*25.0%*<br>** | 14<br>*87.5%*<br>** | 3<br>*75.0%*<br>** | 13<br>*65.0%*<br>** | 7<br>*70.0%*<br>** | 9<br>*64.3%*<br>** | -<br>-<br>** | 7<br>*87.5%*<br>** | 10<br>*71.4%*<br>** | 7<br>*63.6%*<br>** | -<br>- |
| Usually | **5**<br>***20.0%*** | 3<br>*75.0%*<br>** | 1<br>*10.0%*<br>** | -<br>-<br>** | 1<br>*25.0%*<br>** | 4<br>*44.4%*<br>** | 1<br>*7.7%*<br>** | 1<br>*9.1%*<br>** | 3<br>*37.5%*<br>** | 1<br>*20.0%*<br>** | 3<br>*21.4%*<br>** | 2<br>*28.6%*<br>** | -<br>-<br>** | 3<br>*37.5%*<br>** | 2<br>*12.5%*<br>** | -<br>-<br>** | 5<br>*25.0%*<br>** | 3<br>*30.0%*<br>** | 2<br>*14.3%*<br>** | 1<br>*100.0%*<br>** | 1<br>*12.5%*<br>** | 3<br>*21.4%*<br>** | 2<br>*18.2%*<br>** | -<br>- |
| Sometimes | **-**<br>**-** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>- |
| Never | **3**<br>***12.0%*** | -<br>-<br>** | 3<br>*30.0%*<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*11.1%*<br>** | 1<br>*7.7%*<br>** | 2<br>*18.2%*<br>** | -<br>-<br>** | 1<br>*20.0%*<br>** | 2<br>*14.3%*<br>** | -<br>-<br>** | 1<br>*33.3%*<br>** | 3<br>*37.5%*<br>** | -<br>-<br>** | 1<br>*25.0%*<br>** | 2<br>*10.0%*<br>** | -<br>-<br>** | 3<br>*21.4%*<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*7.1%*<br>** | 2<br>*18.2%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **22**<br>***88.0%*** | 4<br>*100.0%*<br>** | 7<br>*70.0%*<br>** | 6<br>*100.0%*<br>** | 4<br>*100.0%*<br>** | 8<br>*88.9%*<br>** | 12<br>*92.3%*<br>** | 9<br>*81.8%*<br>** | 8<br>*100.0%*<br>** | 4<br>*80.0%*<br>** | 12<br>*85.7%*<br>** | 7<br>*100.0%*<br>** | 2<br>*66.7%*<br>** | 5<br>*62.5%*<br>** | 16<br>*100.0%*<br>** | 3<br>*75.0%*<br>** | 18<br>*90.0%*<br>** | 10<br>*100.0%*<br>** | 11<br>*78.6%*<br>** | 1<br>*100.0%*<br>** | 8<br>*100.0%*<br>** | 13<br>*92.9%*<br>** | 9<br>*81.8%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **17**<br>***68.0%*** | 1<br>*25.0%*<br>** | 6<br>*60.0%*<br>** | 6<br>*100.0%*<br>** | 3<br>*75.0%*<br>** | 4<br>*44.4%*<br>** | 11<br>*84.6%*<br>** | 8<br>*72.7%*<br>** | 5<br>*62.5%*<br>** | 3<br>*60.0%*<br>** | 9<br>*64.3%*<br>** | 5<br>*71.4%*<br>** | 2<br>*66.7%*<br>** | 2<br>*25.0%*<br>** | 14<br>*87.5%*<br>** | 3<br>*75.0%*<br>** | 13<br>*65.0%*<br>** | 7<br>*70.0%*<br>** | 9<br>*64.3%*<br>** | -<br>-<br>** | 7<br>*87.5%*<br>** | 10<br>*71.4%*<br>** | 7<br>*63.6%*<br>** | -<br>- |
| 3-Point Score | **2.56** | 2.25 | 2.30 | 3.00 | 2.75 | 2.33 | 2.77 | 2.55 | 2.63 | 2.40 | 2.50 | 2.71 | 2.33 | 1.88 | 2.88 | 2.50 | 2.55 | 2.70 | 2.43 | 2.00 | 2.88 | 2.64 | 2.45 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **26** *100.0%* | **5** *100.0%* | **10** *100.0%* | **6** *100.0%* | **4** *100.0%* | **10** *100.0%* | **13** *100.0%* | **12** *100.0%* | **8** *100.0%* | **5** *100.0%* | **15** *100.0%* | **7** *100.0%* | **3** *100.0%* | **8** *100.0%* | **17** *100.0%* | **4** *100.0%* | **21** *100.0%* | **10** *100.0%* | **15** *100.0%* | **1** *100.0%* | **8** *100.0%* | **15** *100.0%* | **11** *100.0%* | **-** **-** |
| **Total Valid Responses** | **25** *100.0%* | **4** *100.0%* | **10** *100.0%* | **6** *100.0%* | **4** *100.0%* | **9** *100.0%* | **13** *100.0%* | **11** *100.0%* | **8** *100.0%* | **5** *100.0%* | **14** *100.0%* | **7** *100.0%* | **3** *100.0%* | **8** *100.0%* | **16** *100.0%* | **4** *100.0%* | **20** *100.0%* | **10** *100.0%* | **14** *100.0%* | **1** *100.0%* | **8** *100.0%* | **14** *100.0%* | **11** *100.0%* | **-** **-** |
| No Answer | **1** | 1 | - | - | - | 1 | - | 1 | - | - | 1 | - | - | - | 1 | - | 1 | - | 1 | - | - | 1 | - | - |
| Yes | **20** *80.0%* | 4 *100.0%* ** | 6 *60.0%* ** | 5 *83.3%* ** | 4 *100.0%* ** | 8 *88.9%* ** | 9 *69.2%* ** | 9 *81.8%* ** | 6 *75.0%* ** | 4 *80.0%* ** | 11 *78.6%* ** | 6 *85.7%* ** | 2 *66.7%* ** | 6 *75.0%* ** | 13 *81.3%* ** | 2 *50.0%* ** | 17 *85.0%* ** | 8 *80.0%* ** | 11 *78.6%* ** | 1 *100.0%* ** | 6 *75.0%* ** | 13 *92.9%* ** | 7 *63.6%* ** | - - |
| No | **5** *20.0%* | - - ** | 4 *40.0%* ** | 1 *16.7%* ** | - - ** | 1 *11.1%* ** | 4 *30.8%* ** | 2 *18.2%* ** | 2 *25.0%* ** | 1 *20.0%* ** | 3 *21.4%* ** | 1 *14.3%* ** | 1 *33.3%* ** | 2 *25.0%* ** | 3 *18.8%* ** | 2 *50.0%* ** | 3 *15.0%* ** | 2 *20.0%* ** | 3 *21.4%* ** | - - ** | 2 *25.0%* ** | 1 *7.1%* ** | 4 *36.4%* ** | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **20** *80.0%* | 4 *100.0%* ** | 6 *60.0%* ** | 5 *83.3%* ** | 4 *100.0%* ** | 8 *88.9%* ** | 9 *69.2%* ** | 9 *81.8%* ** | 6 *75.0%* ** | 4 *80.0%* ** | 11 *78.6%* ** | 6 *85.7%* ** | 2 *66.7%* ** | 6 *75.0%* ** | 13 *81.3%* ** | 2 *50.0%* ** | 17 *85.0%* ** | 8 *80.0%* ** | 11 *78.6%* ** | 1 *100.0%* ** | 6 *75.0%* ** | 13 *92.9%* ** | 7 *63.6%* ** | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630** *100.0%* | **105** *100.0%* | **199** *100.0%* | **144** *100.0%* | **102** *100.0%* | **319** *100.0%* | **230** *100.0%* | **414** *100.0%* | **112** *100.0%* | **37** *100.0%* | **388** *100.0%* | **107** *100.0%* | **68** *100.0%* | **119** *100.0%* | **436** *100.0%* | **63** *100.0%* | **418** *100.0%* | **135** *100.0%* | **434** *100.0%* | **29** *100.0%* | **102** *100.0%* | **363** *100.0%* | **267** *100.0%* | **-** **-** |
| **Total Valid Responses** | **587** *100.0%* | **105** *100.0%* | **197** *100.0%* | **141** *100.0%* | **97** *100.0%* | **312** *100.0%* | **227** *100.0%* | **409** *100.0%* | **108** *100.0%* | **36** *100.0%* | **382** *100.0%* | **104** *100.0%* | **67** *100.0%* | **118** *100.0%* | **428** *100.0%* | **63** *100.0%* | **413** *100.0%* | **133** *100.0%* | **428** *100.0%* | **29** *100.0%* | **100** *100.0%* | **356** *100.0%* | **231** *100.0%* | **-** **-** |
| No Answer | **43** | - | 2 | 3 | 5 | 7 | 3 | 5 | 4 | 1 | 6 | 3 | 1 | 1 | 8 | - | 5 | 2 | 6 | - | 2 | 7 | 36 | - |
| Yes | **33** *5.6%* | 3 *2.9%* | 16 *8.1%* a | 7 *5.0%* | 3 *3.1%* | 20 *6.4%* | 8 *3.5%* | 17 *4.2%* | 8 *7.4%* | 6 *16.7%* G | 16 *4.2%* | 7 *6.7%* | 8 *11.9%* J | 5 *4.2%* | 26 *6.1%* | 1 *1.6%* | 25 *6.1%* | 12 *9.0%* r | 20 *4.7%* | 1 *3.4%* ** | 11 *11.0%* | 18 *5.1%* | 15 *6.5%* | - - |
| No | **554** *94.4%* | 102 *97.1%* b | 181 *91.9%* | 134 *95.0%* | 94 *96.9%* | 292 *93.6%* | 219 *96.5%* | 392 *95.8%* I | 100 *92.6%* | 30 *83.3%* | 366 *95.8%* L | 97 *93.3%* | 59 *88.1%* | 113 *95.8%* | 402 *93.9%* | 62 *98.4%* | 388 *93.9%* | 121 *91.0%* | 408 *95.3%* q | 28 *96.6%* ** | 89 *89.0%* | 338 *94.9%* | 216 *93.5%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **33** *5.6%* | 3 *2.9%* | 16 *8.1%* a | 7 *5.0%* | 3 *3.1%* | 20 *6.4%* | 8 *3.5%* | 17 *4.2%* | 8 *7.4%* | 6 *16.7%* G | 16 *4.2%* | 7 *6.7%* | 8 *11.9%* J | 5 *4.2%* | 26 *6.1%* | 1 *1.6%* | 25 *6.1%* | 12 *9.0%* r | 20 *4.7%* | 1 *3.4%* ** | 11 *11.0%* | 18 *5.1%* | 15 *6.5%* | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **33**<br>***100.0%*** | **3**<br>***100.0%*** | **16**<br>***100.0%*** | **7**<br>***100.0%*** | **3**<br>***100.0%*** | **20**<br>***100.0%*** | **8**<br>***100.0%*** | **17**<br>***100.0%*** | **8**<br>***100.0%*** | **6**<br>***100.0%*** | **16**<br>***100.0%*** | **7**<br>***100.0%*** | **8**<br>***100.0%*** | **5**<br>***100.0%*** | **26**<br>***100.0%*** | **1**<br>***100.0%*** | **25**<br>***100.0%*** | **12**<br>***100.0%*** | **20**<br>***100.0%*** | **1**<br>***100.0%*** | **11**<br>***100.0%*** | **18**<br>***100.0%*** | **15**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **30**<br>***100.0%*** | **2**<br>***100.0%*** | **15**<br>***100.0%*** | **7**<br>***100.0%*** | **2**<br>***100.0%*** | **18**<br>***100.0%*** | **7**<br>***100.0%*** | **14**<br>***100.0%*** | **8**<br>***100.0%*** | **6**<br>***100.0%*** | **13**<br>***100.0%*** | **7**<br>***100.0%*** | **8**<br>***100.0%*** | **5**<br>***100.0%*** | **23**<br>***100.0%*** | **1**<br>***100.0%*** | **22**<br>***100.0%*** | **12**<br>***100.0%*** | **17**<br>***100.0%*** | **1**<br>***100.0%*** | **11**<br>***100.0%*** | **15**<br>***100.0%*** | **15**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | 1 | 1 | - | 1 | 2 | 1 | 3 | - | - | 3 | - | - | - | 3 | - | 3 | - | 3 | - | - | 3 | - | - |
| Always | **20**<br>***66.7%*** | -<br>-<br>** | 11<br>*73.3%*<br>** | 5<br>*71.4%*<br>** | 1<br>*50.0%*<br>** | 14<br>*77.8%*<br>** | 3<br>*42.9%*<br>** | 11<br>*78.6%*<br>** | 6<br>*75.0%*<br>** | 2<br>*33.3%*<br>** | 10<br>*76.9%*<br>** | 4<br>*57.1%*<br>** | 5<br>*62.5%*<br>** | 4<br>*80.0%*<br>** | 15<br>*65.2%*<br>** | 1<br>*100.0%*<br>** | 13<br>*59.1%*<br>** | 8<br>*66.7%*<br>** | 11<br>*64.7%*<br>** | 1<br>*100.0%*<br>** | 7<br>*63.6%*<br>** | 11<br>*73.3%*<br>** | 9<br>*60.0%*<br>** | -<br>- |
| Usually | **4**<br>***13.3%*** | -<br>-<br>** | 2<br>*13.3%*<br>** | -<br>-<br>** | 1<br>*50.0%*<br>** | 1<br>*5.6%*<br>** | 2<br>*28.6%*<br>** | 1<br>*7.1%*<br>** | -<br>-<br>** | 2<br>*33.3%*<br>** | 1<br>*7.7%*<br>** | -<br>-<br>** | 2<br>*25.0%*<br>** | -<br>-<br>** | 3<br>*13.0%*<br>** | -<br>-<br>** | 3<br>*13.6%*<br>** | 2<br>*16.7%*<br>** | 2<br>*11.8%*<br>** | -<br>-<br>** | 2<br>*18.2%*<br>** | 2<br>*13.3%*<br>** | 2<br>*13.3%*<br>** | -<br>- |
| Sometimes | **3**<br>***10.0%*** | -<br>-<br>** | 1<br>*6.7%*<br>** | 2<br>*28.6%*<br>** | -<br>-<br>** | 1<br>*5.6%*<br>** | 1<br>*14.3%*<br>** | -<br>-<br>** | 2<br>*25.0%*<br>** | 1<br>*16.7%*<br>** | -<br>-<br>** | 2<br>*28.6%*<br>** | 1<br>*12.5%*<br>** | -<br>-<br>** | 3<br>*13.0%*<br>** | -<br>-<br>** | 3<br>*13.6%*<br>** | 1<br>*8.3%*<br>** | 2<br>*11.8%*<br>** | -<br>-<br>** | 1<br>*9.1%*<br>** | 1<br>*6.7%*<br>** | 2<br>*13.3%*<br>** | -<br>- |
| Never | **3**<br>***10.0%*** | 2<br>*100.0%*<br>** | 1<br>*6.7%*<br>** | -<br>-<br>** | -<br>-<br>** | 2<br>*11.1%*<br>** | 1<br>*14.3%*<br>** | 2<br>*14.3%*<br>** | -<br>-<br>** | 1<br>*16.7%*<br>** | 2<br>*15.4%*<br>** | 1<br>*14.3%*<br>** | -<br>-<br>** | 1<br>*20.0%*<br>** | 2<br>*8.7%*<br>** | -<br>-<br>** | 3<br>*13.6%*<br>** | 1<br>*8.3%*<br>** | 2<br>*11.8%*<br>** | -<br>-<br>** | 1<br>*9.1%*<br>** | 1<br>*6.7%*<br>** | 2<br>*13.3%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **24**<br>***80.0%*** | -<br>-<br>** | 13<br>*86.7%*<br>** | 5<br>*71.4%*<br>** | 2<br>*100.0%*<br>** | 15<br>*83.3%*<br>** | 5<br>*71.4%*<br>** | 12<br>*85.7%*<br>** | 6<br>*75.0%*<br>** | 4<br>*66.7%*<br>** | 11<br>*84.6%*<br>** | 4<br>*57.1%*<br>** | 7<br>*87.5%*<br>** | 4<br>*80.0%*<br>** | 18<br>*78.3%*<br>** | 1<br>*100.0%*<br>** | 16<br>*72.7%*<br>** | 10<br>*83.3%*<br>** | 13<br>*76.5%*<br>** | 1<br>*100.0%*<br>** | 9<br>*81.8%*<br>** | 13<br>*86.7%*<br>** | 11<br>*73.3%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **20**<br>***66.7%*** | -<br>-<br>** | 11<br>*73.3%*<br>** | 5<br>*71.4%*<br>** | 1<br>*50.0%*<br>** | 14<br>*77.8%*<br>** | 3<br>*42.9%*<br>** | 11<br>*78.6%*<br>** | 6<br>*75.0%*<br>** | 2<br>*33.3%*<br>** | 10<br>*76.9%*<br>** | 4<br>*57.1%*<br>** | 5<br>*62.5%*<br>** | 4<br>*80.0%*<br>** | 15<br>*65.2%*<br>** | 1<br>*100.0%*<br>** | 13<br>*59.1%*<br>** | 8<br>*66.7%*<br>** | 11<br>*64.7%*<br>** | 1<br>*100.0%*<br>** | 7<br>*63.6%*<br>** | 11<br>*73.3%*<br>** | 9<br>*60.0%*<br>** | -<br>- |
| 3-Point Score | **2.47** | 1.00 | 2.60 | 2.43 | 2.50 | 2.61 | 2.14 | 2.64 | 2.50 | 2.00 | 2.62 | 2.14 | 2.50 | 2.60 | 2.43 | 3.00 | 2.32 | 2.50 | 2.41 | 3.00 | 2.45 | 2.60 | 2.33 | - |

Cell Contents:
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- Column Percentage
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **33**<br>***100.0%*** | **3**<br>***100.0%*** | **16**<br>***100.0%*** | **7**<br>***100.0%*** | **3**<br>***100.0%*** | **20**<br>***100.0%*** | **8**<br>***100.0%*** | **17**<br>***100.0%*** | **8**<br>***100.0%*** | **6**<br>***100.0%*** | **16**<br>***100.0%*** | **7**<br>***100.0%*** | **8**<br>***100.0%*** | **5**<br>***100.0%*** | **26**<br>***100.0%*** | **1**<br>***100.0%*** | **25**<br>***100.0%*** | **12**<br>***100.0%*** | **20**<br>***100.0%*** | **1**<br>***100.0%*** | **11**<br>***100.0%*** | **18**<br>***100.0%*** | **15**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **30**<br>***100.0%*** | **2**<br>***100.0%*** | **15**<br>***100.0%*** | **7**<br>***100.0%*** | **2**<br>***100.0%*** | **18**<br>***100.0%*** | **7**<br>***100.0%*** | **14**<br>***100.0%*** | **8**<br>***100.0%*** | **6**<br>***100.0%*** | **13**<br>***100.0%*** | **7**<br>***100.0%*** | **8**<br>***100.0%*** | **5**<br>***100.0%*** | **23**<br>***100.0%*** | **1**<br>***100.0%*** | **22**<br>***100.0%*** | **12**<br>***100.0%*** | **17**<br>***100.0%*** | **1**<br>***100.0%*** | **11**<br>***100.0%*** | **15**<br>***100.0%*** | **15**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | 1 | 1 | - | 1 | 2 | 1 | 3 | - | - | 3 | - | - | - | 3 | - | 3 | - | 3 | - | - | 3 | - | - |
| Yes | **19**<br>***63.3%*** | -<br>-<br>** | 11<br>*73.3%*<br>** | 4<br>*57.1%*<br>** | 2<br>*100.0%*<br>** | 9<br>*50.0%*<br>** | 7<br>*100.0%*<br>** | 7<br>*50.0%*<br>** | 7<br>*87.5%*<br>** | 4<br>*66.7%*<br>** | 8<br>*61.5%*<br>** | 5<br>*71.4%*<br>** | 5<br>*62.5%*<br>** | 2<br>*40.0%*<br>** | 16<br>*69.6%*<br>** | 1<br>*100.0%*<br>** | 14<br>*63.6%*<br>** | 9<br>*75.0%*<br>** | 9<br>*52.9%*<br>** | 1<br>*100.0%*<br>** | 8<br>*72.7%*<br>** | 10<br>*66.7%*<br>** | 9<br>*60.0%*<br>** | -<br>- |
| No | **11**<br>***36.7%*** | 2<br>*100.0%*<br>** | 4<br>*26.7%*<br>** | 3<br>*42.9%*<br>** | -<br>-<br>** | 9<br>*50.0%*<br>** | -<br>-<br>** | 7<br>*50.0%*<br>** | 1<br>*12.5%*<br>** | 2<br>*33.3%*<br>** | 5<br>*38.5%*<br>** | 2<br>*28.6%*<br>** | 3<br>*37.5%*<br>** | 3<br>*60.0%*<br>** | 7<br>*30.4%*<br>** | -<br>-<br>** | 8<br>*36.4%*<br>** | 3<br>*25.0%*<br>** | 8<br>*47.1%*<br>** | -<br>-<br>** | 3<br>*27.3%*<br>** | 5<br>*33.3%*<br>** | 6<br>*40.0%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **19**<br>***63.3%*** | -<br>-<br>** | 11<br>*73.3%*<br>** | 4<br>*57.1%*<br>** | 2<br>*100.0%*<br>** | 9<br>*50.0%*<br>** | 7<br>*100.0%*<br>** | 7<br>*50.0%*<br>** | 7<br>*87.5%*<br>** | 4<br>*66.7%*<br>** | 8<br>*61.5%*<br>** | 5<br>*71.4%*<br>** | 5<br>*62.5%*<br>** | 2<br>*40.0%*<br>** | 16<br>*69.6%*<br>** | 1<br>*100.0%*<br>** | 14<br>*63.6%*<br>** | 9<br>*75.0%*<br>** | 9<br>*52.9%*<br>** | 1<br>*100.0%*<br>** | 8<br>*72.7%*<br>** | 10<br>*66.7%*<br>** | 9<br>*60.0%*<br>** | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630** *100.0%* | **105** *100.0%* | **199** *100.0%* | **144** *100.0%* | **102** *100.0%* | **319** *100.0%* | **230** *100.0%* | **414** *100.0%* | **112** *100.0%* | **37** *100.0%* | **388** *100.0%* | **107** *100.0%* | **68** *100.0%* | **119** *100.0%* | **436** *100.0%* | **63** *100.0%* | **418** *100.0%* | **135** *100.0%* | **434** *100.0%* | **29** *100.0%* | **102** *100.0%* | **363** *100.0%* | **267** *100.0%* | **-** **-** |
| **Total Valid Responses** | **592** *100.0%* | **105** *100.0%* | **198** *100.0%* | **143** *100.0%* | **100** *100.0%* | **315** *100.0%* | **230** *100.0%* | **412** *100.0%* | **111** *100.0%* | **36** *100.0%* | **386** *100.0%* | **107** *100.0%* | **66** *100.0%* | **118** *100.0%* | **434** *100.0%* | **63** *100.0%* | **415** *100.0%* | **135** *100.0%* | **432** *100.0%* | **29** *100.0%* | **102** *100.0%* | **360** *100.0%* | **232** *100.0%* | **-** **-** |
| No Answer | **38** | - | 1 | 1 | 2 | 4 | - | 2 | 1 | 1 | 2 | - | 2 | 1 | 2 | - | 3 | - | 2 | - | - | 3 | 35 | - |
| Yes | **72** *12.2%* | 13 *12.4%* | 20 *10.1%* | 22 *15.4%* | 14 *14.0%* | 43 *13.7%* | 26 *11.3%* | 42 *10.2%* | 19 *17.1%* G | 9 *25.0%* G | 16 *4.1%* | 20 *18.7%* J | 33 *50.0%* JK | 17 *14.4%* | 53 *12.2%* | 9 *14.3%* | 50 *12.0%* | 22 *16.3%* | 50 *11.6%* | 6 *20.7%* ** | 16 *15.7%* | 51 *14.2%* v | 21 *9.1%* | - - |
| No | **520** *87.8%* | 92 *87.6%* | 178 *89.9%* | 121 *84.6%* | 86 *86.0%* | 272 *86.3%* | 204 *88.7%* | 370 *89.8%* HI | 92 *82.9%* | 27 *75.0%* | 370 *95.9%* KL | 87 *81.3%* L | 33 *50.0%* | 101 *85.6%* | 381 *87.8%* | 54 *85.7%* | 365 *88.0%* | 113 *83.7%* | 382 *88.4%* | 23 *79.3%* ** | 86 *84.3%* | 309 *85.8%* | 211 *90.9%* u | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **72** *12.2%* | 13 *12.4%* | 20 *10.1%* | 22 *15.4%* | 14 *14.0%* | 43 *13.7%* | 26 *11.3%* | 42 *10.2%* | 19 *17.1%* G | 9 *25.0%* G | 16 *4.1%* | 20 *18.7%* J | 33 *50.0%* JK | 17 *14.4%* | 53 *12.2%* | 9 *14.3%* | 50 *12.0%* | 22 *16.3%* | 50 *11.6%* | 6 *20.7%* ** | 16 *15.7%* | 51 *14.2%* v | 21 *9.1%* | - - |

Cell Contents:
- Count
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **72**<br>***100.0%*** | **13**<br>***100.0%*** | **20**<br>***100.0%*** | **22**<br>***100.0%*** | **14**<br>***100.0%*** | **43**<br>***100.0%*** | **26**<br>***100.0%*** | **42**<br>***100.0%*** | **19**<br>***100.0%*** | **9**<br>***100.0%*** | **16**<br>***100.0%*** | **20**<br>***100.0%*** | **33**<br>***100.0%*** | **17**<br>***100.0%*** | **53**<br>***100.0%*** | **9**<br>***100.0%*** | **50**<br>***100.0%*** | **22**<br>***100.0%*** | **50**<br>***100.0%*** | **6**<br>***100.0%*** | **16**<br>***100.0%*** | **51**<br>***100.0%*** | **21**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **68**<br>***100.0%*** | **12**<br>***100.0%*** | **18**<br>***100.0%*** | **22**<br>***100.0%*** | **13**<br>***100.0%*** | **40**<br>***100.0%*** | **25**<br>***100.0%*** | **39**<br>***100.0%*** | **19**<br>***100.0%*** | **8**<br>***100.0%*** | **14**<br>***100.0%*** | **18**<br>***100.0%*** | **33**<br>***100.0%*** | **16**<br>***100.0%*** | **50**<br>***100.0%*** | **9**<br>***100.0%*** | **47**<br>***100.0%*** | **21**<br>***100.0%*** | **47**<br>***100.0%*** | **5**<br>***100.0%*** | **16**<br>***100.0%*** | **49**<br>***100.0%*** | **19**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **4** | 1 | 2 | - | 1 | 3 | 1 | 3 | - | 1 | 2 | 2 | - | 1 | 3 | - | 3 | 1 | 3 | 1 | - | 2 | 2 | - |
| Always | **38**<br>***55.9%*** | 7<br>*58.3%*<br>** | 8<br>*44.4%*<br>** | 13<br>*59.1%*<br>** | 8<br>*61.5%*<br>** | 23<br>*57.5%* | 14<br>*56.0%*<br>** | 23<br>*59.0%* | 11<br>*57.9%*<br>** | 3<br>*37.5%*<br>** | 8<br>*57.1%*<br>** | 8<br>*44.4%*<br>** | 21<br>*63.6%* | 5<br>*31.3%*<br>** | 32<br>*64.0%* | 8<br>*88.9%*<br>** | 25<br>*53.2%* | 14<br>*66.7%*<br>** | 24<br>*51.1%* | 4<br>*80.0%*<br>** | 10<br>*62.5%*<br>** | 25<br>*51.0%* | 13<br>*68.4%*<br>** | -<br>- |
| Usually | **14**<br>***20.6%*** | 2<br>*16.7%*<br>** | 4<br>*22.2%*<br>** | 3<br>*13.6%*<br>** | 4<br>*30.8%*<br>** | 10<br>*25.0%* | 3<br>*12.0%*<br>** | 6<br>*15.4%* | 3<br>*15.8%*<br>** | 4<br>*50.0%*<br>** | 1<br>*7.1%*<br>** | 5<br>*27.8%*<br>** | 6<br>*18.2%* | 2<br>*12.5%*<br>** | 11<br>*22.0%* | -<br>-<br>** | 12<br>*25.5%* | 5<br>*23.8%*<br>** | 9<br>*19.1%* | 1<br>*20.0%*<br>** | 4<br>*25.0%*<br>** | 9<br>*18.4%* | 5<br>*26.3%*<br>** | -<br>- |
| Sometimes | **6**<br>***8.8%*** | -<br>-<br>** | 2<br>*11.1%*<br>** | 3<br>*13.6%*<br>** | 1<br>*7.7%*<br>** | 3<br>*7.5%* | 3<br>*12.0%*<br>** | 4<br>*10.3%* | 2<br>*10.5%*<br>** | -<br>-<br>** | 2<br>*14.3%*<br>** | 3<br>*16.7%*<br>** | 1<br>*3.0%* | 2<br>*12.5%*<br>** | 4<br>*8.0%* | -<br>-<br>** | 5<br>*10.6%* | -<br>-<br>** | 6<br>*12.8%* | -<br>-<br>** | -<br>-<br>** | 5<br>*10.2%* | 1<br>*5.3%*<br>** | -<br>- |
| Never | **10**<br>***14.7%*** | 3<br>*25.0%*<br>** | 4<br>*22.2%*<br>** | 3<br>*13.6%*<br>** | -<br>-<br>** | 4<br>*10.0%* | 5<br>*20.0%*<br>** | 6<br>*15.4%* | 3<br>*15.8%*<br>** | 1<br>*12.5%*<br>** | 3<br>*21.4%*<br>** | 2<br>*11.1%*<br>** | 5<br>*15.2%* | 7<br>*43.8%*<br>** | 3<br>*6.0%* | 1<br>*11.1%*<br>** | 5<br>*10.6%* | 2<br>*9.5%*<br>** | 8<br>*17.0%* | -<br>-<br>** | 2<br>*12.5%*<br>** | 10<br>*20.4%* | -<br>-<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **52**<br>***76.5%*** | 9<br>*75.0%*<br>** | 12<br>*66.7%*<br>** | 16<br>*72.7%*<br>** | 12<br>*92.3%*<br>** | 33<br>*82.5%* | 17<br>*68.0%*<br>** | 29<br>*74.4%* | 14<br>*73.7%*<br>** | 7<br>*87.5%*<br>** | 9<br>*64.3%*<br>** | 13<br>*72.2%*<br>** | 27<br>*81.8%* | 7<br>*43.8%*<br>** | 43<br>*86.0%* | 8<br>*88.9%*<br>** | 37<br>*78.7%* | 19<br>*90.5%*<br>** | 33<br>*70.2%* | 5<br>*100.0%*<br>** | 14<br>*87.5%*<br>** | 34<br>*69.4%* | 18<br>*94.7%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **38**<br>***55.9%*** | 7<br>*58.3%*<br>** | 8<br>*44.4%*<br>** | 13<br>*59.1%*<br>** | 8<br>*61.5%*<br>** | 23<br>*57.5%* | 14<br>*56.0%*<br>** | 23<br>*59.0%* | 11<br>*57.9%*<br>** | 3<br>*37.5%*<br>** | 8<br>*57.1%*<br>** | 8<br>*44.4%*<br>** | 21<br>*63.6%* | 5<br>*31.3%*<br>** | 32<br>*64.0%* | 8<br>*88.9%*<br>** | 25<br>*53.2%* | 14<br>*66.7%*<br>** | 24<br>*51.1%* | 4<br>*80.0%*<br>** | 10<br>*62.5%*<br>** | 25<br>*51.0%* | 13<br>*68.4%*<br>** | -<br>- |
| 3-Point Score | **2.32** | 2.33 | 2.11 | 2.32 | 2.54 | 2.40 | 2.24 | 2.33 | 2.32 | 2.25 | 2.21 | 2.17 | 2.45 | 1.75 | 2.50 | 2.78 | 2.32 | 2.57 | 2.21 | 2.80 | 2.50 | 2.20 | 2.63 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **72** *100.0%* | **13** *100.0%* | **20** *100.0%* | **22** *100.0%* | **14** *100.0%* | **43** *100.0%* | **26** *100.0%* | **42** *100.0%* | **19** *100.0%* | **9** *100.0%* | **16** *100.0%* | **20** *100.0%* | **33** *100.0%* | **17** *100.0%* | **53** *100.0%* | **9** *100.0%* | **50** *100.0%* | **22** *100.0%* | **50** *100.0%* | **6** *100.0%* | **16** *100.0%* | **51** *100.0%* | **21** *100.0%* | **-** **-** |
| **Total Valid Responses** | **69** *100.0%* | **12** *100.0%* | **20** *100.0%* | **21** *100.0%* | **13** *100.0%* | **41** *100.0%* | **25** *100.0%* | **40** *100.0%* | **18** *100.0%* | **9** *100.0%* | **15** *100.0%* | **18** *100.0%* | **33** *100.0%* | **17** *100.0%* | **50** *100.0%* | **9** *100.0%* | **48** *100.0%* | **21** *100.0%* | **48** *100.0%* | **5** *100.0%* | **16** *100.0%* | **48** *100.0%* | **21** *100.0%* | **-** **-** |
| No Answer | **3** | 1 | - | 1 | 1 | 2 | 1 | 2 | 1 | - | 1 | 2 | - | - | 3 | - | 2 | 1 | 2 | 1 | - | 3 | - | - |
| Yes | **38** *55.1%* | 6 *50.0%* ** | 10 *50.0%* ** | 10 *47.6%* ** | 10 *76.9%* ** | 23 *56.1%* | 14 *56.0%* ** | 25 *62.5%* | 8 *44.4%* ** | 4 *44.4%* ** | 10 *66.7%* ** | 7 *38.9%* ** | 19 *57.6%* | 9 *52.9%* ** | 27 *54.0%* | 6 *66.7%* ** | 28 *58.3%* | 14 *66.7%* ** | 24 *50.0%* | 2 *40.0%* ** | 12 *75.0%* ** | 28 *58.3%* | 10 *47.6%* ** | - - |
| No | **31** *44.9%* | 6 *50.0%* ** | 10 *50.0%* ** | 11 *52.4%* ** | 3 *23.1%* ** | 18 *43.9%* | 11 *44.0%* ** | 15 *37.5%* | 10 *55.6%* ** | 5 *55.6%* ** | 5 *33.3%* ** | 11 *61.1%* ** | 14 *42.4%* | 8 *47.1%* ** | 23 *46.0%* | 3 *33.3%* ** | 20 *41.7%* | 7 *33.3%* ** | 24 *50.0%* | 3 *60.0%* ** | 4 *25.0%* ** | 20 *41.7%* | 11 *52.4%* ** | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **38** *55.1%* | 6 *50.0%* ** | 10 *50.0%* ** | 10 *47.6%* ** | 10 *76.9%* ** | 23 *56.1%* | 14 *56.0%* ** | 25 *62.5%* | 8 *44.4%* ** | 4 *44.4%* ** | 10 *66.7%* ** | 7 *38.9%* ** | 19 *57.6%* | 9 *52.9%* ** | 27 *54.0%* | 6 *66.7%* ** | 28 *58.3%* | 14 *66.7%* ** | 24 *50.0%* | 2 *40.0%* ** | 12 *75.0%* ** | 28 *58.3%* | 10 *47.6%* ** | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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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?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 27
Level: Top

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **585**<br>***100.0%*** | **103**<br>***100.0%*** | **197**<br>***100.0%*** | **143**<br>***100.0%*** | **99**<br>***100.0%*** | **313**<br>***100.0%*** | **228**<br>***100.0%*** | **409**<br>***100.0%*** | **109**<br>***100.0%*** | **36**<br>***100.0%*** | **383**<br>***100.0%*** | **104**<br>***100.0%*** | **67**<br>***100.0%*** | **118**<br>***100.0%*** | **429**<br>***100.0%*** | **62**<br>***100.0%*** | **411**<br>***100.0%*** | **133**<br>***100.0%*** | **428**<br>***100.0%*** | **28**<br>***100.0%*** | **101**<br>***100.0%*** | **357**<br>***100.0%*** | **228**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **45** | 2 | 2 | 1 | 3 | 6 | 2 | 5 | 3 | 1 | 5 | 3 | 1 | 1 | 7 | 1 | 7 | 2 | 6 | 1 | 1 | 6 | 39 | - |
| Yes | **90**<br>***15.4%*** | 14<br>*13.6%* | 39<br>*19.8%*<br>D | 20<br>*14.0%* | 8<br>*8.1%* | 36<br>*11.5%* | 45<br>*19.7%*<br>E | 48<br>*11.7%* | 26<br>*23.9%*<br>G | 8<br>*22.2%*<br>g | 48<br>*12.5%* | 14<br>*13.5%* | 19<br>*28.4%*<br>JK | 20<br>*16.9%* | 62<br>*14.5%* | 14<br>*22.6%* | 66<br>*16.1%* | 32<br>*24.1%*<br>R | 52<br>*12.1%* | 3<br>*10.7%*<br>** | 28<br>*27.7%* | 56<br>*15.7%* | 34<br>*14.9%* | -<br>- |
| No | **495**<br>***84.6%*** | 89<br>*86.4%* | 158<br>*80.2%* | 123<br>*86.0%* | 91<br>*91.9%*<br>B | 277<br>*88.5%*<br>F | 183<br>*80.3%* | 361<br>*88.3%*<br>Hi | 83<br>*76.1%* | 28<br>*77.8%* | 335<br>*87.5%*<br>L | 90<br>*86.5%*<br>L | 48<br>*71.6%* | 98<br>*83.1%* | 367<br>*85.5%* | 48<br>*77.4%* | 345<br>*83.9%* | 101<br>*75.9%* | 376<br>*87.9%*<br>Q | 25<br>*89.3%*<br>** | 73<br>*72.3%* | 301<br>*84.3%* | 194<br>*85.1%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **90**<br>***15.4%*** | 14<br>*13.6%* | 39<br>*19.8%*<br>D | 20<br>*14.0%* | 8<br>*8.1%* | 36<br>*11.5%* | 45<br>*19.7%*<br>E | 48<br>*11.7%* | 26<br>*23.9%*<br>G | 8<br>*22.2%*<br>g | 48<br>*12.5%* | 14<br>*13.5%* | 19<br>*28.4%*<br>JK | 20<br>*16.9%* | 62<br>*14.5%* | 14<br>*22.6%* | 66<br>*16.1%* | 32<br>*24.1%*<br>R | 52<br>*12.1%* | 3<br>*10.7%*<br>** | 28<br>*27.7%* | 56<br>*15.7%* | 34<br>*14.9%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q29. (CC-CCC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **90** *100.0%* | **14** *100.0%* | **39** *100.0%* | **20** *100.0%* | **8** *100.0%* | **36** *100.0%* | **45** *100.0%* | **48** *100.0%* | **26** *100.0%* | **8** *100.0%* | **48** *100.0%* | **14** *100.0%* | **19** *100.0%* | **20** *100.0%* | **62** *100.0%* | **14** *100.0%* | **66** *100.0%* | **32** *100.0%* | **52** *100.0%* | **3** *100.0%* | **28** *100.0%* | **56** *100.0%* | **34** *100.0%* | **-** **-** |
| **Total Valid Responses** | **85** *100.0%* | **11** *100.0%* | **38** *100.0%* | **19** *100.0%* | **8** *100.0%* | **33** *100.0%* | **43** *100.0%* | **45** *100.0%* | **25** *100.0%* | **7** *100.0%* | **47** *100.0%* | **12** *100.0%* | **18** *100.0%* | **19** *100.0%* | **60** *100.0%* | **12** *100.0%* | **65** *100.0%* | **31** *100.0%* | **49** *100.0%* | **3** *100.0%* | **27** *100.0%* | **52** *100.0%* | **33** *100.0%* | **-** **-** |
| No Answer | **5** | 3 | 1 | 1 | - | 3 | 2 | 3 | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 2 | 1 | 1 | 3 | - | 1 | 4 | 1 | - |
| Yes | **53** *62.4%* | 7 *63.6%* ** | 26 *68.4%* | 11 *57.9%* ** | 5 *62.5%* ** | 24 *72.7%* | 24 *55.8%* | 26 *57.8%* | 17 *68.0%* ** | 6 *85.7%* ** | 29 *61.7%* | 8 *66.7%* ** | 12 *66.7%* ** | 14 *73.7%* ** | 36 *60.0%* | 9 *75.0%* ** | 40 *61.5%* | 25 *80.6%* R | 26 *53.1%* | 2 *66.7%* ** | 22 *81.5%* ** | 34 *65.4%* | 19 *57.6%* | - - |
| No | **32** *37.6%* | 4 *36.4%* ** | 12 *31.6%* | 8 *42.1%* ** | 3 *37.5%* ** | 9 *27.3%* | 19 *44.2%* | 19 *42.2%* | 8 *32.0%* ** | 1 *14.3%* ** | 18 *38.3%* | 4 *33.3%* ** | 6 *33.3%* ** | 5 *26.3%* ** | 24 *40.0%* | 3 *25.0%* ** | 25 *38.5%* | 6 *19.4%* | 23 *46.9%* Q | 1 *33.3%* ** | 5 *18.5%* ** | 18 *34.6%* | 14 *42.4%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **53** *62.4%* | 7 *63.6%* ** | 26 *68.4%* | 11 *57.9%* ** | 5 *62.5%* ** | 24 *72.7%* | 24 *55.8%* | 26 *57.8%* | 17 *68.0%* ** | 6 *85.7%* ** | 29 *61.7%* | 8 *66.7%* ** | 12 *66.7%* ** | 14 *73.7%* ** | 36 *60.0%* | 9 *75.0%* ** | 40 *61.5%* | 25 *80.6%* R | 26 *53.1%* | 2 *66.7%* ** | 22 *81.5%* ** | 34 *65.4%* | 19 *57.6%* | - - |
| 3-Point Score | **2.25** | 2.27 | 2.37 | 2.16 | 2.25 | 2.45 | 2.12 | 2.16 | 2.36 | 2.71 | 2.23 | 2.33 | 2.33 | 2.47 | 2.20 | 2.50 | 2.23 | 2.61 | 2.06 | 2.33 | 2.63 | 2.31 | 2.15 | - |

Cell Contents:
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- Column Percentage
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **587**<br>***100.0%*** | **105**<br>***100.0%*** | **196**<br>***100.0%*** | **142**<br>***100.0%*** | **100**<br>***100.0%*** | **312**<br>***100.0%*** | **230**<br>***100.0%*** | **408**<br>***100.0%*** | **112**<br>***100.0%*** | **36**<br>***100.0%*** | **384**<br>***100.0%*** | **105**<br>***100.0%*** | **67**<br>***100.0%*** | **118**<br>***100.0%*** | **432**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **427**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **358**<br>***100.0%*** | **229**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **43** | - | 3 | 2 | 2 | 7 | - | 6 | - | 1 | 4 | 2 | 1 | 1 | 4 | - | - | - | 7 | - | - | 5 | 38 | - |
| Yes | **502**<br>***85.5%*** | 96<br>*91.4%* | 170<br>*86.7%* | 122<br>*85.9%* | 84<br>*84.0%* | 263<br>*84.3%* | 207<br>*90.0%*<br>e | 351<br>*86.0%* | 99<br>*88.4%* | 30<br>*83.3%* | 334<br>*87.0%*<br>l | 94<br>*89.5%*<br>l | 53<br>*79.1%* | 95<br>*80.5%* | 379<br>*87.7%*<br>M | 63<br>*100.0%* | 418<br>*100.0%* | 120<br>*88.9%* | 363<br>*85.0%* | 23<br>*79.3%*<br>** | 93<br>*91.2%* | 304<br>*84.9%* | 198<br>*86.5%* | -<br>- |
| No | **85**<br>***14.5%*** | 9<br>*8.6%* | 26<br>*13.3%* | 20<br>*14.1%* | 16<br>*16.0%* | 49<br>*15.7%*<br>f | 23<br>*10.0%* | 57<br>*14.0%* | 13<br>*11.6%* | 6<br>*16.7%* | 50<br>*13.0%* | 11<br>*10.5%* | 14<br>*20.9%*<br>jk | 23<br>*19.5%*<br>N | 53<br>*12.3%* | -<br>- | -<br>- | 15<br>*11.1%* | 64<br>*15.0%* | 6<br>*20.7%*<br>** | 9<br>*8.8%* | 54<br>*15.1%* | 31<br>*13.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **502**<br>***85.5%*** | 96<br>*91.4%* | 170<br>*86.7%* | 122<br>*85.9%* | 84<br>*84.0%* | 263<br>*84.3%* | 207<br>*90.0%*<br>e | 351<br>*86.0%* | 99<br>*88.4%* | 30<br>*83.3%* | 334<br>*87.0%*<br>l | 94<br>*89.5%*<br>l | 53<br>*79.1%* | 95<br>*80.5%* | 379<br>*87.7%*<br>M | 63<br>*100.0%* | 418<br>*100.0%* | 120<br>*88.9%* | 363<br>*85.0%* | 23<br>*79.3%*<br>** | 93<br>*91.2%* | 304<br>*84.9%* | 198<br>*86.5%* | -<br>- |

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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **502**<br>***100.0%*** | **96**<br>***100.0%*** | **170**<br>***100.0%*** | **122**<br>***100.0%*** | **84**<br>***100.0%*** | **263**<br>***100.0%*** | **207**<br>***100.0%*** | **351**<br>***100.0%*** | **99**<br>***100.0%*** | **30**<br>***100.0%*** | **334**<br>***100.0%*** | **94**<br>***100.0%*** | **53**<br>***100.0%*** | **95**<br>***100.0%*** | **379**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **120**<br>***100.0%*** | **363**<br>***100.0%*** | **23**<br>***100.0%*** | **93**<br>***100.0%*** | **304**<br>***100.0%*** | **198**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **482**<br>***100.0%*** | **88**<br>***100.0%*** | **167**<br>***100.0%*** | **119**<br>***100.0%*** | **79**<br>***100.0%*** | **251**<br>***100.0%*** | **200**<br>***100.0%*** | **338**<br>***100.0%*** | **94**<br>***100.0%*** | **29**<br>***100.0%*** | **322**<br>***100.0%*** | **88**<br>***100.0%*** | **52**<br>***100.0%*** | **92**<br>***100.0%*** | **363**<br>***100.0%*** | **62**<br>***100.0%*** | **407**<br>***100.0%*** | **117**<br>***100.0%*** | **347**<br>***100.0%*** | **22**<br>***100.0%*** | **91**<br>***100.0%*** | **288**<br>***100.0%*** | **194**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **20** | 8 | 3 | 3 | 5 | 12 | 7 | 13 | 5 | 1 | 12 | 6 | 1 | 3 | 16 | 1 | 11 | 3 | 16 | 1 | 2 | 16 | 4 | - |
| None | **81**<br>***16.8%*** | 14<br>*15.9%* | 22<br>*13.2%* | 23<br>*19.3%* | 14<br>*17.7%* | 38<br>*15.1%* | 35<br>*17.5%* | 66<br>*19.5%*<br>H | 10<br>*10.6%* | 1<br>*3.4%*<br>** | 62<br>*19.3%*<br>L | 13<br>*14.8%* | 3<br>*5.8%* | 19<br>*20.7%* | 59<br>*16.3%* | 22<br>*35.5%*<br>P | 56<br>*13.8%* | 9<br>*7.7%* | 70<br>*20.2%*<br>Q | 4<br>*18.2%*<br>** | 4<br>*4.4%* | 51<br>*17.7%* | 30<br>*15.5%* | -<br>- |
| 1 time | **131**<br>***27.2%*** | 19<br>*21.6%* | 47<br>*28.1%* | 37<br>*31.1%* | 22<br>*27.8%* | 65<br>*25.9%* | 60<br>*30.0%* | 105<br>*31.1%*<br>H | 19<br>*20.2%* | 3<br>*10.3%*<br>** | 91<br>*28.3%* | 23<br>*26.1%* | 13<br>*25.0%* | 15<br>*16.3%* | 106<br>*29.2%*<br>M | 10<br>*16.1%* | 116<br>*28.5%*<br>O | 24<br>*20.5%* | 101<br>*29.1%*<br>q | 4<br>*18.2%*<br>** | 20<br>*22.0%* | 79<br>*27.4%* | 52<br>*26.8%* | -<br>- |
| 2 | **95**<br>***19.7%*** | 18<br>*20.5%* | 29<br>*17.4%* | 27<br>*22.7%* | 17<br>*21.5%* | 44<br>*17.5%* | 45<br>*22.5%* | 69<br>*20.4%* | 17<br>*18.1%* | 4<br>*13.8%*<br>** | 67<br>*20.8%*<br>L | 19<br>*21.6%*<br>L | 4<br>*7.7%* | 15<br>*16.3%* | 76<br>*20.9%* | 10<br>*16.1%* | 85<br>*20.9%* | 27<br>*23.1%* | 66<br>*19.0%* | 4<br>*18.2%*<br>** | 23<br>*25.3%* | 55<br>*19.1%* | 40<br>*20.6%* | -<br>- |
| 3 | **70**<br>***14.5%*** | 17<br>*19.3%* | 24<br>*14.4%* | 15<br>*12.6%* | 9<br>*11.4%* | 32<br>*12.7%* | 33<br>*16.5%* | 42<br>*12.4%* | 18<br>*19.1%*<br>g | 6<br>*20.7%*<br>** | 43<br>*13.4%* | 10<br>*11.4%* | 13<br>*25.0%*<br>JK | 16<br>*17.4%* | 50<br>*13.8%* | 6<br>*9.7%* | 60<br>*14.7%* | 22<br>*18.8%* | 44<br>*12.7%* | 4<br>*18.2%*<br>** | 17<br>*18.7%* | 37<br>*12.8%* | 33<br>*17.0%* | -<br>- |
| 4 | **39**<br>***8.1%*** | 8<br>*9.1%* | 16<br>*9.6%* | 7<br>*5.9%* | 6<br>*7.6%* | 29<br>*11.6%*<br>F | 7<br>*3.5%* | 21<br>*6.2%* | 13<br>*13.8%*<br>G | 4<br>*13.8%*<br>** | 25<br>*7.8%* | 9<br>*10.2%* | 4<br>*7.7%* | 9<br>*9.8%* | 28<br>*7.7%* | 1<br>*1.6%* | 38<br>*9.3%*<br>O | 12<br>*10.3%* | 25<br>*7.2%* | 2<br>*9.1%*<br>** | 9<br>*9.9%* | 30<br>*10.4%*<br>V | 9<br>*4.6%* | -<br>- |
| 5 to 9 | **57**<br>***11.8%*** | 10<br>*11.4%* | 26<br>*15.6%*<br>C | 9<br>*7.6%* | 9<br>*11.4%* | 36<br>*14.3%*<br>f | 18<br>*9.0%* | 30<br>*8.9%* | 15<br>*16.0%*<br>G | 9<br>*31.0%*<br>** | 30<br>*9.3%* | 14<br>*15.9%*<br>j | 10<br>*19.2%*<br>J | 16<br>*17.4%*<br>n | 37<br>*10.2%* | 11<br>*17.7%* | 45<br>*11.1%* | 18<br>*15.4%* | 37<br>*10.7%* | 3<br>*13.6%*<br>** | 14<br>*15.4%* | 30<br>*10.4%* | 27<br>*13.9%* | -<br>- |
| 10 or more times | **9**<br>***1.9%*** | 2<br>*2.3%* | 3<br>*1.8%* | 1<br>*0.8%* | 2<br>*2.5%* | 7<br>*2.8%* | 2<br>*1.0%* | 5<br>*1.5%* | 2<br>*2.1%* | 2<br>*6.9%*<br>** | 4<br>*1.2%* | -<br>- | 5<br>*9.6%*<br>JK | 2<br>*2.2%* | 7<br>*1.9%* | 2<br>*3.2%* | 7<br>*1.7%* | 5<br>*4.3%*<br>R | 4<br>*1.2%* | 1<br>*4.5%*<br>** | 4<br>*4.4%* | 6<br>*2.1%* | 3<br>*1.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 1 or more times | **401**<br>***83.2%*** | 74<br>*84.1%* | 145<br>*86.8%* | 96<br>*80.7%* | 65<br>*82.3%* | 213<br>*84.9%* | 165<br>*82.5%* | 272<br>*80.5%* | 84<br>*89.4%*<br>G | 28<br>*96.6%*<br>** | 260<br>*80.7%* | 75<br>*85.2%* | 49<br>*94.2%*<br>J | 73<br>*79.3%* | 304<br>*83.7%* | 40<br>*64.5%* | 351<br>*86.2%*<br>O | 108<br>*92.3%*<br>R | 277<br>*79.8%* | 18<br>*81.8%*<br>** | 87<br>*95.6%* | 237<br>*82.3%* | 164<br>*84.5%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **401** *100.0%* | **74** *100.0%* | **145** *100.0%* | **96** *100.0%* | **65** *100.0%* | **213** *100.0%* | **165** *100.0%* | **272** *100.0%* | **84** *100.0%* | **28** *100.0%* | **260** *100.0%* | **75** *100.0%* | **49** *100.0%* | **73** *100.0%* | **304** *100.0%* | **40** *100.0%* | **351** *100.0%* | **108** *100.0%* | **277** *100.0%* | **18** *100.0%* | **87** *100.0%* | **237** *100.0%* | **164** *100.0%* | - - |
| **Total Valid Responses** | **394** *100.0%* | **71** *100.0%* | **143** *100.0%* | **95** *100.0%* | **65** *100.0%* | **211** *100.0%* | **160** *100.0%* | **268** *100.0%* | **82** *100.0%* | **27** *100.0%* | **256** *100.0%* | **73** *100.0%* | **48** *100.0%* | **71** *100.0%* | **299** *100.0%* | **40** *100.0%* | **345** *100.0%* | **107** *100.0%* | **271** *100.0%* | **18** *100.0%* | **86** *100.0%* | **231** *100.0%* | **163** *100.0%* | - - |
| No Answer | **7** | 3 | 2 | 1 | - | 2 | 5 | 4 | 2 | 1 | 4 | 2 | 1 | 2 | 5 | - | 6 | 1 | 6 | - | 1 | 6 | 1 | - |
| Always | **322** *81.7%* | 59 *83.1%* | 120 *83.9%* | 78 *82.1%* | 52 *80.0%* | 170 *80.6%* | 136 *85.0%* | 228 *85.1%* h | 63 *76.8%* | 20 *74.1%* ** | 220 *85.9%* K | 52 *71.2%* | 38 *79.2%* | 55 *77.5%* | 250 *83.6%* | 15 *37.5%* | 301 *87.2%* O | 86 *80.4%* | 223 *82.3%* | 12 *66.7%* ** | 71 *82.6%* | 189 *81.8%* | 133 *81.6%* | - - |
| Usually | **42** *10.7%* | 5 *7.0%* | 13 *9.1%* | 12 *12.6%* | 9 *13.8%* | 26 *12.3%* | 14 *8.8%* | 26 *9.7%* | 9 *11.0%* | 4 *14.8%* ** | 21 *8.2%* | 14 *19.2%* J | 5 *10.4%* | 10 *14.1%* | 30 *10.0%* | 10 *25.0%* P | 31 *9.0%* | 10 *9.3%* | 30 *11.1%* | 3 *16.7%* ** | 7 *8.1%* | 27 *11.7%* | 15 *9.2%* | - - |
| Sometimes | **23** *5.8%* | 6 *8.5%* | 7 *4.9%* | 5 *5.3%* | 3 *4.6%* | 11 *5.2%* | 10 *6.3%* | 11 *4.1%* | 8 *9.8%* G | 2 *7.4%* ** | 11 *4.3%* | 5 *6.8%* | 5 *10.4%* j | 6 *8.5%* | 13 *4.3%* | 14 *35.0%* P | 8 *2.3%* | 9 *8.4%* | 14 *5.2%* | 2 *11.1%* ** | 7 *8.1%* | 12 *5.2%* | 11 *6.7%* | - - |
| Never | **7** *1.8%* | 1 *1.4%* | 3 *2.1%* | - - | 1 *1.5%* | 4 *1.9%* f | - - | 3 *1.1%* | 2 *2.4%* | 1 *3.7%* ** | 4 *1.6%* | 2 *2.7%* | - - | - - | 6 *2.0%* | 1 *2.5%* | 5 *1.4%* | 2 *1.9%* | 4 *1.5%* | 1 *5.6%* ** | 1 *1.2%* | 3 *1.3%* | 4 *2.5%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **364** *92.4%* | 64 *90.1%* | 133 *93.0%* | 90 *94.7%* | 61 *93.8%* | 196 *92.9%* | 150 *93.8%* | 254 *94.8%* H | 72 *87.8%* | 24 *88.9%* ** | 241 *94.1%* | 66 *90.4%* | 43 *89.6%* | 65 *91.5%* | 280 *93.6%* | 25 *62.5%* | 332 *96.2%* O | 96 *89.7%* | 253 *93.4%* | 15 *83.3%* ** | 78 *90.7%* | 216 *93.5%* | 148 *90.8%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always | **322** *81.7%* | 59 *83.1%* | 120 *83.9%* | 78 *82.1%* | 52 *80.0%* | 170 *80.6%* | 136 *85.0%* | 228 *85.1%* h | 63 *76.8%* | 20 *74.1%* ** | 220 *85.9%* K | 52 *71.2%* | 38 *79.2%* | 55 *77.5%* | 250 *83.6%* | 15 *37.5%* | 301 *87.2%* O | 86 *80.4%* | 223 *82.3%* | 12 *66.7%* ** | 71 *82.6%* | 189 *81.8%* | 133 *81.6%* | - - |
| 3-Point Score | **2.74** | 2.73 | 2.77 | 2.77 | 2.74 | 2.73 | 2.79 | 2.80 | 2.65 | 2.63 | 2.80 | 2.62 | 2.69 | 2.69 | 2.77 | 2.00 | 2.83 | 2.70 | 2.76 | 2.50 | 2.73 | 2.75 | 2.72 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q33. (HWDC) In the last 6 months, how often did your childs personal doctor listen carefully to you?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **401**<br>***100.0%*** | **74**<br>***100.0%*** | **145**<br>***100.0%*** | **96**<br>***100.0%*** | **65**<br>***100.0%*** | **213**<br>***100.0%*** | **165**<br>***100.0%*** | **272**<br>***100.0%*** | **84**<br>***100.0%*** | **28**<br>***100.0%*** | **260**<br>***100.0%*** | **75**<br>***100.0%*** | **49**<br>***100.0%*** | **73**<br>***100.0%*** | **304**<br>***100.0%*** | **40**<br>***100.0%*** | **351**<br>***100.0%*** | **108**<br>***100.0%*** | **277**<br>***100.0%*** | **18**<br>***100.0%*** | **87**<br>***100.0%*** | **237**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **394**<br>***100.0%*** | **71**<br>***100.0%*** | **144**<br>***100.0%*** | **95**<br>***100.0%*** | **65**<br>***100.0%*** | **212**<br>***100.0%*** | **160**<br>***100.0%*** | **268**<br>***100.0%*** | **82**<br>***100.0%*** | **28**<br>***100.0%*** | **256**<br>***100.0%*** | **74**<br>***100.0%*** | **48**<br>***100.0%*** | **72**<br>***100.0%*** | **299**<br>***100.0%*** | **40**<br>***100.0%*** | **346**<br>***100.0%*** | **107**<br>***100.0%*** | **272**<br>***100.0%*** | **18**<br>***100.0%*** | **86**<br>***100.0%*** | **231**<br>***100.0%*** | **163**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **7** | 3 | 1 | 1 | - | 1 | 5 | 4 | 2 | - | 4 | 1 | 1 | 1 | 5 | - | 5 | 1 | 5 | - | 1 | 6 | 1 | - |
| Always | **333**<br>***84.5%*** | 63<br>*88.7%* | 124<br>*86.1%* | 76<br>*80.0%* | 56<br>*86.2%* | 183<br>*86.3%* | 132<br>*82.5%* | 233<br>*86.9%*<br>h | 64<br>*78.0%* | 24<br>*85.7%*<br>** | 225<br>*87.9%*<br>K | 55<br>*74.3%* | 40<br>*83.3%* | 55<br>*76.4%* | 261<br>*87.3%*<br>M | 17<br>*42.5%* | 309<br>*89.3%*<br>O | 93<br>*86.9%* | 227<br>*83.5%* | 13<br>*72.2%*<br>** | 77<br>*89.5%* | 191<br>*82.7%* | 142<br>*87.1%* | -<br>- |
| Usually | **43**<br>***10.9%*** | 4<br>*5.6%* | 15<br>*10.4%* | 15<br>*15.8%*<br>A | 6<br>*9.2%* | 20<br>*9.4%* | 21<br>*13.1%* | 26<br>*9.7%* | 12<br>*14.6%* | 2<br>*7.1%*<br>** | 21<br>*8.2%* | 14<br>*18.9%*<br>J | 6<br>*12.5%* | 12<br>*16.7%*<br>n | 27<br>*9.0%* | 12<br>*30.0%*<br>P | 30<br>*8.7%* | 9<br>*8.4%* | 32<br>*11.8%* | 2<br>*11.1%*<br>** | 7<br>*8.1%* | 27<br>*11.7%* | 16<br>*9.8%* | -<br>- |
| Sometimes | **18**<br>***4.6%*** | 4<br>*5.6%* | 5<br>*3.5%* | 4<br>*4.2%* | 3<br>*4.6%* | 9<br>*4.2%* | 7<br>*4.4%* | 9<br>*3.4%* | 6<br>*7.3%* | 2<br>*7.1%*<br>** | 10<br>*3.9%* | 5<br>*6.8%* | 2<br>*4.2%* | 5<br>*6.9%* | 11<br>*3.7%* | 11<br>*27.5%*<br>P | 7<br>*2.0%* | 5<br>*4.7%* | 13<br>*4.8%* | 3<br>*16.7%*<br>** | 2<br>*2.3%* | 13<br>*5.6%* | 5<br>*3.1%* | -<br>- |
| Never | **-**<br>**-** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **376**<br>***95.4%*** | 67<br>*94.4%* | 139<br>*96.5%* | 91<br>*95.8%* | 62<br>*95.4%* | 203<br>*95.8%* | 153<br>*95.6%* | 259<br>*96.6%* | 76<br>*92.7%* | 26<br>*92.9%*<br>** | 246<br>*96.1%* | 69<br>*93.2%* | 46<br>*95.8%* | 67<br>*93.1%* | 288<br>*96.3%* | 29<br>*72.5%* | 339<br>*98.0%*<br>O | 102<br>*95.3%* | 259<br>*95.2%* | 15<br>*83.3%*<br>** | 84<br>*97.7%* | 218<br>*94.4%* | 158<br>*96.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **333**<br>***84.5%*** | 63<br>*88.7%* | 124<br>*86.1%* | 76<br>*80.0%* | 56<br>*86.2%* | 183<br>*86.3%* | 132<br>*82.5%* | 233<br>*86.9%*<br>h | 64<br>*78.0%* | 24<br>*85.7%*<br>** | 225<br>*87.9%*<br>K | 55<br>*74.3%* | 40<br>*83.3%* | 55<br>*76.4%* | 261<br>*87.3%*<br>M | 17<br>*42.5%* | 309<br>*89.3%*<br>O | 93<br>*86.9%* | 227<br>*83.5%* | 13<br>*72.2%*<br>** | 77<br>*89.5%* | 191<br>*82.7%* | 142<br>*87.1%* | -<br>- |
| 3-Point Score | **2.80** | 2.83 | 2.83 | 2.76 | 2.82 | 2.82 | 2.78 | 2.84 | 2.71 | 2.79 | 2.84 | 2.68 | 2.79 | 2.69 | 2.84 | 2.15 | 2.87 | 2.82 | 2.79 | 2.56 | 2.87 | 2.77 | 2.84 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q34. (HWDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **401**<br>***100.0%*** | **74**<br>***100.0%*** | **145**<br>***100.0%*** | **96**<br>***100.0%*** | **65**<br>***100.0%*** | **213**<br>***100.0%*** | **165**<br>***100.0%*** | **272**<br>***100.0%*** | **84**<br>***100.0%*** | **28**<br>***100.0%*** | **260**<br>***100.0%*** | **75**<br>***100.0%*** | **49**<br>***100.0%*** | **73**<br>***100.0%*** | **304**<br>***100.0%*** | **40**<br>***100.0%*** | **351**<br>***100.0%*** | **108**<br>***100.0%*** | **277**<br>***100.0%*** | **18**<br>***100.0%*** | **87**<br>***100.0%*** | **237**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **388**<br>***100.0%*** | **70**<br>***100.0%*** | **143**<br>***100.0%*** | **93**<br>***100.0%*** | **64**<br>***100.0%*** | **210**<br>***100.0%*** | **157**<br>***100.0%*** | **263**<br>***100.0%*** | **82**<br>***100.0%*** | **28**<br>***100.0%*** | **253**<br>***100.0%*** | **72**<br>***100.0%*** | **48**<br>***100.0%*** | **71**<br>***100.0%*** | **296**<br>***100.0%*** | **40**<br>***100.0%*** | **341**<br>***100.0%*** | **105**<br>***100.0%*** | **269**<br>***100.0%*** | **18**<br>***100.0%*** | **84**<br>***100.0%*** | **227**<br>***100.0%*** | **161**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **13** | 4 | 2 | 3 | 1 | 3 | 8 | 9 | 2 | - | 7 | 3 | 1 | 2 | 8 | - | 10 | 3 | 8 | - | 3 | 10 | 3 | - |
| Always | **343**<br>***88.4%*** | 63<br>*90.0%* | 125<br>*87.4%* | 84<br>*90.3%* | 55<br>*85.9%* | 186<br>*88.6%* | 138<br>*87.9%* | 236<br>*89.7%*<br>h | 68<br>*82.9%* | 26<br>*92.9%*<br>** | 227<br>*89.7%*<br>K | 58<br>*80.6%* | 44<br>*91.7%*<br>k | 58<br>*81.7%* | 267<br>*90.2%*<br>M | 22<br>*55.0%* | 315<br>*92.4%*<br>O | 92<br>*87.6%* | 237<br>*88.1%* | 13<br>*72.2%*<br>** | 76<br>*90.5%* | 194<br>*85.5%* | 149<br>*92.5%*<br>U | -<br>- |
| Usually | **29**<br>***7.5%*** | 5<br>*7.1%* | 15<br>*10.5%*<br>C | 3<br>*3.2%* | 6<br>*9.4%* | 17<br>*8.1%* | 12<br>*7.6%* | 20<br>*7.6%* | 7<br>*8.5%* | 1<br>*3.6%*<br>** | 17<br>*6.7%* | 10<br>*13.9%*<br>jl | 2<br>*4.2%* | 9<br>*12.7%*<br>n | 19<br>*6.4%* | 8<br>*20.0%*<br>P | 20<br>*5.9%* | 7<br>*6.7%* | 22<br>*8.2%* | 2<br>*11.1%*<br>** | 5<br>*6.0%* | 21<br>*9.3%* | 8<br>*5.0%* | -<br>- |
| Sometimes | **15**<br>***3.9%*** | 2<br>*2.9%* | 3<br>*2.1%* | 6<br>*6.5%*<br>b | 3<br>*4.7%* | 7<br>*3.3%* | 7<br>*4.5%* | 7<br>*2.7%* | 7<br>*8.5%*<br>G | 1<br>*3.6%*<br>** | 9<br>*3.6%* | 4<br>*5.6%* | 2<br>*4.2%* | 4<br>*5.6%* | 10<br>*3.4%* | 10<br>*25.0%*<br>P | 5<br>*1.5%* | 6<br>*5.7%* | 9<br>*3.3%* | 3<br>*16.7%*<br>** | 3<br>*3.6%* | 12<br>*5.3%*<br>v | 3<br>*1.9%* | -<br>- |
| Never | **1**<br>***0.3%*** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*0.3%* | -<br>- | 1<br>*0.4%* | -<br>-<br>** | -<br>- | -<br>- | 1<br>*0.6%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **372**<br>***95.9%*** | 68<br>*97.1%* | 140<br>*97.9%*<br>c | 87<br>*93.5%* | 61<br>*95.3%* | 203<br>*96.7%* | 150<br>*95.5%* | 256<br>*97.3%*<br>H | 75<br>*91.5%* | 27<br>*96.4%*<br>** | 244<br>*96.4%* | 68<br>*94.4%* | 46<br>*95.8%* | 67<br>*94.4%* | 286<br>*96.6%* | 30<br>*75.0%* | 335<br>*98.2%*<br>O | 99<br>*94.3%* | 259<br>*96.3%* | 15<br>*83.3%*<br>** | 81<br>*96.4%* | 215<br>*94.7%* | 157<br>*97.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **343**<br>***88.4%*** | 63<br>*90.0%* | 125<br>*87.4%* | 84<br>*90.3%* | 55<br>*85.9%* | 186<br>*88.6%* | 138<br>*87.9%* | 236<br>*89.7%*<br>h | 68<br>*82.9%* | 26<br>*92.9%*<br>** | 227<br>*89.7%*<br>K | 58<br>*80.6%* | 44<br>*91.7%*<br>k | 58<br>*81.7%* | 267<br>*90.2%*<br>M | 22<br>*55.0%* | 315<br>*92.4%*<br>O | 92<br>*87.6%* | 237<br>*88.1%* | 13<br>*72.2%*<br>** | 76<br>*90.5%* | 194<br>*85.5%* | 149<br>*92.5%*<br>U | -<br>- |
| 3-Point Score | **2.84** | 2.87 | 2.85 | 2.84 | 2.81 | 2.85 | 2.83 | 2.87 | 2.74 | 2.89 | 2.86 | 2.75 | 2.88 | 2.76 | 2.87 | 2.30 | 2.91 | 2.82 | 2.84 | 2.56 | 2.87 | 2.80 | 2.90 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q35. Is your child able to talk with doctors about his or her health care?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **401** *100.0%* | **74** *100.0%* | **145** *100.0%* | **96** *100.0%* | **65** *100.0%* | **213** *100.0%* | **165** *100.0%* | **272** *100.0%* | **84** *100.0%* | **28** *100.0%* | **260** *100.0%* | **75** *100.0%* | **49** *100.0%* | **73** *100.0%* | **304** *100.0%* | **40** *100.0%* | **351** *100.0%* | **108** *100.0%* | **277** *100.0%* | **18** *100.0%* | **87** *100.0%* | **237** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **393** *100.0%* | **71** *100.0%* | **144** *100.0%* | **95** *100.0%* | **65** *100.0%* | **212** *100.0%* | **160** *100.0%* | **268** *100.0%* | **82** *100.0%* | **28** *100.0%* | **256** *100.0%* | **74** *100.0%* | **48** *100.0%* | **72** *100.0%* | **299** *100.0%* | **40** *100.0%* | **346** *100.0%* | **107** *100.0%* | **272** *100.0%* | **18** *100.0%* | **86** *100.0%* | **231** *100.0%* | **162** *100.0%* | **-** **-** |
| No Answer | **8** | 3 | 1 | 1 | - | 1 | 5 | 4 | 2 | - | 4 | 1 | 1 | 1 | 5 | - | 5 | 1 | 5 | - | 1 | 6 | 2 | - |
| Yes | **271** *69.0%* | 38 *53.5%* | 86 *59.7%* | 73 *76.8%* AB | 59 *90.8%* ABC | 146 *68.9%* | 109 *68.1%* | 177 *66.0%* | 60 *73.2%* | 22 *78.6%* ** | 160 *62.5%* | 59 *79.7%* J | 39 *81.3%* J | 51 *70.8%* | 200 *66.9%* | 25 *62.5%* | 240 *69.4%* | 74 *69.2%* | 185 *68.0%* | 13 *72.2%* ** | 59 *68.6%* | 157 *68.0%* | 114 *70.4%* | - - |
| No | **122** *31.0%* | 33 *46.5%* CD | 58 *40.3%* CD | 22 *23.2%* D | 6 *9.2%* | 66 *31.1%* | 51 *31.9%* | 91 *34.0%* | 22 *26.8%* | 6 *21.4%* ** | 96 *37.5%* KL | 15 *20.3%* | 9 *18.8%* | 21 *29.2%* | 99 *33.1%* | 15 *37.5%* | 106 *30.6%* | 33 *30.8%* | 87 *32.0%* | 5 *27.8%* ** | 27 *31.4%* | 74 *32.0%* | 48 *29.6%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **271** *69.0%* | 38 *53.5%* | 86 *59.7%* | 73 *76.8%* AB | 59 *90.8%* ABC | 146 *68.9%* | 109 *68.1%* | 177 *66.0%* | 60 *73.2%* | 22 *78.6%* ** | 160 *62.5%* | 59 *79.7%* J | 39 *81.3%* J | 51 *70.8%* | 200 *66.9%* | 25 *62.5%* | 240 *69.4%* | 74 *69.2%* | 185 *68.0%* | 13 *72.2%* ** | 59 *68.6%* | 157 *68.0%* | 114 *70.4%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **271**<br>***100.0%*** | **38**<br>***100.0%*** | **86**<br>***100.0%*** | **73**<br>***100.0%*** | **59**<br>***100.0%*** | **146**<br>***100.0%*** | **109**<br>***100.0%*** | **177**<br>***100.0%*** | **60**<br>***100.0%*** | **22**<br>***100.0%*** | **160**<br>***100.0%*** | **59**<br>***100.0%*** | **39**<br>***100.0%*** | **51**<br>***100.0%*** | **200**<br>***100.0%*** | **25**<br>***100.0%*** | **240**<br>***100.0%*** | **74**<br>***100.0%*** | **185**<br>***100.0%*** | **13**<br>***100.0%*** | **59**<br>***100.0%*** | **157**<br>***100.0%*** | **114**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **266**<br>***100.0%*** | **38**<br>***100.0%*** | **82**<br>***100.0%*** | **73**<br>***100.0%*** | **59**<br>***100.0%*** | **145**<br>***100.0%*** | **106**<br>***100.0%*** | **174**<br>***100.0%*** | **59**<br>***100.0%*** | **22**<br>***100.0%*** | **156**<br>***100.0%*** | **59**<br>***100.0%*** | **39**<br>***100.0%*** | **49**<br>***100.0%*** | **198**<br>***100.0%*** | **24**<br>***100.0%*** | **237**<br>***100.0%*** | **72**<br>***100.0%*** | **183**<br>***100.0%*** | **13**<br>***100.0%*** | **57**<br>***100.0%*** | **153**<br>***100.0%*** | **113**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **5** | - | 4 | - | - | 1 | 3 | 3 | 1 | - | 4 | - | - | 2 | 2 | 1 | 3 | 2 | 2 | - | 2 | 4 | 1 | - |
| Always | **209**<br>***78.6%*** | 33<br>*86.8%* | 65<br>*79.3%* | 56<br>*76.7%* | 44<br>*74.6%* | 110<br>*75.9%* | 86<br>*81.1%* | 141<br>*81.0%*<br>h | 41<br>*69.5%* | 18<br>*81.8%*<br>** | 122<br>*78.2%* | 45<br>*76.3%* | 32<br>*82.1%* | 30<br>*61.2%* | 162<br>*81.8%*<br>M | 8<br>*33.3%*<br>** | 196<br>*82.7%* | 61<br>*84.7%*<br>r | 137<br>*74.9%* | 9<br>*69.2%*<br>** | 50<br>*87.7%* | 121<br>*79.1%* | 88<br>*77.9%* | -<br>- |
| Usually | **36**<br>***13.5%*** | 3<br>*7.9%* | 11<br>*13.4%* | 10<br>*13.7%* | 11<br>*18.6%* | 24<br>*16.6%* | 12<br>*11.3%* | 20<br>*11.5%* | 14<br>*23.7%*<br>G | 2<br>*9.1%*<br>** | 22<br>*14.1%* | 9<br>*15.3%* | 5<br>*12.8%* | 9<br>*18.4%* | 26<br>*13.1%* | 8<br>*33.3%*<br>** | 28<br>*11.8%* | 4<br>*5.6%* | 32<br>*17.5%*<br>Q | 1<br>*7.7%*<br>** | 3<br>*5.3%* | 22<br>*14.4%* | 14<br>*12.4%* | -<br>- |
| Sometimes | **19**<br>***7.1%*** | 2<br>*5.3%* | 4<br>*4.9%* | 7<br>*9.6%* | 4<br>*6.8%* | 10<br>*6.9%* | 7<br>*6.6%* | 12<br>*6.9%* | 3<br>*5.1%* | 2<br>*9.1%*<br>** | 10<br>*6.4%* | 5<br>*8.5%* | 2<br>*5.1%* | 10<br>*20.4%*<br>N | 8<br>*4.0%* | 7<br>*29.2%*<br>** | 12<br>*5.1%* | 7<br>*9.7%* | 12<br>*6.6%* | 3<br>*23.1%*<br>** | 4<br>*7.0%* | 9<br>*5.9%* | 10<br>*8.8%* | -<br>- |
| Never | **2**<br>***0.8%*** | -<br>- | 2<br>*2.4%* | -<br>- | -<br>- | 1<br>*0.7%* | 1<br>*0.9%* | 1<br>*0.6%* | 1<br>*1.7%* | -<br>-<br>** | 2<br>*1.3%* | -<br>- | -<br>- | -<br>- | 2<br>*1.0%* | 1<br>*4.2%*<br>** | 1<br>*0.4%* | -<br>- | 2<br>*1.1%* | -<br>-<br>** | -<br>- | 1<br>*0.7%* | 1<br>*0.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **245**<br>***92.1%*** | 36<br>*94.7%* | 76<br>*92.7%* | 66<br>*90.4%* | 55<br>*93.2%* | 134<br>*92.4%* | 98<br>*92.5%* | 161<br>*92.5%* | 55<br>*93.2%* | 20<br>*90.9%*<br>** | 144<br>*92.3%* | 54<br>*91.5%* | 37<br>*94.9%* | 39<br>*79.6%* | 188<br>*94.9%*<br>M | 16<br>*66.7%*<br>** | 224<br>*94.5%* | 65<br>*90.3%* | 169<br>*92.3%* | 10<br>*76.9%*<br>** | 53<br>*93.0%* | 143<br>*93.5%* | 102<br>*90.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **209**<br>***78.6%*** | 33<br>*86.8%* | 65<br>*79.3%* | 56<br>*76.7%* | 44<br>*74.6%* | 110<br>*75.9%* | 86<br>*81.1%* | 141<br>*81.0%*<br>h | 41<br>*69.5%* | 18<br>*81.8%*<br>** | 122<br>*78.2%* | 45<br>*76.3%* | 32<br>*82.1%* | 30<br>*61.2%* | 162<br>*81.8%*<br>M | 8<br>*33.3%*<br>** | 196<br>*82.7%* | 61<br>*84.7%*<br>r | 137<br>*74.9%* | 9<br>*69.2%*<br>** | 50<br>*87.7%* | 121<br>*79.1%* | 88<br>*77.9%* | -<br>- |
| 3-Point Score | **2.71** | 2.82 | 2.72 | 2.67 | 2.68 | 2.68 | 2.74 | 2.74 | 2.63 | 2.73 | 2.71 | 2.68 | 2.77 | 2.41 | 2.77 | 2.00 | 2.77 | 2.75 | 2.67 | 2.46 | 2.81 | 2.73 | 2.68 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q37. (HWDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **401**<br>***100.0%*** | **74**<br>***100.0%*** | **145**<br>***100.0%*** | **96**<br>***100.0%*** | **65**<br>***100.0%*** | **213**<br>***100.0%*** | **165**<br>***100.0%*** | **272**<br>***100.0%*** | **84**<br>***100.0%*** | **28**<br>***100.0%*** | **260**<br>***100.0%*** | **75**<br>***100.0%*** | **49**<br>***100.0%*** | **73**<br>***100.0%*** | **304**<br>***100.0%*** | **40**<br>***100.0%*** | **351**<br>***100.0%*** | **108**<br>***100.0%*** | **277**<br>***100.0%*** | **18**<br>***100.0%*** | **87**<br>***100.0%*** | **237**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **387**<br>***100.0%*** | **71**<br>***100.0%*** | **142**<br>***100.0%*** | **94**<br>***100.0%*** | **65**<br>***100.0%*** | **210**<br>***100.0%*** | **160**<br>***100.0%*** | **266**<br>***100.0%*** | **81**<br>***100.0%*** | **28**<br>***100.0%*** | **253**<br>***100.0%*** | **74**<br>***100.0%*** | **48**<br>***100.0%*** | **72**<br>***100.0%*** | **296**<br>***100.0%*** | **39**<br>***100.0%*** | **344**<br>***100.0%*** | **106**<br>***100.0%*** | **270**<br>***100.0%*** | **18**<br>***100.0%*** | **85**<br>***100.0%*** | **228**<br>***100.0%*** | **159**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **14** | 3 | 3 | 2 | - | 3 | 5 | 6 | 3 | - | 7 | 1 | 1 | 1 | 8 | 1 | 7 | 2 | 7 | - | 2 | 9 | 5 | - |
| Always | **277**<br>***71.6%*** | 51<br>*71.8%* | 104<br>*73.2%* | 67<br>*71.3%* | 45<br>*69.2%* | 147<br>*70.0%* | 118<br>*73.8%* | 200<br>*75.2%*<br>h | 52<br>*64.2%* | 18<br>*64.3%*<br>** | 190<br>*75.1%*<br>K | 46<br>*62.2%* | 33<br>*68.8%* | 42<br>*58.3%* | 221<br>*74.7%*<br>M | 11<br>*28.2%* | 263<br>*76.5%*<br>O | 74<br>*69.8%* | 195<br>*72.2%* | 9<br>*50.0%*<br>** | 63<br>*74.1%* | 166<br>*72.8%* | 111<br>*69.8%* | -<br>- |
| Usually | **65**<br>***16.8%*** | 9<br>*12.7%* | 24<br>*16.9%* | 17<br>*18.1%* | 12<br>*18.5%* | 33<br>*15.7%* | 30<br>*18.8%* | 41<br>*15.4%* | 17<br>*21.0%* | 4<br>*14.3%*<br>** | 37<br>*14.6%* | 15<br>*20.3%* | 11<br>*22.9%* | 15<br>*20.8%* | 47<br>*15.9%* | 12<br>*30.8%*<br>P | 52<br>*15.1%* | 21<br>*19.8%* | 42<br>*15.6%* | 4<br>*22.2%*<br>** | 16<br>*18.8%* | 42<br>*18.4%* | 23<br>*14.5%* | -<br>- |
| Sometimes | **31**<br>***8.0%*** | 4<br>*5.6%* | 10<br>*7.0%* | 7<br>*7.4%* | 8<br>*12.3%* | 20<br>*9.5%* | 9<br>*5.6%* | 17<br>*6.4%* | 10<br>*12.3%*<br>g | 3<br>*10.7%*<br>** | 19<br>*7.5%* | 8<br>*10.8%* | 3<br>*6.3%* | 10<br>*13.9%*<br>N | 19<br>*6.4%* | 9<br>*23.1%*<br>P | 22<br>*6.4%* | 10<br>*9.4%* | 20<br>*7.4%* | 5<br>*27.8%*<br>** | 5<br>*5.9%* | 13<br>*5.7%* | 18<br>*11.3%*<br>U | -<br>- |
| Never | **14**<br>***3.6%*** | 7<br>*9.9%*<br>BcD | 4<br>*2.8%* | 3<br>*3.2%* | -<br>- | 10<br>*4.8%* | 3<br>*1.9%* | 8<br>*3.0%* | 2<br>*2.5%* | 3<br>*10.7%*<br>** | 7<br>*2.8%* | 5<br>*6.8%* | 1<br>*2.1%* | 5<br>*6.9%* | 9<br>*3.0%* | 7<br>*17.9%*<br>P | 7<br>*2.0%* | 1<br>*0.9%* | 13<br>*4.8%*<br>q | -<br>-<br>** | 1<br>*1.2%* | 7<br>*3.1%* | 7<br>*4.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **342**<br>***88.4%*** | 60<br>*84.5%* | 128<br>*90.1%* | 84<br>*89.4%* | 57<br>*87.7%* | 180<br>*85.7%* | 148<br>*92.5%*<br>E | 241<br>*90.6%* | 69<br>*85.2%* | 22<br>*78.6%*<br>** | 227<br>*89.7%*<br>k | 61<br>*82.4%* | 44<br>*91.7%* | 57<br>*79.2%* | 268<br>*90.5%*<br>M | 23<br>*59.0%* | 315<br>*91.6%*<br>O | 95<br>*89.6%* | 237<br>*87.8%* | 13<br>*72.2%*<br>** | 79<br>*92.9%* | 208<br>*91.2%*<br>V | 134<br>*84.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **277**<br>***71.6%*** | 51<br>*71.8%* | 104<br>*73.2%* | 67<br>*71.3%* | 45<br>*69.2%* | 147<br>*70.0%* | 118<br>*73.8%* | 200<br>*75.2%*<br>h | 52<br>*64.2%* | 18<br>*64.3%*<br>** | 190<br>*75.1%*<br>K | 46<br>*62.2%* | 33<br>*68.8%* | 42<br>*58.3%* | 221<br>*74.7%*<br>M | 11<br>*28.2%* | 263<br>*76.5%*<br>O | 74<br>*69.8%* | 195<br>*72.2%* | 9<br>*50.0%*<br>** | 63<br>*74.1%* | 166<br>*72.8%* | 111<br>*69.8%* | -<br>- |
| 3-Point Score | **2.60** | 2.56 | 2.63 | 2.61 | 2.57 | 2.56 | 2.66 | 2.66 | 2.49 | 2.43 | 2.65 | 2.45 | 2.60 | 2.38 | 2.65 | 1.87 | 2.68 | 2.59 | 2.60 | 2.22 | 2.67 | 2.64 | 2.54 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **401**<br>***100.0%*** | **74**<br>***100.0%*** | **145**<br>***100.0%*** | **96**<br>***100.0%*** | **65**<br>***100.0%*** | **213**<br>***100.0%*** | **165**<br>***100.0%*** | **272**<br>***100.0%*** | **84**<br>***100.0%*** | **28**<br>***100.0%*** | **260**<br>***100.0%*** | **75**<br>***100.0%*** | **49**<br>***100.0%*** | **73**<br>***100.0%*** | **304**<br>***100.0%*** | **40**<br>***100.0%*** | **351**<br>***100.0%*** | **108**<br>***100.0%*** | **277**<br>***100.0%*** | **18**<br>***100.0%*** | **87**<br>***100.0%*** | **237**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **384**<br>***100.0%*** | **71**<br>***100.0%*** | **142**<br>***100.0%*** | **93**<br>***100.0%*** | **64**<br>***100.0%*** | **210**<br>***100.0%*** | **157**<br>***100.0%*** | **263**<br>***100.0%*** | **82**<br>***100.0%*** | **28**<br>***100.0%*** | **251**<br>***100.0%*** | **74**<br>***100.0%*** | **48**<br>***100.0%*** | **71**<br>***100.0%*** | **295**<br>***100.0%*** | **40**<br>***100.0%*** | **341**<br>***100.0%*** | **107**<br>***100.0%*** | **267**<br>***100.0%*** | **18**<br>***100.0%*** | **86**<br>***100.0%*** | **227**<br>***100.0%*** | **157**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **17** | 3 | 3 | 3 | 1 | 3 | 8 | 9 | 2 | - | 9 | 1 | 1 | 2 | 9 | - | 10 | 1 | 10 | - | 1 | 10 | 7 | - |
| Yes | **320**<br>***83.3%*** | 60<br>*84.5%* | 118<br>*83.1%* | 77<br>*82.8%* | 52<br>*81.3%* | 173<br>*82.4%* | 131<br>*83.4%* | 223<br>*84.8%* | 64<br>*78.0%* | 23<br>*82.1%*<br>** | 215<br>*85.7%* | 58<br>*78.4%* | 37<br>*77.1%* | 57<br>*80.3%* | 248<br>*84.1%* | 24<br>*60.0%* | 294<br>*86.2%*<br>O | 91<br>*85.0%* | 220<br>*82.4%* | 16<br>*88.9%*<br>** | 72<br>*83.7%* | 187<br>*82.4%* | 133<br>*84.7%* | -<br>- |
| No | **64**<br>***16.7%*** | 11<br>*15.5%* | 24<br>*16.9%* | 16<br>*17.2%* | 12<br>*18.8%* | 37<br>*17.6%* | 26<br>*16.6%* | 40<br>*15.2%* | 18<br>*22.0%* | 5<br>*17.9%*<br>** | 36<br>*14.3%* | 16<br>*21.6%* | 11<br>*22.9%* | 14<br>*19.7%* | 47<br>*15.9%* | 16<br>*40.0%*<br>P | 47<br>*13.8%* | 16<br>*15.0%* | 47<br>*17.6%* | 2<br>*11.1%*<br>** | 14<br>*16.3%* | 40<br>*17.6%* | 24<br>*15.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **320**<br>***83.3%*** | 60<br>*84.5%* | 118<br>*83.1%* | 77<br>*82.8%* | 52<br>*81.3%* | 173<br>*82.4%* | 131<br>*83.4%* | 223<br>*84.8%* | 64<br>*78.0%* | 23<br>*82.1%*<br>** | 215<br>*85.7%* | 58<br>*78.4%* | 37<br>*77.1%* | 57<br>*80.3%* | 248<br>*84.1%* | 24<br>*60.0%* | 294<br>*86.2%*<br>O | 91<br>*85.0%* | 220<br>*82.4%* | 16<br>*88.9%*<br>** | 72<br>*83.7%* | 187<br>*82.4%* | 133<br>*84.7%* | -<br>- |

Cell Contents:
- Count
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- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **401** *100.0%* | **74** *100.0%* | **145** *100.0%* | **96** *100.0%* | **65** *100.0%* | **213** *100.0%* | **165** *100.0%* | **272** *100.0%* | **84** *100.0%* | **28** *100.0%* | **260** *100.0%* | **75** *100.0%* | **49** *100.0%* | **73** *100.0%* | **304** *100.0%* | **40** *100.0%* | **351** *100.0%* | **108** *100.0%* | **277** *100.0%* | **18** *100.0%* | **87** *100.0%* | **237** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **385** *100.0%* | **70** *100.0%* | **142** *100.0%* | **95** *100.0%* | **64** *100.0%* | **209** *100.0%* | **159** *100.0%* | **267** *100.0%* | **80** *100.0%* | **27** *100.0%* | **254** *100.0%* | **73** *100.0%* | **47** *100.0%* | **72** *100.0%* | **296** *100.0%* | **40** *100.0%* | **342** *100.0%* | **106** *100.0%* | **270** *100.0%* | **18** *100.0%* | **85** *100.0%* | **230** *100.0%* | **155** *100.0%* | **-** **-** |
| No Answer | **16** | 4 | 3 | 1 | 1 | 4 | 6 | 5 | 4 | 1 | 6 | 2 | 2 | 1 | 8 | - | 9 | 2 | 7 | - | 2 | 7 | 9 | - |
| Yes | **138** *35.8%* | 23 *32.9%* | 43 *30.3%* | 36 *37.9%* | 27 *42.2%* b | 65 *31.1%* | 63 *39.6%* e | 76 *28.5%* | 41 *51.3%* G | 13 *48.1%* ** | 76 *29.9%* | 26 *35.6%* | 28 *59.6%* JK | 31 *43.1%* | 97 *32.8%* | 20 *50.0%* P | 116 *33.9%* | 50 *47.2%* R | 84 *31.1%* | 11 *61.1%* ** | 38 *44.7%* | 89 *38.7%* | 49 *31.6%* | - - |
| No | **247** *64.2%* | 47 *67.1%* | 99 *69.7%* d | 59 *62.1%* | 37 *57.8%* | 144 *68.9%* f | 96 *60.4%* | 191 *71.5%* H | 39 *48.8%* | 14 *51.9%* ** | 178 *70.1%* L | 47 *64.4%* L | 19 *40.4%* | 41 *56.9%* | 199 *67.2%* | 20 *50.0%* | 226 *66.1%* O | 56 *52.8%* | 186 *68.9%* Q | 7 *38.9%* ** | 47 *55.3%* | 141 *61.3%* | 106 *68.4%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **138** *35.8%* | 23 *32.9%* | 43 *30.3%* | 36 *37.9%* | 27 *42.2%* b | 65 *31.1%* | 63 *39.6%* e | 76 *28.5%* | 41 *51.3%* G | 13 *48.1%* ** | 76 *29.9%* | 26 *35.6%* | 28 *59.6%* JK | 31 *43.1%* | 97 *32.8%* | 20 *50.0%* P | 116 *33.9%* | 50 *47.2%* R | 84 *31.1%* | 11 *61.1%* ** | 38 *44.7%* | 89 *38.7%* | 49 *31.6%* | - - |

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- Count
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **138** *100.0%* | **23** *100.0%* | **43** *100.0%* | **36** *100.0%* | **27** *100.0%* | **65** *100.0%* | **63** *100.0%* | **76** *100.0%* | **41** *100.0%* | **13** *100.0%* | **76** *100.0%* | **26** *100.0%* | **28** *100.0%* | **31** *100.0%* | **97** *100.0%* | **20** *100.0%* | **116** *100.0%* | **50** *100.0%* | **84** *100.0%* | **11** *100.0%* | **38** *100.0%* | **89** *100.0%* | **49** *100.0%* | **-** **-** |
| **Total Valid Responses** | **137** *100.0%* | **23** *100.0%* | **43** *100.0%* | **35** *100.0%* | **27** *100.0%* | **64** *100.0%* | **63** *100.0%* | **76** *100.0%* | **40** *100.0%* | **13** *100.0%* | **76** *100.0%* | **26** *100.0%* | **27** *100.0%* | **30** *100.0%* | **97** *100.0%* | **20** *100.0%* | **115** *100.0%* | **50** *100.0%* | **83** *100.0%* | **11** *100.0%* | **38** *100.0%* | **89** *100.0%* | **48** *100.0%* | **-** **-** |
| No Answer | **1** | - | - | 1 | - | 1 | - | - | 1 | - | - | - | 1 | 1 | - | - | 1 | - | 1 | - | - | - | 1 | - |
| Always | **84** *61.3%* | 16 *69.6%* ** | 28 *65.1%* | 25 *71.4%* | 12 *44.4%* ** | 41 *64.1%* | 38 *60.3%* | 53 *69.7%* H | 20 *50.0%* | 9 *69.2%* ** | 53 *69.7%* | 13 *50.0%* ** | 16 *59.3%* ** | 17 *56.7%* | 62 *63.9%* | 6 *30.0%* ** | 77 *67.0%* | 29 *58.0%* | 53 *63.9%* | 5 *45.5%* ** | 23 *60.5%* | 56 *62.9%* | 28 *58.3%* | - - |
| Usually | **29** *21.2%* | 3 *13.0%* ** | 6 *14.0%* | 7 *20.0%* | 11 *40.7%* ** | 13 *20.3%* | 15 *23.8%* | 12 *15.8%* | 13 *32.5%* G | 2 *15.4%* ** | 13 *17.1%* | 8 *30.8%* ** | 7 *25.9%* ** | 5 *16.7%* | 23 *23.7%* | 3 *15.0%* ** | 26 *22.6%* | 9 *18.0%* | 20 *24.1%* | 2 *18.2%* ** | 7 *18.4%* | 19 *21.3%* | 10 *20.8%* | - - |
| Sometimes | **16** *11.7%* | 1 *4.3%* ** | 6 *14.0%* | 2 *5.7%* | 4 *14.8%* ** | 7 *10.9%* | 6 *9.5%* | 7 *9.2%* | 5 *12.5%* | 1 *7.7%* ** | 8 *10.5%* | 5 *19.2%* ** | - - ** | 5 *16.7%* | 9 *9.3%* | 9 *45.0%* ** | 7 *6.1%* | 8 *16.0%* | 6 *7.2%* | 4 *36.4%* ** | 4 *10.5%* | 8 *9.0%* | 8 *16.7%* | - - |
| Never | **8** *5.8%* | 3 *13.0%* ** | 3 *7.0%* | 1 *2.9%* | - - ** | 3 *4.7%* | 4 *6.3%* | 4 *5.3%* | 2 *5.0%* | 1 *7.7%* ** | 2 *2.6%* | - - ** | 4 *14.8%* ** | 3 *10.0%* | 3 *3.1%* | 2 *10.0%* ** | 5 *4.3%* | 4 *8.0%* | 4 *4.8%* | - - ** | 4 *10.5%* | 6 *6.7%* | 2 *4.2%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **113** *82.5%* | 19 *82.6%* ** | 34 *79.1%* | 32 *91.4%* | 23 *85.2%* ** | 54 *84.4%* | 53 *84.1%* | 65 *85.5%* | 33 *82.5%* | 11 *84.6%* ** | 66 *86.8%* | 21 *80.8%* ** | 23 *85.2%* ** | 22 *73.3%* | 85 *87.6%* m | 9 *45.0%* ** | 103 *89.6%* | 38 *76.0%* | 73 *88.0%* q | 7 *63.6%* ** | 30 *78.9%* | 75 *84.3%* | 38 *79.2%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always | **84** *61.3%* | 16 *69.6%* ** | 28 *65.1%* | 25 *71.4%* | 12 *44.4%* ** | 41 *64.1%* | 38 *60.3%* | 53 *69.7%* H | 20 *50.0%* | 9 *69.2%* ** | 53 *69.7%* | 13 *50.0%* ** | 16 *59.3%* ** | 17 *56.7%* | 62 *63.9%* | 6 *30.0%* ** | 77 *67.0%* | 29 *58.0%* | 53 *63.9%* | 5 *45.5%* ** | 23 *60.5%* | 56 *62.9%* | 28 *58.3%* | - - |
| 3-Point Score | **2.44** | 2.52 | 2.44 | 2.63 | 2.30 | 2.48 | 2.44 | 2.55 | 2.33 | 2.54 | 2.57 | 2.31 | 2.44 | 2.30 | 2.52 | 1.75 | 2.57 | 2.34 | 2.52 | 2.09 | 2.39 | 2.47 | 2.38 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 childs personal doctor?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **502**<br>***100.0%*** | **96**<br>***100.0%*** | **170**<br>***100.0%*** | **122**<br>***100.0%*** | **84**<br>***100.0%*** | **263**<br>***100.0%*** | **207**<br>***100.0%*** | **351**<br>***100.0%*** | **99**<br>***100.0%*** | **30**<br>***100.0%*** | **334**<br>***100.0%*** | **94**<br>***100.0%*** | **53**<br>***100.0%*** | **95**<br>***100.0%*** | **379**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **120**<br>***100.0%*** | **363**<br>***100.0%*** | **23**<br>***100.0%*** | **93**<br>***100.0%*** | **304**<br>***100.0%*** | **198**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **481**<br>***100.0%*** | **90**<br>***100.0%*** | **167**<br>***100.0%*** | **120**<br>***100.0%*** | **80**<br>***100.0%*** | **255**<br>***100.0%*** | **201**<br>***100.0%*** | **342**<br>***100.0%*** | **94**<br>***100.0%*** | **30**<br>***100.0%*** | **325**<br>***100.0%*** | **91**<br>***100.0%*** | **50**<br>***100.0%*** | **94**<br>***100.0%*** | **365**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **118**<br>***100.0%*** | **350**<br>***100.0%*** | **22**<br>***100.0%*** | **92**<br>***100.0%*** | **289**<br>***100.0%*** | **192**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **21** | 6 | 3 | 2 | 4 | 8 | 6 | 9 | 5 | - | 9 | 3 | 3 | 1 | 14 | - | - | 2 | 13 | 1 | 1 | 15 | 6 | - |
| 10 - Best personal doctor possible | **276**<br>***57.4%*** | 56<br>*62.2%*<br>c | 97<br>*58.1%* | 60<br>*50.0%* | 47<br>*58.8%* | 147<br>*57.6%* | 113<br>*56.2%* | 210<br>*61.4%*<br>H | 41<br>*43.6%* | 17<br>*56.7%* | 202<br>*62.2%*<br>K | 39<br>*42.9%* | 27<br>*54.0%* | 40<br>*42.6%* | 223<br>*61.1%*<br>M | -<br>- | 276<br>*66.0%*<br>O | 65<br>*55.1%* | 202<br>*57.7%* | 11<br>*50.0%*<br>** | 51<br>*55.4%* | 163<br>*56.4%* | 113<br>*58.9%* | -<br>- |
| 9 | **75**<br>***15.6%*** | 14<br>*15.6%* | 22<br>*13.2%* | 23<br>*19.2%* | 15<br>*18.8%* | 40<br>*15.7%* | 34<br>*16.9%* | 51<br>*14.9%* | 19<br>*20.2%* | 3<br>*10.0%* | 51<br>*15.7%* | 14<br>*15.4%* | 8<br>*16.0%* | 14<br>*14.9%* | 59<br>*16.2%* | -<br>- | 75<br>*17.9%*<br>O | 17<br>*14.4%* | 58<br>*16.6%* | 2<br>*9.1%*<br>** | 15<br>*16.3%* | 50<br>*17.3%* | 25<br>*13.0%* | -<br>- |
| 8 | **67**<br>***13.9%*** | 9<br>*10.0%* | 24<br>*14.4%* | 20<br>*16.7%* | 10<br>*12.5%* | 33<br>*12.9%* | 29<br>*14.4%* | 45<br>*13.2%* | 15<br>*16.0%* | 4<br>*13.3%* | 39<br>*12.0%* | 17<br>*18.7%*<br>j | 8<br>*16.0%* | 13<br>*13.8%* | 50<br>*13.7%* | -<br>- | 67<br>*16.0%*<br>O | 21<br>*17.8%* | 43<br>*12.3%* | 6<br>*27.3%*<br>** | 15<br>*16.3%* | 32<br>*11.1%* | 35<br>*18.2%*<br>U | -<br>- |
| 7 | **25**<br>***5.2%*** | 4<br>*4.4%* | 12<br>*7.2%* | 6<br>*5.0%* | 2<br>*2.5%* | 16<br>*6.3%* | 8<br>*4.0%* | 13<br>*3.8%* | 9<br>*9.6%*<br>G | 2<br>*6.7%* | 13<br>*4.0%* | 8<br>*8.8%*<br>j | 3<br>*6.0%* | 10<br>*10.6%*<br>N | 14<br>*3.8%* | 25<br>*39.7%*<br>P | -<br>- | 6<br>*5.1%* | 18<br>*5.1%* | 1<br>*4.5%*<br>** | 5<br>*5.4%* | 16<br>*5.5%* | 9<br>*4.7%* | -<br>- |
| 6 | **13**<br>***2.7%*** | 1<br>*1.1%* | 6<br>*3.6%* | 3<br>*2.5%* | 2<br>*2.5%* | 4<br>*1.6%* | 8<br>*4.0%* | 9<br>*2.6%* | 3<br>*3.2%* | -<br>- | 5<br>*1.5%* | 6<br>*6.6%*<br>J | 1<br>*2.0%* | 5<br>*5.3%* | 8<br>*2.2%* | 13<br>*20.6%*<br>P | -<br>- | 4<br>*3.4%* | 9<br>*2.6%* | 2<br>*9.1%*<br>** | 2<br>*2.2%* | 9<br>*3.1%* | 4<br>*2.1%* | -<br>- |
| 5 | **16**<br>***3.3%*** | 2<br>*2.2%* | 4<br>*2.4%* | 6<br>*5.0%* | 3<br>*3.8%* | 8<br>*3.1%* | 7<br>*3.5%* | 11<br>*3.2%* | 2<br>*2.1%* | 3<br>*10.0%*<br>gh | 10<br>*3.1%* | 4<br>*4.4%* | 2<br>*4.0%* | 9<br>*9.6%*<br>N | 5<br>*1.4%* | 16<br>*25.4%*<br>P | -<br>- | 5<br>*4.2%* | 11<br>*3.1%* | -<br>-<br>** | 4<br>*4.3%* | 12<br>*4.2%* | 4<br>*2.1%* | -<br>- |
| 4 | **2**<br>***0.4%*** | 1<br>*1.1%* | -<br>- | -<br>- | 1<br>*1.3%* | 2<br>*0.8%* | -<br>- | -<br>- | 2<br>*2.1%*<br>G | -<br>- | 1<br>*0.3%* | 1<br>*1.1%* | -<br>- | -<br>- | 2<br>*0.5%* | 2<br>*3.2%*<br>P | -<br>- | -<br>- | 2<br>*0.6%* | -<br>-<br>** | -<br>- | 2<br>*0.7%* | -<br>- | -<br>- |
| 3 | **-**<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- |
| 2 | **2**<br>***0.4%*** | -<br>- | 1<br>*0.6%* | 1<br>*0.8%* | -<br>- | 1<br>*0.4%* | 1<br>*0.5%* | 1<br>*0.3%* | 1<br>*1.1%* | -<br>- | 1<br>*0.3%* | 1<br>*1.1%* | -<br>- | 1<br>*1.1%* | 1<br>*0.3%* | 2<br>*3.2%*<br>P | -<br>- | -<br>- | 2<br>*0.6%* | -<br>-<br>** | -<br>- | 2<br>*0.7%* | -<br>- | -<br>- |
| 1 | **2**<br>***0.4%*** | 1<br>*1.1%* | 1<br>*0.6%* | -<br>- | -<br>- | 1<br>*0.4%* | 1<br>*0.5%* | 1<br>*0.3%* | 1<br>*1.1%* | -<br>- | 2<br>*0.6%* | -<br>- | -<br>- | -<br>- | 2<br>*0.5%* | 2<br>*3.2%*<br>P | -<br>- | -<br>- | 2<br>*0.6%* | -<br>-<br>** | -<br>- | 1<br>*0.3%* | 1<br>*0.5%* | -<br>- |
| 0 - Worst personal doctor possible | **3**<br>***0.6%*** | 2<br>*2.2%*<br>b | -<br>- | 1<br>*0.8%* | -<br>- | 3<br>*1.2%* | -<br>- | 1<br>*0.3%* | 1<br>*1.1%* | 1<br>*3.3%*<br>G | 1<br>*0.3%* | 1<br>*1.1%* | 1<br>*2.0%* | 2<br>*2.1%*<br>N | 1<br>*0.3%* | 3<br>*4.8%*<br>P | -<br>- | -<br>- | 3<br>*0.9%* | -<br>-<br>** | -<br>- | 2<br>*0.7%* | 1<br>*0.5%* | -<br>- |
| SUMMARY - 0-3 | **7**<br>***1.5%*** | 3<br>*3.3%* | 2<br>*1.2%* | 2<br>*1.7%* | -<br>- | 5<br>*2.0%* | 2<br>*1.0%* | 3<br>*0.9%* | 3<br>*3.2%*<br>g | 1<br>*3.3%* | 4<br>*1.2%* | 2<br>*2.2%* | 1<br>*2.0%* | 3<br>*3.2%* | 4<br>*1.1%* | 7<br>*11.1%*<br>P | -<br>- | -<br>- | 7<br>*2.0%* | -<br>-<br>** | -<br>- | 5<br>*1.7%* | 2<br>*1.0%* | -<br>- |
| SUMMARY - 4-7 | **56**<br>***11.6%*** | 8<br>*8.9%* | 22<br>*13.2%* | 15<br>*12.5%* | 8<br>*10.0%* | 30<br>*11.8%* | 23<br>*11.4%* | 33<br>*9.6%* | 16<br>*17.0%*<br>G | 5<br>*16.7%* | 29<br>*8.9%* | 19<br>*20.9%*<br>J | 6<br>*12.0%* | 24<br>*25.5%*<br>N | 29<br>*7.9%* | 56<br>*88.9%*<br>P | -<br>- | 15<br>*12.7%* | 40<br>*11.4%* | 3<br>*13.6%*<br>** | 11<br>*12.0%* | 39<br>*13.5%* | 17<br>*8.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 8-10 | **418**<br>***86.9%*** | 79<br>*87.8%* | 143<br>*85.6%* | 103<br>*85.8%* | 72<br>*90.0%* | 220<br>*86.3%* | 176<br>*87.6%* | 306<br>*89.5%*<br>H | 75<br>*79.8%* | 24<br>*80.0%* | 292<br>*89.8%*<br>K | 70<br>*76.9%* | 43<br>*86.0%* | 67<br>*71.3%* | 332<br>*91.0%*<br>M | -<br>- | 418<br>*100.0%*<br>O | 103<br>*87.3%* | 303<br>*86.6%* | 19<br>*86.4%*<br>** | 81<br>*88.0%* | 245<br>*84.8%* | 173<br>*90.1%*<br>u | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 9-10 | **351**<br>***73.0%*** | 70<br>*77.8%* | 119<br>*71.3%* | 83<br>*69.2%* | 62<br>*77.5%* | 187<br>*73.3%* | 147<br>*73.1%* | 261<br>*76.3%*<br>H | 60<br>*63.8%* | 20<br>*66.7%* | 253<br>*77.8%*<br>K | 53<br>*58.2%* | 35<br>*70.0%* | 54<br>*57.4%* | 282<br>*77.3%*<br>M | -<br>- | 351<br>*84.0%*<br>O | 82<br>*69.5%* | 260<br>*74.3%* | 13<br>*59.1%*<br>** | 66<br>*71.7%* | 213<br>*73.7%* | 138<br>*71.9%* | -<br>- |
| 3-Point Score | **2.65** | 2.70 | 2.64 | 2.60 | 2.70 | 2.66 | 2.65 | 2.70 | 2.53 | 2.53 | 2.72 | 2.44 | 2.62 | 2.39 | 2.72 | 1.40 | 2.84 | 2.62 | 2.66 | 2.50 | 2.65 | 2.64 | 2.67 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **502**<br>***100.0%*** | **96**<br>***100.0%*** | **170**<br>***100.0%*** | **122**<br>***100.0%*** | **84**<br>***100.0%*** | **263**<br>***100.0%*** | **207**<br>***100.0%*** | **351**<br>***100.0%*** | **99**<br>***100.0%*** | **30**<br>***100.0%*** | **334**<br>***100.0%*** | **94**<br>***100.0%*** | **53**<br>***100.0%*** | **95**<br>***100.0%*** | **379**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **120**<br>***100.0%*** | **363**<br>***100.0%*** | **23**<br>***100.0%*** | **93**<br>***100.0%*** | **304**<br>***100.0%*** | **198**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **481**<br>***100.0%*** | **92**<br>***100.0%*** | **168**<br>***100.0%*** | **118**<br>***100.0%*** | **80**<br>***100.0%*** | **257**<br>***100.0%*** | **199**<br>***100.0%*** | **343**<br>***100.0%*** | **92**<br>***100.0%*** | **30**<br>***100.0%*** | **325**<br>***100.0%*** | **91**<br>***100.0%*** | **50**<br>***100.0%*** | **94**<br>***100.0%*** | **365**<br>***100.0%*** | **63**<br>***100.0%*** | **414**<br>***100.0%*** | **118**<br>***100.0%*** | **350**<br>***100.0%*** | **22**<br>***100.0%*** | **92**<br>***100.0%*** | **291**<br>***100.0%*** | **190**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **21** | 4 | 2 | 4 | 4 | 6 | 8 | 8 | 7 | - | 9 | 3 | 3 | 1 | 14 | - | 4 | 2 | 13 | 1 | 1 | 13 | 8 | - |
| Yes | **121**<br>***25.2%*** | 14<br>*15.2%* | 36<br>*21.4%* | 38<br>*32.2%*<br>AB | 27<br>*33.8%*<br>AB | 64<br>*24.9%* | 53<br>*26.6%* | 64<br>*18.7%* | 38<br>*41.3%*<br>G | 16<br>*53.3%*<br>G | 46<br>*14.2%* | 38<br>*41.8%*<br>J | 33<br>*66.0%*<br>JK | 38<br>*40.4%*<br>N | 78<br>*21.4%* | 18<br>*28.6%* | 102<br>*24.6%* | 32<br>*27.1%* | 85<br>*24.3%* | 8<br>*36.4%*<br>** | 23<br>*25.0%* | 76<br>*26.1%* | 45<br>*23.7%* | -<br>- |
| No | **360**<br>***74.8%*** | 78<br>*84.8%*<br>CD | 132<br>*78.6%*<br>CD | 80<br>*67.8%* | 53<br>*66.3%* | 193<br>*75.1%* | 146<br>*73.4%* | 279<br>*81.3%*<br>HI | 54<br>*58.7%* | 14<br>*46.7%* | 279<br>*85.8%*<br>KL | 53<br>*58.2%*<br>L | 17<br>*34.0%* | 56<br>*59.6%* | 287<br>*78.6%*<br>M | 45<br>*71.4%* | 312<br>*75.4%* | 86<br>*72.9%* | 265<br>*75.7%* | 14<br>*63.6%*<br>** | 69<br>*75.0%* | 215<br>*73.9%* | 145<br>*76.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **121**<br>***25.2%*** | 14<br>*15.2%* | 36<br>*21.4%* | 38<br>*32.2%*<br>AB | 27<br>*33.8%*<br>AB | 64<br>*24.9%* | 53<br>*26.6%* | 64<br>*18.7%* | 38<br>*41.3%*<br>G | 16<br>*53.3%*<br>G | 46<br>*14.2%* | 38<br>*41.8%*<br>J | 33<br>*66.0%*<br>JK | 38<br>*40.4%*<br>N | 78<br>*21.4%* | 18<br>*28.6%* | 102<br>*24.6%* | 32<br>*27.1%* | 85<br>*24.3%* | 8<br>*36.4%*<br>** | 23<br>*25.0%* | 76<br>*26.1%* | 45<br>*23.7%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **121**<br>***100.0%*** | **14**<br>***100.0%*** | **36**<br>***100.0%*** | **38**<br>***100.0%*** | **27**<br>***100.0%*** | **64**<br>***100.0%*** | **53**<br>***100.0%*** | **64**<br>***100.0%*** | **38**<br>***100.0%*** | **16**<br>***100.0%*** | **46**<br>***100.0%*** | **38**<br>***100.0%*** | **33**<br>***100.0%*** | **38**<br>***100.0%*** | **78**<br>***100.0%*** | **18**<br>***100.0%*** | **102**<br>***100.0%*** | **32**<br>***100.0%*** | **85**<br>***100.0%*** | **8**<br>***100.0%*** | **23**<br>***100.0%*** | **76**<br>***100.0%*** | **45**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **120**<br>***100.0%*** | **14**<br>***100.0%*** | **35**<br>***100.0%*** | **38**<br>***100.0%*** | **27**<br>***100.0%*** | **64**<br>***100.0%*** | **52**<br>***100.0%*** | **63**<br>***100.0%*** | **38**<br>***100.0%*** | **16**<br>***100.0%*** | **45**<br>***100.0%*** | **38**<br>***100.0%*** | **33**<br>***100.0%*** | **37**<br>***100.0%*** | **78**<br>***100.0%*** | **18**<br>***100.0%*** | **101**<br>***100.0%*** | **31**<br>***100.0%*** | **85**<br>***100.0%*** | **8**<br>***100.0%*** | **22**<br>***100.0%*** | **76**<br>***100.0%*** | **44**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **1** | - | 1 | - | - | - | 1 | 1 | - | - | 1 | - | - | 1 | - | - | 1 | 1 | - | - | 1 | - | 1 | - |
| Yes | **113**<br>***94.2%*** | 14<br>*100.0%*<br>** | 31<br>*88.6%* | 36<br>*94.7%* | 26<br>*96.3%*<br>** | 58<br>*90.6%* | 51<br>*98.1%*<br>e | 57<br>*90.5%* | 37<br>*97.4%* | 16<br>*100.0%*<br>** | 43<br>*95.6%* | 35<br>*92.1%* | 31<br>*93.9%* | 33<br>*89.2%* | 75<br>*96.2%* | 15<br>*83.3%*<br>** | 97<br>*96.0%* | 30<br>*96.8%* | 79<br>*92.9%* | 8<br>*100.0%*<br>** | 21<br>*95.5%*<br>** | 70<br>*92.1%* | 43<br>*97.7%* | -<br>- |
| No | **7**<br>***5.8%*** | -<br>-<br>** | 4<br>*11.4%* | 2<br>*5.3%* | 1<br>*3.7%*<br>** | 6<br>*9.4%*<br>f | 1<br>*1.9%* | 6<br>*9.5%* | 1<br>*2.6%* | -<br>-<br>** | 2<br>*4.4%* | 3<br>*7.9%* | 2<br>*6.1%* | 4<br>*10.8%* | 3<br>*3.8%* | 3<br>*16.7%*<br>** | 4<br>*4.0%* | 1<br>*3.2%* | 6<br>*7.1%* | -<br>-<br>** | 1<br>*4.5%*<br>** | 6<br>*7.9%* | 1<br>*2.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **113**<br>***94.2%*** | 14<br>*100.0%*<br>** | 31<br>*88.6%* | 36<br>*94.7%* | 26<br>*96.3%*<br>** | 58<br>*90.6%* | 51<br>*98.1%*<br>e | 57<br>*90.5%* | 37<br>*97.4%* | 16<br>*100.0%*<br>** | 43<br>*95.6%* | 35<br>*92.1%* | 31<br>*93.9%* | 33<br>*89.2%* | 75<br>*96.2%* | 15<br>*83.3%*<br>** | 97<br>*96.0%* | 30<br>*96.8%* | 79<br>*92.9%* | 8<br>*100.0%*<br>** | 21<br>*95.5%*<br>** | 70<br>*92.1%* | 43<br>*97.7%* | -<br>- |
| 3-Point Score | **2.88** | 3.00 | 2.77 | 2.89 | 2.93 | 2.81 | 2.96 | 2.81 | 2.95 | 3.00 | 2.91 | 2.84 | 2.88 | 2.78 | 2.92 | 2.67 | 2.92 | 2.94 | 2.86 | 3.00 | 2.91 | 2.84 | 2.95 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **121** *100.0%* | **14** *100.0%* | **36** *100.0%* | **38** *100.0%* | **27** *100.0%* | **64** *100.0%* | **53** *100.0%* | **64** *100.0%* | **38** *100.0%* | **16** *100.0%* | **46** *100.0%* | **38** *100.0%* | **33** *100.0%* | **38** *100.0%* | **78** *100.0%* | **18** *100.0%* | **102** *100.0%* | **32** *100.0%* | **85** *100.0%* | **8** *100.0%* | **23** *100.0%* | **76** *100.0%* | **45** *100.0%* | **-** **-** |
| **Total Valid Responses** | **119** *100.0%* | **14** *100.0%* | **35** *100.0%* | **37** *100.0%* | **27** *100.0%* | **64** *100.0%* | **51** *100.0%* | **62** *100.0%* | **38** *100.0%* | **16** *100.0%* | **44** *100.0%* | **38** *100.0%* | **33** *100.0%* | **37** *100.0%* | **77** *100.0%* | **17** *100.0%* | **101** *100.0%* | **31** *100.0%* | **84** *100.0%* | **8** *100.0%* | **22** *100.0%* | **76** *100.0%* | **43** *100.0%* | **-** **-** |
| No Answer | **2** | - | 1 | 1 | - | - | 2 | 2 | - | - | 2 | - | - | 1 | 1 | 1 | 1 | 1 | 1 | - | 1 | - | 2 | - |
| Yes | **104** *87.4%* | 11 *78.6%* ** | 30 *85.7%* | 33 *89.2%* | 24 *88.9%* ** | 52 *81.3%* | 48 *94.1%* E | 51 *82.3%* | 34 *89.5%* | 16 *100.0%* ** | 39 *88.6%* | 33 *86.8%* | 28 *84.8%* | 29 *78.4%* | 70 *90.9%* m | 12 *70.6%* ** | 91 *90.1%* | 28 *90.3%* | 72 *85.7%* | 8 *100.0%* ** | 19 *86.4%* ** | 64 *84.2%* | 40 *93.0%* | - - |
| No | **15** *12.6%* | 3 *21.4%* ** | 5 *14.3%* | 4 *10.8%* | 3 *11.1%* ** | 12 *18.8%* F | 3 *5.9%* | 11 *17.7%* | 4 *10.5%* | - - ** | 5 *11.4%* | 5 *13.2%* | 5 *15.2%* | 8 *21.6%* n | 7 *9.1%* | 5 *29.4%* ** | 10 *9.9%* | 3 *9.7%* | 12 *14.3%* | - - ** | 3 *13.6%* ** | 12 *15.8%* | 3 *7.0%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **104** *87.4%* | 11 *78.6%* ** | 30 *85.7%* | 33 *89.2%* | 24 *88.9%* ** | 52 *81.3%* | 48 *94.1%* E | 51 *82.3%* | 34 *89.5%* | 16 *100.0%* ** | 39 *88.6%* | 33 *86.8%* | 28 *84.8%* | 29 *78.4%* | 70 *90.9%* m | 12 *70.6%* ** | 91 *90.1%* | 28 *90.3%* | 72 *85.7%* | 8 *100.0%* ** | 19 *86.4%* ** | 64 *84.2%* | 40 *93.0%* | - - |
| 3-Point Score | **2.75** | 2.57 | 2.71 | 2.78 | 2.78 | 2.63 | 2.88 | 2.65 | 2.79 | 3.00 | 2.77 | 2.74 | 2.70 | 2.57 | 2.82 | 2.41 | 2.80 | 2.81 | 2.71 | 3.00 | 2.73 | 2.68 | 2.86 | - |

Cell Contents:
- Count
- Column Percentage
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

GENERAL POPULATION

Table: 44
Level: Top

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630** *100.0%* | **105** *100.0%* | **199** *100.0%* | **144** *100.0%* | **102** *100.0%* | **319** *100.0%* | **230** *100.0%* | **414** *100.0%* | **112** *100.0%* | **37** *100.0%* | **388** *100.0%* | **107** *100.0%* | **68** *100.0%* | **119** *100.0%* | **436** *100.0%* | **63** *100.0%* | **418** *100.0%* | **135** *100.0%* | **434** *100.0%* | **29** *100.0%* | **102** *100.0%* | **363** *100.0%* | **267** *100.0%* | **-** **-** |
| **Total Valid Responses** | **570** *100.0%* | **103** *100.0%* | **197** *100.0%* | **144** *100.0%* | **99** *100.0%* | **313** *100.0%* | **229** *100.0%* | **410** *100.0%* | **111** *100.0%* | **35** *100.0%* | **385** *100.0%* | **105** *100.0%* | **66** *100.0%* | **118** *100.0%* | **432** *100.0%* | **61** *100.0%* | **406** *100.0%* | **134** *100.0%* | **430** *100.0%* | **29** *100.0%* | **101** *100.0%* | **358** *100.0%* | **212** *100.0%* | **-** **-** |
| No Answer | **60** | 2 | 2 | - | 3 | 6 | 1 | 4 | 1 | 2 | 3 | 2 | 2 | 1 | 4 | 2 | 12 | 1 | 4 | - | 1 | 5 | 55 | - |
| Yes | **100** *17.5%* | 14 *13.6%* | 38 *19.3%* | 24 *16.7%* | 18 *18.2%* | 40 *12.8%* | 54 *23.6%* E | 55 *13.4%* | 31 *27.9%* G | 11 *31.4%* G | 54 *14.0%* | 21 *20.0%* | 23 *34.8%* JK | 27 *22.9%* n | 69 *16.0%* | 17 *27.9%* p | 75 *18.5%* | 36 *26.9%* R | 62 *14.4%* | 8 *27.6%* ** | 27 *26.7%* | 66 *18.4%* | 34 *16.0%* | - - |
| No | **470** *82.5%* | 89 *86.4%* | 159 *80.7%* | 120 *83.3%* | 81 *81.8%* | 273 *87.2%* F | 175 *76.4%* | 355 *86.6%* HI | 80 *72.1%* | 24 *68.6%* | 331 *86.0%* L | 84 *80.0%* L | 43 *65.2%* | 91 *77.1%* | 363 *84.0%* m | 44 *72.1%* | 331 *81.5%* o | 98 *73.1%* | 368 *85.6%* Q | 21 *72.4%* ** | 74 *73.3%* | 292 *81.6%* | 178 *84.0%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **100** *17.5%* | 14 *13.6%* | 38 *19.3%* | 24 *16.7%* | 18 *18.2%* | 40 *12.8%* | 54 *23.6%* E | 55 *13.4%* | 31 *27.9%* G | 11 *31.4%* G | 54 *14.0%* | 21 *20.0%* | 23 *34.8%* JK | 27 *22.9%* n | 69 *16.0%* | 17 *27.9%* p | 75 *18.5%* | 36 *26.9%* R | 62 *14.4%* | 8 *27.6%* ** | 27 *26.7%* | 66 *18.4%* | 34 *16.0%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **100**<br>***100.0%*** | **14**<br>***100.0%*** | **38**<br>***100.0%*** | **24**<br>***100.0%*** | **18**<br>***100.0%*** | **40**<br>***100.0%*** | **54**<br>***100.0%*** | **55**<br>***100.0%*** | **31**<br>***100.0%*** | **11**<br>***100.0%*** | **54**<br>***100.0%*** | **21**<br>***100.0%*** | **23**<br>***100.0%*** | **27**<br>***100.0%*** | **69**<br>***100.0%*** | **17**<br>***100.0%*** | **75**<br>***100.0%*** | **36**<br>***100.0%*** | **62**<br>***100.0%*** | **8**<br>***100.0%*** | **27**<br>***100.0%*** | **66**<br>***100.0%*** | **34**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **97**<br>***100.0%*** | **14**<br>***100.0%*** | **37**<br>***100.0%*** | **23**<br>***100.0%*** | **17**<br>***100.0%*** | **37**<br>***100.0%*** | **54**<br>***100.0%*** | **53**<br>***100.0%*** | **31**<br>***100.0%*** | **10**<br>***100.0%*** | **53**<br>***100.0%*** | **20**<br>***100.0%*** | **22**<br>***100.0%*** | **26**<br>***100.0%*** | **67**<br>***100.0%*** | **16**<br>***100.0%*** | **74**<br>***100.0%*** | **36**<br>***100.0%*** | **59**<br>***100.0%*** | **8**<br>***100.0%*** | **27**<br>***100.0%*** | **64**<br>***100.0%*** | **33**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | - | 1 | 1 | 1 | 3 | - | 2 | - | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | - | 3 | - | - | 2 | 1 | - |
| Always | **60**<br>***61.9%*** | 10<br>*71.4%*<br>** | 23<br>*62.2%* | 16<br>*69.6%*<br>** | 9<br>*52.9%*<br>** | 21<br>*56.8%* | 37<br>*68.5%* | 32<br>*60.4%* | 19<br>*61.3%* | 8<br>*80.0%*<br>** | 32<br>*60.4%* | 12<br>*60.0%*<br>** | 15<br>*68.2%*<br>** | 15<br>*57.7%*<br>** | 42<br>*62.7%* | 9<br>*56.3%*<br>** | 51<br>*68.9%* | 26<br>*72.2%* | 33<br>*55.9%* | 4<br>*50.0%*<br>** | 21<br>*77.8%*<br>** | 35<br>*54.7%* | 25<br>*75.8%*<br>U | -<br>- |
| Usually | **17**<br>***17.5%*** | 3<br>*21.4%*<br>** | 7<br>*18.9%* | 3<br>*13.0%*<br>** | 3<br>*17.6%*<br>** | 9<br>*24.3%* | 7<br>*13.0%* | 12<br>*22.6%* | 3<br>*9.7%* | 1<br>*10.0%*<br>** | 9<br>*17.0%* | 5<br>*25.0%*<br>** | 3<br>*13.6%*<br>** | 4<br>*15.4%*<br>** | 13<br>*19.4%* | 4<br>*25.0%*<br>** | 11<br>*14.9%* | 6<br>*16.7%* | 11<br>*18.6%* | 2<br>*25.0%*<br>** | 4<br>*14.8%*<br>** | 16<br>*25.0%*<br>V | 1<br>*3.0%* | -<br>- |
| Sometimes | **20**<br>***20.6%*** | 1<br>*7.1%*<br>** | 7<br>*18.9%* | 4<br>*17.4%*<br>** | 5<br>*29.4%*<br>** | 7<br>*18.9%* | 10<br>*18.5%* | 9<br>*17.0%* | 9<br>*29.0%* | 1<br>*10.0%*<br>** | 12<br>*22.6%* | 3<br>*15.0%*<br>** | 4<br>*18.2%*<br>** | 7<br>*26.9%*<br>** | 12<br>*17.9%* | 3<br>*18.8%*<br>** | 12<br>*16.2%* | 4<br>*11.1%* | 15<br>*25.4%*<br>q | 2<br>*25.0%*<br>** | 2<br>*7.4%*<br>** | 13<br>*20.3%* | 7<br>*21.2%* | -<br>- |
| Never | **-**<br>**-** | -<br>-<br>** | -<br>- | -<br>-<br>** | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>-<br>** | -<br>- | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **77**<br>***79.4%*** | 13<br>*92.9%*<br>** | 30<br>*81.1%* | 19<br>*82.6%*<br>** | 12<br>*70.6%*<br>** | 30<br>*81.1%* | 44<br>*81.5%* | 44<br>*83.0%* | 22<br>*71.0%* | 9<br>*90.0%*<br>** | 41<br>*77.4%* | 17<br>*85.0%*<br>** | 18<br>*81.8%*<br>** | 19<br>*73.1%*<br>** | 55<br>*82.1%* | 13<br>*81.3%*<br>** | 62<br>*83.8%* | 32<br>*88.9%*<br>r | 44<br>*74.6%* | 6<br>*75.0%*<br>** | 25<br>*92.6%*<br>** | 51<br>*79.7%* | 26<br>*78.8%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **60**<br>***61.9%*** | 10<br>*71.4%*<br>** | 23<br>*62.2%* | 16<br>*69.6%*<br>** | 9<br>*52.9%*<br>** | 21<br>*56.8%* | 37<br>*68.5%* | 32<br>*60.4%* | 19<br>*61.3%* | 8<br>*80.0%*<br>** | 32<br>*60.4%* | 12<br>*60.0%*<br>** | 15<br>*68.2%*<br>** | 15<br>*57.7%*<br>** | 42<br>*62.7%* | 9<br>*56.3%*<br>** | 51<br>*68.9%* | 26<br>*72.2%* | 33<br>*55.9%* | 4<br>*50.0%*<br>** | 21<br>*77.8%*<br>** | 35<br>*54.7%* | 25<br>*75.8%*<br>U | -<br>- |
| 3-Point Score | **2.41** | 2.64 | 2.43 | 2.52 | 2.24 | 2.38 | 2.50 | 2.43 | 2.32 | 2.70 | 2.38 | 2.45 | 2.50 | 2.31 | 2.45 | 2.38 | 2.53 | 2.61 | 2.31 | 2.25 | 2.70 | 2.34 | 2.55 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q47. How many specialists has your child seen in the last 6 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **100**<br>***100.0%*** | **14**<br>***100.0%*** | **38**<br>***100.0%*** | **24**<br>***100.0%*** | **18**<br>***100.0%*** | **40**<br>***100.0%*** | **54**<br>***100.0%*** | **55**<br>***100.0%*** | **31**<br>***100.0%*** | **11**<br>***100.0%*** | **54**<br>***100.0%*** | **21**<br>***100.0%*** | **23**<br>***100.0%*** | **27**<br>***100.0%*** | **69**<br>***100.0%*** | **17**<br>***100.0%*** | **75**<br>***100.0%*** | **36**<br>***100.0%*** | **62**<br>***100.0%*** | **8**<br>***100.0%*** | **27**<br>***100.0%*** | **66**<br>***100.0%*** | **34**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **97**<br>***100.0%*** | **14**<br>***100.0%*** | **37**<br>***100.0%*** | **23**<br>***100.0%*** | **17**<br>***100.0%*** | **38**<br>***100.0%*** | **53**<br>***100.0%*** | **53**<br>***100.0%*** | **30**<br>***100.0%*** | **11**<br>***100.0%*** | **53**<br>***100.0%*** | **19**<br>***100.0%*** | **23**<br>***100.0%*** | **27**<br>***100.0%*** | **66**<br>***100.0%*** | **17**<br>***100.0%*** | **73**<br>***100.0%*** | **36**<br>***100.0%*** | **59**<br>***100.0%*** | **8**<br>***100.0%*** | **27**<br>***100.0%*** | **63**<br>***100.0%*** | **34**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | - | 1 | 1 | 1 | 2 | 1 | 2 | 1 | - | 1 | 2 | - | - | 3 | - | 2 | - | 3 | - | - | 3 | - | - |
| None | **10**<br>***10.3%*** | 2<br>*14.3%*<br>** | 2<br>*5.4%* | 4<br>*17.4%*<br>** | 1<br>*5.9%*<br>** | 4<br>*10.5%* | 4<br>*7.5%* | 4<br>*7.5%* | 2<br>*6.7%* | 3<br>*27.3%*<br>** | 3<br>*5.7%* | 2<br>*10.5%*<br>** | 4<br>*17.4%*<br>** | 5<br>*18.5%*<br>** | 4<br>*6.1%* | 4<br>*23.5%*<br>** | 4<br>*5.5%* | 3<br>*8.3%* | 7<br>*11.9%* | 1<br>*12.5%*<br>** | 2<br>*7.4%*<br>** | 5<br>*7.9%* | 5<br>*14.7%* | -<br>- |
| 1 specialist | **62**<br>***63.9%*** | 9<br>*64.3%*<br>** | 27<br>*73.0%* | 13<br>*56.5%*<br>** | 12<br>*70.6%*<br>** | 24<br>*63.2%* | 36<br>*67.9%* | 38<br>*71.7%*<br>h | 16<br>*53.3%* | 7<br>*63.6%*<br>** | 41<br>*77.4%* | 11<br>*57.9%*<br>** | 10<br>*43.5%*<br>** | 19<br>*70.4%*<br>** | 42<br>*63.6%* | 8<br>*47.1%*<br>** | 51<br>*69.9%* | 21<br>*58.3%* | 39<br>*66.1%* | 5<br>*62.5%*<br>** | 16<br>*59.3%*<br>** | 42<br>*66.7%* | 20<br>*58.8%* | -<br>- |
| 2 | **18**<br>***18.6%*** | 3<br>*21.4%*<br>** | 6<br>*16.2%* | 4<br>*17.4%*<br>** | 3<br>*17.6%*<br>** | 7<br>*18.4%* | 10<br>*18.9%* | 8<br>*15.1%* | 8<br>*26.7%* | 1<br>*9.1%*<br>** | 7<br>*13.2%* | 5<br>*26.3%*<br>** | 5<br>*21.7%*<br>** | 1<br>*3.7%*<br>** | 15<br>*22.7%* | 5<br>*29.4%*<br>** | 12<br>*16.4%* | 9<br>*25.0%* | 9<br>*15.3%* | 1<br>*12.5%*<br>** | 7<br>*25.9%*<br>** | 11<br>*17.5%* | 7<br>*20.6%* | -<br>- |
| 3 | **4**<br>***4.1%*** | -<br>-<br>** | 2<br>*5.4%* | 1<br>*4.3%*<br>** | 1<br>*5.9%*<br>** | 1<br>*2.6%* | 3<br>*5.7%* | 3<br>*5.7%* | 1<br>*3.3%* | -<br>-<br>** | 2<br>*3.8%* | -<br>-<br>** | 2<br>*8.7%*<br>** | 1<br>*3.7%*<br>** | 3<br>*4.5%* | -<br>-<br>** | 3<br>*4.1%* | 1<br>*2.8%* | 3<br>*5.1%* | -<br>-<br>** | 1<br>*3.7%*<br>** | 3<br>*4.8%* | 1<br>*2.9%* | -<br>- |
| 4 | **2**<br>***2.1%*** | -<br>-<br>** | -<br>- | 1<br>*4.3%*<br>** | -<br>-<br>** | 1<br>*2.6%* | -<br>- | -<br>- | 2<br>*6.7%*<br>g | -<br>-<br>** | -<br>- | 1<br>*5.3%*<br>** | 1<br>*4.3%*<br>** | 1<br>*3.7%*<br>** | 1<br>*1.5%* | -<br>-<br>** | 2<br>*2.7%* | 1<br>*2.8%* | 1<br>*1.7%* | 1<br>*12.5%*<br>** | -<br>-<br>** | 1<br>*1.6%* | 1<br>*2.9%* | -<br>- |
| 5 or more specialists | **1**<br>***1.0%*** | -<br>-<br>** | -<br>- | -<br>-<br>** | -<br>-<br>** | 1<br>*2.6%* | -<br>- | -<br>- | 1<br>*3.3%* | -<br>-<br>** | -<br>- | -<br>-<br>** | 1<br>*4.3%*<br>** | -<br>-<br>** | 1<br>*1.5%* | -<br>-<br>** | 1<br>*1.4%* | 1<br>*2.8%* | -<br>- | -<br>-<br>** | 1<br>*3.7%*<br>** | 1<br>*1.6%* | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 1 or more specialist | **87**<br>***89.7%*** | 12<br>*85.7%*<br>** | 35<br>*94.6%* | 19<br>*82.6%*<br>** | 16<br>*94.1%*<br>** | 34<br>*89.5%* | 49<br>*92.5%* | 49<br>*92.5%* | 28<br>*93.3%* | 8<br>*72.7%*<br>** | 50<br>*94.3%* | 17<br>*89.5%*<br>** | 19<br>*82.6%*<br>** | 22<br>*81.5%*<br>** | 62<br>*93.9%* | 13<br>*76.5%*<br>** | 69<br>*94.5%* | 33<br>*91.7%* | 52<br>*88.1%* | 7<br>*87.5%*<br>** | 25<br>*92.6%*<br>** | 58<br>*92.1%* | 29<br>*85.3%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q48. 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **87** *100.0%* | **12** *100.0%* | **35** *100.0%* | **19** *100.0%* | **16** *100.0%* | **34** *100.0%* | **49** *100.0%* | **49** *100.0%* | **28** *100.0%* | **8** *100.0%* | **50** *100.0%* | **17** *100.0%* | **19** *100.0%* | **22** *100.0%* | **62** *100.0%* | **13** *100.0%* | **69** *100.0%* | **33** *100.0%* | **52** *100.0%* | **7** *100.0%* | **25** *100.0%* | **58** *100.0%* | **29** *100.0%* | **-** **-** |
| **Total Valid Responses** | **87** *100.0%* | **12** *100.0%* | **35** *100.0%* | **19** *100.0%* | **16** *100.0%* | **34** *100.0%* | **49** *100.0%* | **49** *100.0%* | **28** *100.0%* | **8** *100.0%* | **50** *100.0%* | **17** *100.0%* | **19** *100.0%* | **22** *100.0%* | **62** *100.0%* | **13** *100.0%* | **69** *100.0%* | **33** *100.0%* | **52** *100.0%* | **7** *100.0%* | **25** *100.0%* | **58** *100.0%* | **29** *100.0%* | **-** **-** |
| No Answer | **-** | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 10 - Best specialist possible | **51** *58.6%* | 10 *83.3%* ** | 19 *54.3%* | 14 *73.7%* ** | 6 *37.5%* ** | 20 *58.8%* | 29 *59.2%* | 30 *61.2%* | 15 *53.6%* ** | 4 *50.0%* ** | 35 *70.0%* | 4 *23.5%* ** | 11 *57.9%* ** | 9 *40.9%* ** | 40 *64.5%* | 4 *30.8%* ** | 46 *66.7%* | 20 *60.6%* | 30 *57.7%* | 1 *14.3%* ** | 18 *72.0%* ** | 31 *53.4%* | 20 *69.0%* ** | - - |
| 9 | **15** *17.2%* | - - ** | 7 *20.0%* | 2 *10.5%* ** | 6 *37.5%* ** | 7 *20.6%* | 8 *16.3%* | 6 *12.2%* | 6 *21.4%* ** | 3 *37.5%* ** | 7 *14.0%* | 5 *29.4%* ** | 3 *15.8%* ** | 4 *18.2%* ** | 10 *16.1%* | 4 *30.8%* ** | 11 *15.9%* | 5 *15.2%* | 10 *19.2%* | 1 *14.3%* ** | 4 *16.0%* ** | 13 *22.4%* | 2 *6.9%* ** | - - |
| 8 | **9** *10.3%* | 1 *8.3%* ** | 3 *8.6%* | 1 *5.3%* ** | 4 *25.0%* ** | 2 *5.9%* | 7 *14.3%* | 4 *8.2%* | 4 *14.3%* ** | 1 *12.5%* ** | 3 *6.0%* | 5 *29.4%* ** | 1 *5.3%* ** | 3 *13.6%* ** | 6 *9.7%* | 4 *30.8%* ** | 5 *7.2%* | 5 *15.2%* | 4 *7.7%* | 3 *42.9%* ** | 2 *8.0%* ** | 7 *12.1%* | 2 *6.9%* ** | - - |
| 7 | **3** *3.4%* | - - ** | 3 *8.6%* | - - ** | - - ** | - - | 3 *6.1%* | 2 *4.1%* | 1 *3.6%* ** | - - ** | 1 *2.0%* | - - ** | 2 *10.5%* ** | 1 *4.5%* ** | 2 *3.2%* | 1 *7.7%* ** | 1 *1.4%* | 1 *3.0%* | 2 *3.8%* | - - ** | 1 *4.0%* ** | 2 *3.4%* | 1 *3.4%* ** | - - |
| 6 | **1** *1.1%* | - - ** | - - | - - ** | - - ** | - - | - - | 1 *2.0%* | - - ** | - - ** | 1 *2.0%* | - - ** | - - ** | 1 *4.5%* ** | - - | - - ** | - - | - - | 1 *1.9%* | - - ** | - - ** | - - | 1 *3.4%* ** | - - |
| 5 | **4** *4.6%* | 1 *8.3%* ** | 1 *2.9%* | 1 *5.3%* ** | - - ** | 2 *5.9%* | 1 *2.0%* | 3 *6.1%* | 1 *3.6%* ** | - - ** | 2 *4.0%* | 2 *11.8%* ** | - - ** | 1 *4.5%* ** | 3 *4.8%* | - - ** | 3 *4.3%* | 2 *6.1%* | 2 *3.8%* | 2 *28.6%* ** | - - ** | 3 *5.2%* | 1 *3.4%* ** | - - |
| 4 | **1** *1.1%* | - - ** | - - | - - ** | - - ** | 1 *2.9%* | - - | 1 *2.0%* | - - ** | - - ** | - - | - - ** | 1 *5.3%* ** | - - ** | 1 *1.6%* | - - ** | - - | - - | 1 *1.9%* | - - ** | - - ** | - - | 1 *3.4%* ** | - - |
| 3 | **2** *2.3%* | - - ** | 1 *2.9%* | 1 *5.3%* ** | - - ** | 2 *5.9%* f | - - | 1 *2.0%* | 1 *3.6%* ** | - - ** | 1 *2.0%* | 1 *5.9%* ** | - - ** | 2 *9.1%* ** | - - | - - ** | 2 *2.9%* | - - | 1 *1.9%* | - - ** | - - ** | 1 *1.7%* | 1 *3.4%* ** | - - |
| 2 | **1** *1.1%* | - - ** | 1 *2.9%* | - - ** | - - ** | - - | 1 *2.0%* | 1 *2.0%* | - - ** | - - ** | - - | - - ** | 1 *5.3%* ** | 1 *4.5%* ** | - - | - - ** | 1 *1.4%* | - - | 1 *1.9%* | - - ** | - - ** | 1 *1.7%* | - - ** | - - |
| 1 | **-** **-** | - - ** | - - | - - ** | - - ** | - - | - - | - - | - - ** | - - ** | - - | - - ** | - - ** | - - ** | - - | - - ** | - - | - - | - - | - - ** | - - ** | - - | - - ** | - - |
| 0 - Worst specialist possible | **-** **-** | - - ** | - - | - - ** | - - ** | - - | - - | - - | - - ** | - - ** | - - | - - ** | - - ** | - - ** | - - | - - ** | - - | - - | - - | - - ** | - - ** | - - | - - ** | - - |
| SUMMARY - 0-3 | **3** *3.4%* | - - ** | 2 *5.7%* | 1 *5.3%* ** | - - ** | 2 *5.9%* | 1 *2.0%* | 2 *4.1%* | 1 *3.6%* ** | - - ** | 1 *2.0%* | 1 *5.9%* ** | 1 *5.3%* ** | 3 *13.6%* ** | - - | - - ** | 3 *4.3%* | - - | 2 *3.8%* | - - ** | - - ** | 2 *3.4%* | 1 *3.4%* ** | - - |
| SUMMARY - 4-7 | **9** *10.3%* | 1 *8.3%* ** | 4 *11.4%* | 1 *5.3%* ** | - - ** | 3 *8.8%* | 4 *8.2%* | 7 *14.3%* | 2 *7.1%* ** | - - ** | 4 *8.0%* | 2 *11.8%* ** | 3 *15.8%* ** | 3 *13.6%* ** | 6 *9.7%* | 1 *7.7%* ** | 4 *5.8%* | 3 *9.1%* | 6 *11.5%* | 2 *28.6%* ** | 1 *4.0%* ** | 5 *8.6%* | 4 *13.8%* ** | - - |
| HEDIS/CAHPS SUMMARY RATE - 8-10 | **75** *86.2%* | 11 *91.7%* ** | 29 *82.9%* | 17 *89.5%* ** | 16 *100.0%* ** | 29 *85.3%* | 44 *89.8%* | 40 *81.6%* | 25 *89.3%* ** | 8 *100.0%* ** | 45 *90.0%* | 14 *82.4%* ** | 15 *78.9%* ** | 16 *72.7%* ** | 56 *90.3%* | 12 *92.3%* ** | 62 *89.9%* | 30 *90.9%* | 44 *84.6%* | 5 *71.4%* ** | 24 *96.0%* ** | 51 *87.9%* | 24 *82.8%* ** | - - |
| HEDIS/CAHPS SUMMARY RATE - 9-10 | **66** *75.9%* | 10 *83.3%* ** | 26 *74.3%* | 16 *84.2%* ** | 12 *75.0%* ** | 27 *79.4%* | 37 *75.5%* | 36 *73.5%* | 21 *75.0%* ** | 7 *87.5%* ** | 42 *84.0%* | 9 *52.9%* ** | 14 *73.7%* ** | 13 *59.1%* ** | 50 *80.6%* | 8 *61.5%* ** | 57 *82.6%* | 25 *75.8%* | 40 *76.9%* | 2 *28.6%* ** | 22 *88.0%* ** | 44 *75.9%* | 22 *75.9%* ** | - - |
| 3-Point Score | **2.66** | 2.75 | 2.66 | 2.74 | 2.75 | 2.65 | 2.71 | 2.59 | 2.68 | 2.88 | 2.76 | 2.35 | 2.63 | 2.36 | 2.74 | 2.62 | 2.74 | 2.70 | 2.65 | 2.00 | 2.88 | 2.67 | 2.62 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q49. In the last 6 months, did you get information or help from customer service at your childs health plan?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **569**<br>***100.0%*** | **104**<br>***100.0%*** | **197**<br>***100.0%*** | **143**<br>***100.0%*** | **100**<br>***100.0%*** | **314**<br>***100.0%*** | **229**<br>***100.0%*** | **410**<br>***100.0%*** | **111**<br>***100.0%*** | **36**<br>***100.0%*** | **384**<br>***100.0%*** | **107**<br>***100.0%*** | **67**<br>***100.0%*** | **118**<br>***100.0%*** | **433**<br>***100.0%*** | **62**<br>***100.0%*** | **406**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **360**<br>***100.0%*** | **209**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **61** | 1 | 2 | 1 | 2 | 5 | 1 | 4 | 1 | 1 | 4 | - | 1 | 1 | 3 | 1 | 12 | - | - | - | - | 3 | 58 | - |
| Yes | **135**<br>***23.7%*** | 30<br>*28.8%*<br>C | 49<br>*24.9%*<br>c | 23<br>*16.1%* | 27<br>*27.0%*<br>C | 80<br>*25.5%* | 49<br>*21.4%* | 90<br>*22.0%* | 33<br>*29.7%*<br>g | 11<br>*30.6%* | 89<br>*23.2%* | 27<br>*25.2%* | 17<br>*25.4%* | 21<br>*17.8%* | 110<br>*25.4%*<br>m | 15<br>*24.2%* | 103<br>*25.4%* | 135<br>*100.0%*<br>R | -<br>- | 29<br>*100.0%*<br>** | 102<br>*100.0%* | 78<br>*21.7%* | 57<br>*27.3%* | -<br>- |
| No | **434**<br>***76.3%*** | 74<br>*71.2%* | 148<br>*75.1%* | 120<br>*83.9%*<br>AbD | 73<br>*73.0%* | 234<br>*74.5%* | 180<br>*78.6%* | 320<br>*78.0%*<br>h | 78<br>*70.3%* | 25<br>*69.4%* | 295<br>*76.8%* | 80<br>*74.8%* | 50<br>*74.6%* | 97<br>*82.2%*<br>n | 323<br>*74.6%* | 47<br>*75.8%* | 303<br>*74.6%* | -<br>- | 434<br>*100.0%*<br>Q | -<br>-<br>** | -<br>- | 282<br>*78.3%* | 152<br>*72.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **135**<br>***23.7%*** | 30<br>*28.8%*<br>C | 49<br>*24.9%*<br>c | 23<br>*16.1%* | 27<br>*27.0%*<br>C | 80<br>*25.5%* | 49<br>*21.4%* | 90<br>*22.0%* | 33<br>*29.7%*<br>g | 11<br>*30.6%* | 89<br>*23.2%* | 27<br>*25.2%* | 17<br>*25.4%* | 21<br>*17.8%* | 110<br>*25.4%*<br>m | 15<br>*24.2%* | 103<br>*25.4%* | 135<br>*100.0%*<br>R | -<br>- | 29<br>*100.0%*<br>** | 102<br>*100.0%* | 78<br>*21.7%* | 57<br>*27.3%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **135**<br>***100.0%*** | **30**<br>***100.0%*** | **49**<br>***100.0%*** | **23**<br>***100.0%*** | **27**<br>***100.0%*** | **80**<br>***100.0%*** | **49**<br>***100.0%*** | **90**<br>***100.0%*** | **33**<br>***100.0%*** | **11**<br>***100.0%*** | **89**<br>***100.0%*** | **27**<br>***100.0%*** | **17**<br>***100.0%*** | **21**<br>***100.0%*** | **110**<br>***100.0%*** | **15**<br>***100.0%*** | **103**<br>***100.0%*** | **135**<br>***100.0%*** | **-**<br>**-** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **78**<br>***100.0%*** | **57**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **131**<br>***100.0%*** | **29**<br>***100.0%*** | **49**<br>***100.0%*** | **23**<br>***100.0%*** | **26**<br>***100.0%*** | **79**<br>***100.0%*** | **48**<br>***100.0%*** | **88**<br>***100.0%*** | **32**<br>***100.0%*** | **11**<br>***100.0%*** | **86**<br>***100.0%*** | **27**<br>***100.0%*** | **17**<br>***100.0%*** | **19**<br>***100.0%*** | **109**<br>***100.0%*** | **14**<br>***100.0%*** | **100**<br>***100.0%*** | **131**<br>***100.0%*** | **-**<br>**-** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **75**<br>***100.0%*** | **56**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **4** | 1 | - | - | 1 | 1 | 1 | 2 | 1 | - | 3 | - | - | 2 | 1 | 1 | 3 | 4 | - | - | - | 3 | 1 | - |
| Always | **77**<br>***58.8%*** | 19<br>*65.5%*<br>** | 29<br>*59.2%* | 13<br>*56.5%*<br>** | 14<br>*53.8%*<br>** | 45<br>*57.0%* | 29<br>*60.4%* | 55<br>*62.5%*<br>h | 14<br>*43.8%* | 8<br>*72.7%*<br>** | 57<br>*66.3%* | 10<br>*37.0%*<br>** | 10<br>*58.8%*<br>** | 8<br>*42.1%*<br>** | 67<br>*61.5%* | 5<br>*35.7%*<br>** | 63<br>*63.0%* | 77<br>*58.8%* | -<br>- | -<br>-<br>** | 77<br>*75.5%* | 44<br>*58.7%* | 33<br>*58.9%* | -<br>- |
| Usually | **25**<br>***19.1%*** | 7<br>*24.1%*<br>** | 11<br>*22.4%* | 3<br>*13.0%*<br>** | 3<br>*11.5%*<br>** | 12<br>*15.2%* | 13<br>*27.1%* | 11<br>*12.5%* | 12<br>*37.5%*<br>G | 2<br>*18.2%*<br>** | 12<br>*14.0%* | 7<br>*25.9%*<br>** | 5<br>*29.4%*<br>** | 2<br>*10.5%*<br>** | 22<br>*20.2%* | 6<br>*42.9%*<br>** | 18<br>*18.0%* | 25<br>*19.1%* | -<br>- | -<br>-<br>** | 25<br>*24.5%* | 15<br>*20.0%* | 10<br>*17.9%* | -<br>- |
| Sometimes | **26**<br>***19.8%*** | 3<br>*10.3%*<br>** | 9<br>*18.4%* | 7<br>*30.4%*<br>** | 6<br>*23.1%*<br>** | 19<br>*24.1%* | 6<br>*12.5%* | 19<br>*21.6%* | 6<br>*18.8%* | 1<br>*9.1%*<br>** | 14<br>*16.3%* | 10<br>*37.0%*<br>** | 2<br>*11.8%*<br>** | 9<br>*47.4%*<br>** | 17<br>*15.6%* | 2<br>*14.3%*<br>** | 17<br>*17.0%* | 26<br>*19.8%* | -<br>- | 26<br>*89.7%*<br>** | -<br>- | 13<br>*17.3%* | 13<br>*23.2%* | -<br>- |
| Never | **3**<br>***2.3%*** | -<br>-<br>** | -<br>- | -<br>-<br>** | 3<br>*11.5%*<br>** | 3<br>*3.8%* | -<br>- | 3<br>*3.4%* | -<br>- | -<br>-<br>** | 3<br>*3.5%* | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | 3<br>*2.8%* | 1<br>*7.1%*<br>** | 2<br>*2.0%* | 3<br>*2.3%* | -<br>- | 3<br>*10.3%*<br>** | -<br>- | 3<br>*4.0%* | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **102**<br>***77.9%*** | 26<br>*89.7%*<br>** | 40<br>*81.6%* | 16<br>*69.6%*<br>** | 17<br>*65.4%*<br>** | 57<br>*72.2%* | 42<br>*87.5%*<br>E | 66<br>*75.0%* | 26<br>*81.3%* | 10<br>*90.9%*<br>** | 69<br>*80.2%* | 17<br>*63.0%*<br>** | 15<br>*88.2%*<br>** | 10<br>*52.6%*<br>** | 89<br>*81.7%* | 11<br>*78.6%*<br>** | 81<br>*81.0%* | 102<br>*77.9%* | -<br>- | -<br>-<br>** | 102<br>*100.0%* | 59<br>*78.7%* | 43<br>*76.8%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **77**<br>***58.8%*** | 19<br>*65.5%*<br>** | 29<br>*59.2%* | 13<br>*56.5%*<br>** | 14<br>*53.8%*<br>** | 45<br>*57.0%* | 29<br>*60.4%* | 55<br>*62.5%*<br>h | 14<br>*43.8%* | 8<br>*72.7%*<br>** | 57<br>*66.3%* | 10<br>*37.0%*<br>** | 10<br>*58.8%*<br>** | 8<br>*42.1%*<br>** | 67<br>*61.5%* | 5<br>*35.7%*<br>** | 63<br>*63.0%* | 77<br>*58.8%* | -<br>- | -<br>-<br>** | 77<br>*75.5%* | 44<br>*58.7%* | 33<br>*58.9%* | -<br>- |
| 3-Point Score | **2.37** | 2.55 | 2.41 | 2.26 | 2.19 | 2.29 | 2.48 | 2.38 | 2.25 | 2.64 | 2.47 | 2.00 | 2.47 | 1.95 | 2.43 | 2.14 | 2.44 | 2.37 | - | 1.00 | 2.75 | 2.37 | 2.36 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **135**<br>***100.0%*** | **30**<br>***100.0%*** | **49**<br>***100.0%*** | **23**<br>***100.0%*** | **27**<br>***100.0%*** | **80**<br>***100.0%*** | **49**<br>***100.0%*** | **90**<br>***100.0%*** | **33**<br>***100.0%*** | **11**<br>***100.0%*** | **89**<br>***100.0%*** | **27**<br>***100.0%*** | **17**<br>***100.0%*** | **21**<br>***100.0%*** | **110**<br>***100.0%*** | **15**<br>***100.0%*** | **103**<br>***100.0%*** | **135**<br>***100.0%*** | **-**<br>**-** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **78**<br>***100.0%*** | **57**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **131**<br>***100.0%*** | **29**<br>***100.0%*** | **49**<br>***100.0%*** | **23**<br>***100.0%*** | **26**<br>***100.0%*** | **79**<br>***100.0%*** | **48**<br>***100.0%*** | **88**<br>***100.0%*** | **32**<br>***100.0%*** | **11**<br>***100.0%*** | **86**<br>***100.0%*** | **27**<br>***100.0%*** | **17**<br>***100.0%*** | **19**<br>***100.0%*** | **109**<br>***100.0%*** | **14**<br>***100.0%*** | **100**<br>***100.0%*** | **131**<br>***100.0%*** | **-**<br>**-** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **75**<br>***100.0%*** | **56**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **4** | 1 | - | - | 1 | 1 | 1 | 2 | 1 | - | 3 | - | - | 2 | 1 | 1 | 3 | 4 | - | - | - | 3 | 1 | - |
| Always | **101**<br>***77.1%*** | 22<br>*75.9%*<br>** | 41<br>*83.7%* | 18<br>*78.3%*<br>** | 17<br>*65.4%*<br>** | 63<br>*79.7%* | 35<br>*72.9%* | 70<br>*79.5%* | 21<br>*65.6%* | 10<br>*90.9%*<br>** | 72<br>*83.7%* | 16<br>*59.3%*<br>** | 12<br>*70.6%*<br>** | 13<br>*68.4%*<br>** | 86<br>*78.9%* | 9<br>*64.3%*<br>** | 78<br>*78.0%* | 101<br>*77.1%* | -<br>- | 13<br>*44.8%*<br>** | 88<br>*86.3%* | 55<br>*73.3%* | 46<br>*82.1%* | -<br>- |
| Usually | **19**<br>***14.5%*** | 6<br>*20.7%*<br>** | 5<br>*10.2%* | 2<br>*8.7%*<br>** | 6<br>*23.1%*<br>** | 10<br>*12.7%* | 9<br>*18.8%* | 10<br>*11.4%* | 8<br>*25.0%*<br>g | 1<br>*9.1%*<br>** | 8<br>*9.3%* | 7<br>*25.9%*<br>** | 4<br>*23.5%*<br>** | 2<br>*10.5%*<br>** | 16<br>*14.7%* | 3<br>*21.4%*<br>** | 15<br>*15.0%* | 19<br>*14.5%* | -<br>- | 6<br>*20.7%*<br>** | 13<br>*12.7%* | 13<br>*17.3%* | 6<br>*10.7%* | -<br>- |
| Sometimes | **10**<br>***7.6%*** | 1<br>*3.4%*<br>** | 3<br>*6.1%* | 3<br>*13.0%*<br>** | 2<br>*7.7%*<br>** | 5<br>*6.3%* | 4<br>*8.3%* | 7<br>*8.0%* | 3<br>*9.4%* | -<br>-<br>** | 5<br>*5.8%* | 4<br>*14.8%*<br>** | 1<br>*5.9%*<br>** | 4<br>*21.1%*<br>** | 6<br>*5.5%* | 2<br>*14.3%*<br>** | 6<br>*6.0%* | 10<br>*7.6%* | -<br>- | 9<br>*31.0%*<br>** | 1<br>*1.0%* | 6<br>*8.0%* | 4<br>*7.1%* | -<br>- |
| Never | **1**<br>***0.8%*** | -<br>-<br>** | -<br>- | -<br>-<br>** | 1<br>*3.8%*<br>** | 1<br>*1.3%* | -<br>- | 1<br>*1.1%* | -<br>- | -<br>-<br>** | 1<br>*1.2%* | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*0.9%* | -<br>-<br>** | 1<br>*1.0%* | 1<br>*0.8%* | -<br>- | 1<br>*3.4%*<br>** | -<br>- | 1<br>*1.3%* | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **120**<br>***91.6%*** | 28<br>*96.6%*<br>** | 46<br>*93.9%* | 20<br>*87.0%*<br>** | 23<br>*88.5%*<br>** | 73<br>*92.4%* | 44<br>*91.7%* | 80<br>*90.9%* | 29<br>*90.6%* | 11<br>*100.0%*<br>** | 80<br>*93.0%* | 23<br>*85.2%*<br>** | 16<br>*94.1%*<br>** | 15<br>*78.9%*<br>** | 102<br>*93.6%* | 12<br>*85.7%*<br>** | 93<br>*93.0%* | 120<br>*91.6%* | -<br>- | 19<br>*65.5%*<br>** | 101<br>*99.0%* | 68<br>*90.7%* | 52<br>*92.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **101**<br>***77.1%*** | 22<br>*75.9%*<br>** | 41<br>*83.7%* | 18<br>*78.3%*<br>** | 17<br>*65.4%*<br>** | 63<br>*79.7%* | 35<br>*72.9%* | 70<br>*79.5%* | 21<br>*65.6%* | 10<br>*90.9%*<br>** | 72<br>*83.7%* | 16<br>*59.3%*<br>** | 12<br>*70.6%*<br>** | 13<br>*68.4%*<br>** | 86<br>*78.9%* | 9<br>*64.3%*<br>** | 78<br>*78.0%* | 101<br>*77.1%* | -<br>- | 13<br>*44.8%*<br>** | 88<br>*86.3%* | 55<br>*73.3%* | 46<br>*82.1%* | -<br>- |
| 3-Point Score | **2.69** | 2.72 | 2.78 | 2.65 | 2.54 | 2.72 | 2.65 | 2.70 | 2.56 | 2.91 | 2.77 | 2.44 | 2.65 | 2.47 | 2.72 | 2.50 | 2.71 | 2.69 | - | 2.10 | 2.85 | 2.64 | 2.75 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q52. In the last 6 months, did your childs health plan give you any forms to fill out?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630** *100.0%* | **105** *100.0%* | **199** *100.0%* | **144** *100.0%* | **102** *100.0%* | **319** *100.0%* | **230** *100.0%* | **414** *100.0%* | **112** *100.0%* | **37** *100.0%* | **388** *100.0%* | **107** *100.0%* | **68** *100.0%* | **119** *100.0%* | **436** *100.0%* | **63** *100.0%* | **418** *100.0%* | **135** *100.0%* | **434** *100.0%* | **29** *100.0%* | **102** *100.0%* | **363** *100.0%* | **267** *100.0%* | **-** **-** |
| **Total Valid Responses** | **564** *100.0%* | **103** *100.0%* | **199** *100.0%* | **140** *100.0%* | **98** *100.0%* | **313** *100.0%* | **226** *100.0%* | **408** *100.0%* | **111** *100.0%* | **34** *100.0%* | **381** *100.0%* | **106** *100.0%* | **66** *100.0%* | **119** *100.0%* | **429** *100.0%* | **61** *100.0%* | **402** *100.0%* | **130** *100.0%* | **430** *100.0%* | **28** *100.0%* | **99** *100.0%* | **356** *100.0%* | **208** *100.0%* | **-** **-** |
| No Answer | **66** | 2 | - | 4 | 4 | 6 | 4 | 6 | 1 | 3 | 7 | 1 | 2 | - | 7 | 2 | 16 | 5 | 4 | 1 | 3 | 7 | 59 | - |
| Yes | **132** *23.4%* | 29 *28.2%* | 51 *25.6%* | 27 *19.3%* | 20 *20.4%* | 77 *24.6%* | 50 *22.1%* | 94 *23.0%* | 26 *23.4%* | 10 *29.4%* | 87 *22.8%* | 26 *24.5%* | 17 *25.8%* | 18 *15.1%* | 111 *25.9%* M | 16 *26.2%* | 93 *23.1%* | 65 *50.0%* R | 64 *14.9%* | 12 *42.9%* ** | 51 *51.5%* | 77 *21.6%* | 55 *26.4%* | - - |
| No | **432** *76.6%* | 74 *71.8%* | 148 *74.4%* | 113 *80.7%* | 78 *79.6%* | 236 *75.4%* | 176 *77.9%* | 314 *77.0%* | 85 *76.6%* | 24 *70.6%* | 294 *77.2%* | 80 *75.5%* | 49 *74.2%* | 101 *84.9%* N | 318 *74.1%* | 45 *73.8%* | 309 *76.9%* | 65 *50.0%* | 366 *85.1%* Q | 16 *57.1%* ** | 48 *48.5%* | 279 *78.4%* | 153 *73.6%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **132** *23.4%* | 29 *28.2%* | 51 *25.6%* | 27 *19.3%* | 20 *20.4%* | 77 *24.6%* | 50 *22.1%* | 94 *23.0%* | 26 *23.4%* | 10 *29.4%* | 87 *22.8%* | 26 *24.5%* | 17 *25.8%* | 18 *15.1%* | 111 *25.9%* M | 16 *26.2%* | 93 *23.1%* | 65 *50.0%* R | 64 *14.9%* | 12 *42.9%* ** | 51 *51.5%* | 77 *21.6%* | 55 *26.4%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q53. (FOF) In the last 6 months, how often were the forms from your childs health plan easy to fill out?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **564**<br>***100.0%*** | **103**<br>***100.0%*** | **199**<br>***100.0%*** | **140**<br>***100.0%*** | **98**<br>***100.0%*** | **313**<br>***100.0%*** | **226**<br>***100.0%*** | **408**<br>***100.0%*** | **111**<br>***100.0%*** | **34**<br>***100.0%*** | **381**<br>***100.0%*** | **106**<br>***100.0%*** | **66**<br>***100.0%*** | **119**<br>***100.0%*** | **429**<br>***100.0%*** | **61**<br>***100.0%*** | **402**<br>***100.0%*** | **130**<br>***100.0%*** | **430**<br>***100.0%*** | **28**<br>***100.0%*** | **99**<br>***100.0%*** | **356**<br>***100.0%*** | **208**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **548**<br>***100.0%*** | **101**<br>***100.0%*** | **191**<br>***100.0%*** | **139**<br>***100.0%*** | **94**<br>***100.0%*** | **306**<br>***100.0%*** | **218**<br>***100.0%*** | **394**<br>***100.0%*** | **109**<br>***100.0%*** | **34**<br>***100.0%*** | **372**<br>***100.0%*** | **103**<br>***100.0%*** | **63**<br>***100.0%*** | **114**<br>***100.0%*** | **420**<br>***100.0%*** | **58**<br>***100.0%*** | **394**<br>***100.0%*** | **126**<br>***100.0%*** | **419**<br>***100.0%*** | **27**<br>***100.0%*** | **97**<br>***100.0%*** | **347**<br>***100.0%*** | **201**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **16** | 2 | 8 | 1 | 4 | 7 | 8 | 14 | 2 | - | 9 | 3 | 3 | 5 | 9 | 3 | 8 | 4 | 11 | 1 | 2 | 9 | 7 | - |
| Always | **517**<br>***94.3%*** | 96<br>*95.0%* | 179<br>*93.7%* | 130<br>*93.5%* | 90<br>*95.7%* | 287<br>*93.8%* | 207<br>*95.0%* | 375<br>*95.2%*<br>i | 101<br>*92.7%* | 30<br>*88.2%* | 355<br>*95.4%* | 95<br>*92.2%* | 57<br>*90.5%* | 107<br>*93.9%* | 396<br>*94.3%* | 51<br>*87.9%* | 375<br>*95.2%*<br>O | 109<br>*86.5%* | 406<br>*96.9%*<br>Q | 21<br>*77.8%*<br>** | 87<br>*89.7%* | 325<br>*93.7%* | 192<br>*95.5%* | -<br>- |
| Usually | **19**<br>***3.5%*** | 4<br>*4.0%* | 7<br>*3.7%* | 5<br>*3.6%* | 3<br>*3.2%* | 9<br>*2.9%* | 10<br>*4.6%* | 12<br>*3.0%* | 4<br>*3.7%* | 3<br>*8.8%*<br>g | 12<br>*3.2%* | 2<br>*1.9%* | 5<br>*7.9%*<br>jk | 4<br>*3.5%* | 15<br>*3.6%* | 4<br>*6.9%* | 13<br>*3.3%* | 9<br>*7.1%*<br>R | 10<br>*2.4%* | -<br>-<br>** | 8<br>*8.2%* | 12<br>*3.5%* | 7<br>*3.5%* | -<br>- |
| Sometimes | **11**<br>***2.0%*** | -<br>- | 5<br>*2.6%* | 4<br>*2.9%*<br>a | 1<br>*1.1%* | 9<br>*2.9%*<br>F | 1<br>*0.5%* | 6<br>*1.5%* | 4<br>*3.7%* | 1<br>*2.9%* | 4<br>*1.1%* | 6<br>*5.8%*<br>J | 1<br>*1.6%* | 3<br>*2.6%* | 8<br>*1.9%* | 2<br>*3.4%* | 6<br>*1.5%* | 7<br>*5.6%*<br>R | 3<br>*0.7%* | 6<br>*22.2%*<br>** | 1<br>*1.0%* | 9<br>*2.6%* | 2<br>*1.0%* | -<br>- |
| Never | **1**<br>***0.2%*** | 1<br>*1.0%* | -<br>- | -<br>- | -<br>- | 1<br>*0.3%* | -<br>- | 1<br>*0.3%* | -<br>- | -<br>- | 1<br>*0.3%* | -<br>- | -<br>- | -<br>- | 1<br>*0.2%* | 1<br>*1.7%*<br>P | -<br>- | 1<br>*0.8%*<br>r | -<br>- | -<br>-<br>** | 1<br>*1.0%* | 1<br>*0.3%* | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **536**<br>***97.8%*** | 100<br>*99.0%* | 186<br>*97.4%* | 135<br>*97.1%* | 93<br>*98.9%* | 296<br>*96.7%* | 217<br>*99.5%*<br>E | 387<br>*98.2%* | 105<br>*96.3%* | 33<br>*97.1%* | 367<br>*98.7%*<br>K | 97<br>*94.2%* | 62<br>*98.4%* | 111<br>*97.4%* | 411<br>*97.9%* | 55<br>*94.8%* | 388<br>*98.5%*<br>o | 118<br>*93.7%* | 416<br>*99.3%*<br>Q | 21<br>*77.8%*<br>** | 95<br>*97.9%* | 337<br>*97.1%* | 199<br>*99.0%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **517**<br>***94.3%*** | 96<br>*95.0%* | 179<br>*93.7%* | 130<br>*93.5%* | 90<br>*95.7%* | 287<br>*93.8%* | 207<br>*95.0%* | 375<br>*95.2%*<br>i | 101<br>*92.7%* | 30<br>*88.2%* | 355<br>*95.4%* | 95<br>*92.2%* | 57<br>*90.5%* | 107<br>*93.9%* | 396<br>*94.3%* | 51<br>*87.9%* | 375<br>*95.2%*<br>O | 109<br>*86.5%* | 406<br>*96.9%*<br>Q | 21<br>*77.8%*<br>** | 87<br>*89.7%* | 325<br>*93.7%* | 192<br>*95.5%* | -<br>- |
| 3-Point Score | **2.92** | 2.94 | 2.91 | 2.91 | 2.95 | 2.91 | 2.94 | 2.93 | 2.89 | 2.85 | 2.94 | 2.86 | 2.89 | 2.91 | 2.92 | 2.83 | 2.94 | 2.80 | 2.96 | 2.56 | 2.88 | 2.91 | 2.95 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 childs health plan?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **555**<br>***100.0%*** | **99**<br>***100.0%*** | **197**<br>***100.0%*** | **140**<br>***100.0%*** | **98**<br>***100.0%*** | **310**<br>***100.0%*** | **224**<br>***100.0%*** | **403**<br>***100.0%*** | **110**<br>***100.0%*** | **34**<br>***100.0%*** | **379**<br>***100.0%*** | **106**<br>***100.0%*** | **63**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **60**<br>***100.0%*** | **399**<br>***100.0%*** | **131**<br>***100.0%*** | **420**<br>***100.0%*** | **29**<br>***100.0%*** | **99**<br>***100.0%*** | **347**<br>***100.0%*** | **208**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **75** | 6 | 2 | 4 | 4 | 9 | 6 | 11 | 2 | 3 | 9 | 1 | 5 | - | - | 3 | 19 | 4 | 14 | - | 3 | 16 | 59 | - |
| 10 - Best health plan possible | **278**<br>***50.1%*** | 62<br>*62.6%*<br>BCD | 95<br>*48.2%* | 67<br>*47.9%* | 45<br>*45.9%* | 169<br>*54.5%*<br>F | 98<br>*43.8%* | 218<br>*54.1%*<br>HI | 46<br>*41.8%* | 9<br>*26.5%* | 208<br>*54.9%*<br>kL | 48<br>*45.3%*<br>l | 20<br>*31.7%* | -<br>- | 278<br>*63.8%*<br>M | 11<br>*18.3%* | 217<br>*54.4%*<br>O | 72<br>*55.0%* | 205<br>*48.8%* | 11<br>*37.9%*<br>** | 60<br>*60.6%* | 173<br>*49.9%* | 105<br>*50.5%* | -<br>- |
| 9 | **77**<br>***13.9%*** | 7<br>*7.1%* | 31<br>*15.7%*<br>A | 18<br>*12.9%* | 20<br>*20.4%*<br>A | 36<br>*11.6%* | 41<br>*18.3%*<br>E | 57<br>*14.1%*<br>I | 19<br>*17.3%*<br>I | -<br>- | 55<br>*14.5%* | 14<br>*13.2%* | 7<br>*11.1%* | -<br>- | 77<br>*17.7%*<br>M | 6<br>*10.0%* | 62<br>*15.5%* | 15<br>*11.5%* | 60<br>*14.3%* | 2<br>*6.9%*<br>** | 13<br>*13.1%* | 51<br>*14.7%* | 26<br>*12.5%* | -<br>- |
| 8 | **81**<br>***14.6%*** | 16<br>*16.2%* | 23<br>*11.7%* | 23<br>*16.4%* | 14<br>*14.3%* | 45<br>*14.5%* | 32<br>*14.3%* | 50<br>*12.4%* | 23<br>*20.9%*<br>G | 8<br>*23.5%*<br>g | 43<br>*11.3%* | 21<br>*19.8%*<br>J | 16<br>*25.4%*<br>J | -<br>- | 81<br>*18.6%*<br>M | 16<br>*26.7%*<br>P | 53<br>*13.3%* | 23<br>*17.6%* | 58<br>*13.8%* | 7<br>*24.1%*<br>** | 16<br>*16.2%* | 46<br>*13.3%* | 35<br>*16.8%* | -<br>- |
| 7 | **45**<br>***8.1%*** | 6<br>*6.1%* | 14<br>*7.1%* | 12<br>*8.6%* | 9<br>*9.2%* | 22<br>*7.1%* | 21<br>*9.4%* | 28<br>*6.9%* | 10<br>*9.1%* | 6<br>*17.6%*<br>G | 29<br>*7.7%* | 9<br>*8.5%* | 5<br>*7.9%* | 45<br>*37.8%*<br>N | -<br>- | 8<br>*13.3%* | 29<br>*7.3%* | 8<br>*6.1%* | 36<br>*8.6%* | 1<br>*3.4%*<br>** | 5<br>*5.1%* | 27<br>*7.8%* | 18<br>*8.7%* | -<br>- |
| 6 | **30**<br>***5.4%*** | 3<br>*3.0%* | 15<br>*7.6%* | 7<br>*5.0%* | 5<br>*5.1%* | 17<br>*5.5%* | 13<br>*5.8%* | 22<br>*5.5%* | 4<br>*3.6%* | 4<br>*11.8%*<br>h | 22<br>*5.8%* | 3<br>*2.8%* | 5<br>*7.9%* | 30<br>*25.2%*<br>N | -<br>- | 6<br>*10.0%*<br>p | 19<br>*4.8%* | 7<br>*5.3%* | 23<br>*5.5%* | 6<br>*20.7%*<br>** | 1<br>*1.0%* | 17<br>*4.9%* | 13<br>*6.3%* | -<br>- |
| 5 | **22**<br>***4.0%*** | 4<br>*4.0%* | 6<br>*3.0%* | 7<br>*5.0%* | 4<br>*4.1%* | 13<br>*4.2%* | 8<br>*3.6%* | 15<br>*3.7%* | 3<br>*2.7%* | 3<br>*8.8%* | 13<br>*3.4%* | 4<br>*3.8%* | 4<br>*6.3%* | 22<br>*18.5%*<br>N | -<br>- | 8<br>*13.3%*<br>P | 7<br>*1.8%* | -<br>- | 22<br>*5.2%*<br>Q | -<br>-<br>** | -<br>- | 18<br>*5.2%*<br>v | 4<br>*1.9%* | -<br>- |
| 4 | **7**<br>***1.3%*** | -<br>- | 5<br>*2.5%* | 2<br>*1.4%* | -<br>- | 2<br>*0.6%* | 5<br>*2.2%* | 2<br>*0.5%* | 3<br>*2.7%*<br>G | 2<br>*5.9%*<br>G | 3<br>*0.8%* | 3<br>*2.8%*<br>j | 1<br>*1.6%* | 7<br>*5.9%*<br>N | -<br>- | 1<br>*1.7%* | 5<br>*1.3%* | 4<br>*3.1%*<br>R | 3<br>*0.7%* | 1<br>*3.4%*<br>** | 3<br>*3.0%* | 4<br>*1.2%* | 3<br>*1.4%* | -<br>- |
| 3 | **5**<br>***0.9%*** | -<br>- | 3<br>*1.5%* | 1<br>*0.7%* | -<br>- | 1<br>*0.3%* | 3<br>*1.3%* | 5<br>*1.2%* | -<br>- | -<br>- | 1<br>*0.3%* | 2<br>*1.9%*<br>j | 2<br>*3.2%*<br>J | 5<br>*4.2%*<br>N | -<br>- | 2<br>*3.3%*<br>P | 2<br>*0.5%* | 1<br>*0.8%* | 4<br>*1.0%* | 1<br>*3.4%*<br>** | -<br>- | 2<br>*0.6%* | 3<br>*1.4%* | -<br>- |
| 2 | **2**<br>***0.4%*** | -<br>- | 1<br>*0.5%* | 1<br>*0.7%* | -<br>- | 1<br>*0.3%* | 1<br>*0.4%* | 1<br>*0.2%* | 1<br>*0.9%* | -<br>- | 1<br>*0.3%* | 1<br>*0.9%* | -<br>- | 2<br>*1.7%*<br>N | -<br>- | -<br>- | 1<br>*0.3%* | -<br>- | 2<br>*0.5%* | -<br>-<br>** | -<br>- | 2<br>*0.6%* | -<br>- | -<br>- |
| 1 | **-**<br>**-** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- |
| 0 - Worst health plan possible | **8**<br>***1.4%*** | 1<br>*1.0%* | 4<br>*2.0%* | 2<br>*1.4%* | 1<br>*1.0%* | 4<br>*1.3%* | 2<br>*0.9%* | 5<br>*1.2%* | 1<br>*0.9%* | 2<br>*5.9%*<br>Gh | 4<br>*1.1%* | 1<br>*0.9%* | 3<br>*4.8%*<br>J | 8<br>*6.7%*<br>N | -<br>- | 2<br>*3.3%* | 4<br>*1.0%* | 1<br>*0.8%* | 7<br>*1.7%* | -<br>-<br>** | 1<br>*1.0%* | 7<br>*2.0%* | 1<br>*0.5%* | -<br>- |
| SUMMARY - 0-3 | **15**<br>***2.7%*** | 1<br>*1.0%* | 8<br>*4.1%* | 4<br>*2.9%* | 1<br>*1.0%* | 6<br>*1.9%* | 6<br>*2.7%* | 11<br>*2.7%* | 2<br>*1.8%* | 2<br>*5.9%* | 6<br>*1.6%* | 4<br>*3.8%* | 5<br>*7.9%*<br>J | 15<br>*12.6%*<br>N | -<br>- | 4<br>*6.7%*<br>P | 7<br>*1.8%* | 2<br>*1.5%* | 13<br>*3.1%* | 1<br>*3.4%*<br>** | 1<br>*1.0%* | 11<br>*3.2%* | 4<br>*1.9%* | -<br>- |
| SUMMARY - 4-7 | **104**<br>***18.7%*** | 13<br>*13.1%* | 40<br>*20.3%* | 28<br>*20.0%* | 18<br>*18.4%* | 54<br>*17.4%* | 47<br>*21.0%* | 67<br>*16.6%* | 20<br>*18.2%* | 15<br>*44.1%*<br>GH | 67<br>*17.7%* | 19<br>*17.9%* | 15<br>*23.8%* | 104<br>*87.4%*<br>N | -<br>- | 23<br>*38.3%*<br>P | 60<br>*15.0%* | 19<br>*14.5%* | 84<br>*20.0%* | 8<br>*27.6%*<br>** | 9<br>*9.1%* | 66<br>*19.0%* | 38<br>*18.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 8-10 | **436**<br>***78.6%*** | 85<br>*85.9%*<br>Bc | 149<br>*75.6%* | 108<br>*77.1%* | 79<br>*80.6%* | 250<br>*80.6%* | 171<br>*76.3%* | 325<br>*80.6%*<br>I | 88<br>*80.0%*<br>I | 17<br>*50.0%* | 306<br>*80.7%*<br>L | 83<br>*78.3%* | 43<br>*68.3%* | -<br>- | 436<br>*100.0%*<br>M | 33<br>*55.0%* | 332<br>*83.2%*<br>O | 110<br>*84.0%*<br>r | 323<br>*76.9%* | 20<br>*69.0%*<br>** | 89<br>*89.9%* | 270<br>*77.8%* | 166<br>*79.8%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 9-10 | **355**<br>***64.0%*** | 69<br>*69.7%* | 126<br>*64.0%* | 85<br>*60.7%* | 65<br>*66.3%* | 205<br>*66.1%* | 139<br>*62.1%* | 275<br>*68.2%*<br>hI | 65<br>*59.1%*<br>I | 9<br>*26.5%* | 263<br>*69.4%*<br>KL | 62<br>*58.5%*<br>l | 27<br>*42.9%* | -<br>- | 355<br>*81.4%*<br>M | 17<br>*28.3%* | 279<br>*69.9%*<br>O | 87<br>*66.4%* | 265<br>*63.1%* | 13<br>*44.8%*<br>** | 73<br>*73.7%* | 224<br>*64.6%* | 131<br>*63.0%* | -<br>- |
| 3-Point Score | **2.51** | 2.62 | 2.47 | 2.46 | 2.56 | 2.54 | 2.48 | 2.56 | 2.48 | 1.94 | 2.58 | 2.45 | 2.19 | 1.38 | 2.81 | 1.97 | 2.60 | 2.56 | 2.49 | 2.17 | 2.69 | 2.50 | 2.51 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q55. In the last 6 months, did you get or refill any prescription medicines for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **567**<br>***100.0%*** | **105**<br>***100.0%*** | **197**<br>***100.0%*** | **143**<br>***100.0%*** | **101**<br>***100.0%*** | **316**<br>***100.0%*** | **229**<br>***100.0%*** | **413**<br>***100.0%*** | **110**<br>***100.0%*** | **36**<br>***100.0%*** | **385**<br>***100.0%*** | **106**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **431**<br>***100.0%*** | **62**<br>***100.0%*** | **405**<br>***100.0%*** | **133**<br>***100.0%*** | **429**<br>***100.0%*** | **29**<br>***100.0%*** | **101**<br>***100.0%*** | **360**<br>***100.0%*** | **207**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **63** | - | 2 | 1 | 1 | 3 | 1 | 1 | 2 | 1 | 3 | 1 | - | - | 5 | 1 | 13 | 2 | 5 | - | 1 | 3 | 60 | - |
| Yes | **328**<br>***57.8%*** | 60<br>*57.1%* | 118<br>*59.9%* | 76<br>*53.1%* | 60<br>*59.4%* | 165<br>*52.2%* | 151<br>*65.9%*<br>E | 231<br>*55.9%* | 70<br>*63.6%* | 22<br>*61.1%* | 212<br>*55.1%* | 64<br>*60.4%* | 45<br>*66.2%*<br>j | 66<br>*55.5%* | 253<br>*58.7%* | 37<br>*59.7%* | 253<br>*62.5%* | 84<br>*63.2%* | 240<br>*55.9%* | 16<br>*55.2%*<br>** | 66<br>*65.3%* | 211<br>*58.6%* | 117<br>*56.5%* | -<br>- |
| No | **239**<br>***42.2%*** | 45<br>*42.9%* | 79<br>*40.1%* | 67<br>*46.9%* | 41<br>*40.6%* | 151<br>*47.8%*<br>F | 78<br>*34.1%* | 182<br>*44.1%* | 40<br>*36.4%* | 14<br>*38.9%* | 173<br>*44.9%*<br>I | 42<br>*39.6%* | 23<br>*33.8%* | 53<br>*44.5%* | 178<br>*41.3%* | 25<br>*40.3%* | 152<br>*37.5%* | 49<br>*36.8%* | 189<br>*44.1%* | 13<br>*44.8%*<br>** | 35<br>*34.7%* | 149<br>*41.4%* | 90<br>*43.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **328**<br>***57.8%*** | 60<br>*57.1%* | 118<br>*59.9%* | 76<br>*53.1%* | 60<br>*59.4%* | 165<br>*52.2%* | 151<br>*65.9%*<br>E | 231<br>*55.9%* | 70<br>*63.6%* | 22<br>*61.1%* | 212<br>*55.1%* | 64<br>*60.4%* | 45<br>*66.2%*<br>j | 66<br>*55.5%* | 253<br>*58.7%* | 37<br>*59.7%* | 253<br>*62.5%* | 84<br>*63.2%* | 240<br>*55.9%* | 16<br>*55.2%*<br>** | 66<br>*65.3%* | 211<br>*58.6%* | 117<br>*56.5%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 55
Level: Top

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **328**<br>***100.0%*** | **60**<br>***100.0%*** | **118**<br>***100.0%*** | **76**<br>***100.0%*** | **60**<br>***100.0%*** | **165**<br>***100.0%*** | **151**<br>***100.0%*** | **231**<br>***100.0%*** | **70**<br>***100.0%*** | **22**<br>***100.0%*** | **212**<br>***100.0%*** | **64**<br>***100.0%*** | **45**<br>***100.0%*** | **66**<br>***100.0%*** | **253**<br>***100.0%*** | **37**<br>***100.0%*** | **253**<br>***100.0%*** | **84**<br>***100.0%*** | **240**<br>***100.0%*** | **16**<br>***100.0%*** | **66**<br>***100.0%*** | **211**<br>***100.0%*** | **117**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **316**<br>***100.0%*** | **59**<br>***100.0%*** | **115**<br>***100.0%*** | **73**<br>***100.0%*** | **56**<br>***100.0%*** | **159**<br>***100.0%*** | **145**<br>***100.0%*** | **221**<br>***100.0%*** | **69**<br>***100.0%*** | **22**<br>***100.0%*** | **202**<br>***100.0%*** | **63**<br>***100.0%*** | **45**<br>***100.0%*** | **61**<br>***100.0%*** | **246**<br>***100.0%*** | **33**<br>***100.0%*** | **248**<br>***100.0%*** | **80**<br>***100.0%*** | **232**<br>***100.0%*** | **14**<br>***100.0%*** | **64**<br>***100.0%*** | **200**<br>***100.0%*** | **116**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **12** | 1 | 3 | 3 | 4 | 6 | 6 | 10 | 1 | - | 10 | 1 | - | 5 | 7 | 4 | 5 | 4 | 8 | 2 | 2 | 11 | 1 | - |
| Always | **235**<br>***74.4%*** | 52<br>*88.1%*<br>BcD | 80<br>*69.6%* | 56<br>*76.7%* | 39<br>*69.6%* | 123<br>*77.4%* | 106<br>*73.1%* | 171<br>*77.4%* | 47<br>*68.1%* | 14<br>*63.6%*<br>** | 153<br>*75.7%* | 46<br>*73.0%* | 32<br>*71.1%* | 27<br>*44.3%* | 201<br>*81.7%*<br>M | 17<br>*51.5%* | 191<br>*77.0%*<br>O | 50<br>*62.5%* | 182<br>*78.4%*<br>Q | 5<br>*35.7%*<br>** | 43<br>*67.2%* | 151<br>*75.5%* | 84<br>*72.4%* | -<br>- |
| Usually | **38**<br>***12.0%*** | 2<br>*3.4%* | 15<br>*13.0%*<br>A | 7<br>*9.6%* | 12<br>*21.4%*<br>Ac | 15<br>*9.4%* | 20<br>*13.8%* | 22<br>*10.0%* | 11<br>*15.9%* | 4<br>*18.2%*<br>** | 27<br>*13.4%*<br>I | 7<br>*11.1%* | 2<br>*4.4%* | 13<br>*21.3%*<br>N | 24<br>*9.8%* | 7<br>*21.2%* | 30<br>*12.1%* | 14<br>*17.5%*<br>r | 24<br>*10.3%* | 4<br>*28.6%*<br>** | 10<br>*15.6%* | 25<br>*12.5%* | 13<br>*11.2%* | -<br>- |
| Sometimes | **37**<br>***11.7%*** | 3<br>*5.1%* | 18<br>*15.7%*<br>A | 9<br>*12.3%* | 5<br>*8.9%* | 18<br>*11.3%* | 17<br>*11.7%* | 22<br>*10.0%* | 11<br>*15.9%* | 4<br>*18.2%*<br>** | 17<br>*8.4%* | 9<br>*14.3%* | 11<br>*24.4%*<br>J | 17<br>*27.9%*<br>N | 19<br>*7.7%* | 7<br>*21.2%*<br>p | 25<br>*10.1%* | 14<br>*17.5%*<br>r | 22<br>*9.5%* | 5<br>*35.7%*<br>** | 9<br>*14.1%* | 20<br>*10.0%* | 17<br>*14.7%* | -<br>- |
| Never | **6**<br>***1.9%*** | 2<br>*3.4%* | 2<br>*1.7%* | 1<br>*1.4%* | -<br>- | 3<br>*1.9%* | 2<br>*1.4%* | 6<br>*2.7%* | -<br>- | -<br>-<br>** | 5<br>*2.5%* | 1<br>*1.6%* | -<br>- | 4<br>*6.6%*<br>N | 2<br>*0.8%* | 2<br>*6.1%*<br>P | 2<br>*0.8%* | 2<br>*2.5%* | 4<br>*1.7%* | -<br>-<br>** | 2<br>*3.1%* | 4<br>*2.0%* | 2<br>*1.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **273**<br>***86.4%*** | 54<br>*91.5%* | 95<br>*82.6%* | 63<br>*86.3%* | 51<br>*91.1%* | 138<br>*86.8%* | 126<br>*86.9%* | 193<br>*87.3%* | 58<br>*84.1%* | 18<br>*81.8%*<br>** | 180<br>*89.1%*<br>L | 53<br>*84.1%* | 34<br>*75.6%* | 40<br>*65.6%* | 225<br>*91.5%*<br>M | 24<br>*72.7%* | 221<br>*89.1%*<br>O | 64<br>*80.0%* | 206<br>*88.8%*<br>Q | 9<br>*64.3%*<br>** | 53<br>*82.8%* | 176<br>*88.0%* | 97<br>*83.6%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **235**<br>***74.4%*** | 52<br>*88.1%*<br>BcD | 80<br>*69.6%* | 56<br>*76.7%* | 39<br>*69.6%* | 123<br>*77.4%* | 106<br>*73.1%* | 171<br>*77.4%* | 47<br>*68.1%* | 14<br>*63.6%*<br>** | 153<br>*75.7%* | 46<br>*73.0%* | 32<br>*71.1%* | 27<br>*44.3%* | 201<br>*81.7%*<br>M | 17<br>*51.5%* | 191<br>*77.0%*<br>O | 50<br>*62.5%* | 182<br>*78.4%*<br>Q | 5<br>*35.7%*<br>** | 43<br>*67.2%* | 151<br>*75.5%* | 84<br>*72.4%* | -<br>- |
| 3-Point Score | **2.61** | 2.80 | 2.52 | 2.63 | 2.61 | 2.64 | 2.60 | 2.65 | 2.52 | 2.45 | 2.65 | 2.57 | 2.47 | 2.10 | 2.73 | 2.24 | 2.66 | 2.43 | 2.67 | 2.00 | 2.50 | 2.64 | 2.56 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q57. Did anyone from your childs health plan, doctors office, or clinic help you get your childs prescription medicines?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **328**<br>***100.0%*** | **60**<br>***100.0%*** | **118**<br>***100.0%*** | **76**<br>***100.0%*** | **60**<br>***100.0%*** | **165**<br>***100.0%*** | **151**<br>***100.0%*** | **231**<br>***100.0%*** | **70**<br>***100.0%*** | **22**<br>***100.0%*** | **212**<br>***100.0%*** | **64**<br>***100.0%*** | **45**<br>***100.0%*** | **66**<br>***100.0%*** | **253**<br>***100.0%*** | **37**<br>***100.0%*** | **253**<br>***100.0%*** | **84**<br>***100.0%*** | **240**<br>***100.0%*** | **16**<br>***100.0%*** | **66**<br>***100.0%*** | **211**<br>***100.0%*** | **117**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **315**<br>***100.0%*** | **59**<br>***100.0%*** | **114**<br>***100.0%*** | **73**<br>***100.0%*** | **56**<br>***100.0%*** | **158**<br>***100.0%*** | **146**<br>***100.0%*** | **220**<br>***100.0%*** | **69**<br>***100.0%*** | **22**<br>***100.0%*** | **202**<br>***100.0%*** | **62**<br>***100.0%*** | **45**<br>***100.0%*** | **64**<br>***100.0%*** | **242**<br>***100.0%*** | **34**<br>***100.0%*** | **246**<br>***100.0%*** | **80**<br>***100.0%*** | **231**<br>***100.0%*** | **15**<br>***100.0%*** | **63**<br>***100.0%*** | **200**<br>***100.0%*** | **115**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **13** | 1 | 4 | 3 | 4 | 7 | 5 | 11 | 1 | - | 10 | 2 | - | 2 | 11 | 3 | 7 | 4 | 9 | 1 | 3 | 11 | 2 | - |
| Yes | **169**<br>***53.7%*** | 30<br>*50.8%* | 69<br>*60.5%*<br>c | 34<br>*46.6%* | 30<br>*53.6%* | 79<br>*50.0%* | 82<br>*56.2%* | 120<br>*54.5%* | 35<br>*50.7%* | 13<br>*59.1%*<br>** | 117<br>*57.9%*<br>K | 27<br>*43.5%* | 24<br>*53.3%* | 29<br>*45.3%* | 136<br>*56.2%* | 17<br>*50.0%* | 133<br>*54.1%* | 56<br>*70.0%*<br>R | 110<br>*47.6%* | 13<br>*86.7%*<br>** | 42<br>*66.7%* | 112<br>*56.0%* | 57<br>*49.6%* | -<br>- |
| No | **146**<br>***46.3%*** | 29<br>*49.2%* | 45<br>*39.5%* | 39<br>*53.4%*<br>b | 26<br>*46.4%* | 79<br>*50.0%* | 64<br>*43.8%* | 100<br>*45.5%* | 34<br>*49.3%* | 9<br>*40.9%*<br>** | 85<br>*42.1%* | 35<br>*56.5%*<br>J | 21<br>*46.7%* | 35<br>*54.7%* | 106<br>*43.8%* | 17<br>*50.0%* | 113<br>*45.9%* | 24<br>*30.0%* | 121<br>*52.4%*<br>Q | 2<br>*13.3%*<br>** | 21<br>*33.3%* | 88<br>*44.0%* | 58<br>*50.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **169**<br>***53.7%*** | 30<br>*50.8%* | 69<br>*60.5%*<br>c | 34<br>*46.6%* | 30<br>*53.6%* | 79<br>*50.0%* | 82<br>*56.2%* | 120<br>*54.5%* | 35<br>*50.7%* | 13<br>*59.1%*<br>** | 117<br>*57.9%*<br>K | 27<br>*43.5%* | 24<br>*53.3%* | 29<br>*45.3%* | 136<br>*56.2%* | 17<br>*50.0%* | 133<br>*54.1%* | 56<br>*70.0%*<br>R | 110<br>*47.6%* | 13<br>*86.7%*<br>** | 42<br>*66.7%* | 112<br>*56.0%* | 57<br>*49.6%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q58. In general, how would you rate your childs overall health?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **563**<br>***100.0%*** | **103**<br>***100.0%*** | **197**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **316**<br>***100.0%*** | **228**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **386**<br>***100.0%*** | **106**<br>***100.0%*** | **68**<br>***100.0%*** | **117**<br>***100.0%*** | **430**<br>***100.0%*** | **61**<br>***100.0%*** | **405**<br>***100.0%*** | **134**<br>***100.0%*** | **423**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **358**<br>***100.0%*** | **205**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **67** | 2 | 2 | - | - | 3 | 2 | - | - | - | 2 | 1 | - | 2 | 6 | 2 | 13 | 1 | 11 | - | - | 5 | 62 | - |
| Excellent | **224**<br>***39.8%*** | 46<br>*44.7%*<br>d | 83<br>*42.1%* | 59<br>*41.0%* | 33<br>*32.4%* | 120<br>*38.0%* | 99<br>*43.4%* | 224<br>*54.1%*<br>HI | -<br>- | -<br>- | 192<br>*49.7%*<br>KL | 18<br>*17.0%* | 13<br>*19.1%* | 34<br>*29.1%* | 184<br>*42.8%*<br>M | 15<br>*24.6%* | 164<br>*40.5%*<br>O | 49<br>*36.6%* | 174<br>*41.1%* | 9<br>*31.0%*<br>** | 39<br>*38.2%* | 149<br>*41.6%* | 75<br>*36.6%* | -<br>- |
| Very good | **190**<br>***33.7%*** | 34<br>*33.0%* | 71<br>*36.0%* | 42<br>*29.2%* | 33<br>*32.4%* | 104<br>*32.9%* | 77<br>*33.8%* | 190<br>*45.9%*<br>HI | -<br>- | -<br>- | 143<br>*37.0%*<br>L | 35<br>*33.0%*<br>L | 12<br>*17.6%* | 44<br>*37.6%* | 141<br>*32.8%* | 21<br>*34.4%* | 142<br>*35.1%* | 41<br>*30.6%* | 146<br>*34.5%* | 13<br>*44.8%*<br>** | 27<br>*26.5%* | 119<br>*33.2%* | 71<br>*34.6%* | -<br>- |
| Good | **112**<br>***19.9%*** | 16<br>*15.5%* | 33<br>*16.8%* | 32<br>*22.2%* | 28<br>*27.5%*<br>AB | 64<br>*20.3%* | 46<br>*20.2%* | -<br>- | 112<br>*100.0%*<br>GI | -<br>- | 44<br>*11.4%* | 45<br>*42.5%*<br>J | 21<br>*30.9%*<br>J | 22<br>*18.8%* | 88<br>*20.5%* | 19<br>*31.1%*<br>P | 75<br>*18.5%* | 33<br>*24.6%* | 78<br>*18.4%* | 6<br>*20.7%*<br>** | 26<br>*25.5%* | 68<br>*19.0%* | 44<br>*21.5%* | -<br>- |
| Fair | **37**<br>***6.6%*** | 7<br>*6.8%* | 10<br>*5.1%* | 11<br>*7.6%* | 8<br>*7.8%* | 28<br>*8.9%*<br>F | 6<br>*2.6%* | -<br>- | -<br>- | 37<br>*100.0%*<br>GH | 7<br>*1.8%* | 8<br>*7.5%*<br>J | 22<br>*32.4%*<br>JK | 17<br>*14.5%*<br>N | 17<br>*4.0%* | 6<br>*9.8%* | 24<br>*5.9%* | 11<br>*8.2%* | 25<br>*5.9%* | 1<br>*3.4%*<br>** | 10<br>*9.8%* | 22<br>*6.1%* | 15<br>*7.3%* | -<br>- |
| Poor | **-**<br>**-** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Excellent/Very good | **414**<br>***73.5%*** | 80<br>*77.7%*<br>D | 154<br>*78.2%*<br>cD | 101<br>*70.1%* | 66<br>*64.7%* | 224<br>*70.9%* | 176<br>*77.2%* | 414<br>*100.0%*<br>HI | -<br>- | -<br>- | 335<br>*86.8%*<br>KL | 53<br>*50.0%*<br>I | 25<br>*36.8%* | 78<br>*66.7%* | 325<br>*75.6%*<br>m | 36<br>*59.0%* | 306<br>*75.6%*<br>O | 90<br>*67.2%* | 320<br>*75.7%*<br>q | 22<br>*75.9%*<br>** | 66<br>*64.7%* | 268<br>*74.9%* | 146<br>*71.2%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q59. In general, how would you rate your childs overall mental or emotional health?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **563**<br>***100.0%*** | **103**<br>***100.0%*** | **198**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **316**<br>***100.0%*** | **228**<br>***100.0%*** | **413**<br>***100.0%*** | **110**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **116**<br>***100.0%*** | **432**<br>***100.0%*** | **61**<br>***100.0%*** | **405**<br>***100.0%*** | **133**<br>***100.0%*** | **425**<br>***100.0%*** | **29**<br>***100.0%*** | **101**<br>***100.0%*** | **359**<br>***100.0%*** | **204**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **67** | 2 | 1 | - | - | 3 | 2 | 1 | 2 | - | - | - | - | 3 | 4 | 2 | 13 | 2 | 9 | - | 1 | 4 | 63 | - |
| Excellent | **263**<br>***46.7%*** | 53<br>*51.5%*<br>D | 108<br>*54.5%*<br>cD | 64<br>*44.4%*<br>D | 32<br>*31.4%* | 142<br>*44.9%* | 113<br>*49.6%* | 236<br>*57.1%*<br>HI | 20<br>*18.2%* | 5<br>*13.5%* | 263<br>*67.8%*<br>KL | -<br>- | -<br>- | 44<br>*37.9%* | 215<br>*49.8%*<br>M | 16<br>*26.2%* | 205<br>*50.6%*<br>O | 57<br>*42.9%* | 204<br>*48.0%* | 10<br>*34.5%*<br>** | 45<br>*44.6%* | 177<br>*49.3%* | 86<br>*42.2%* | -<br>- |
| Very good | **125**<br>***22.2%*** | 22<br>*21.4%* | 40<br>*20.2%* | 31<br>*21.5%* | 28<br>*27.5%* | 62<br>*19.6%* | 59<br>*25.9%*<br>e | 99<br>*24.0%*<br>I | 24<br>*21.8%*<br>I | 2<br>*5.4%* | 125<br>*32.2%*<br>KL | -<br>- | -<br>- | 29<br>*25.0%* | 91<br>*21.1%* | 17<br>*27.9%* | 87<br>*21.5%* | 32<br>*24.1%* | 91<br>*21.4%* | 7<br>*24.1%*<br>** | 24<br>*23.8%* | 73<br>*20.3%* | 52<br>*25.5%* | -<br>- |
| Good | **107**<br>***19.0%*** | 18<br>*17.5%* | 31<br>*15.7%* | 29<br>*20.1%* | 27<br>*26.5%*<br>B | 65<br>*20.6%* | 39<br>*17.1%* | 53<br>*12.8%* | 45<br>*40.9%*<br>GI | 8<br>*21.6%* | -<br>- | 107<br>*100.0%*<br>JL | -<br>- | 23<br>*19.8%* | 83<br>*19.2%* | 21<br>*34.4%*<br>P | 70<br>*17.3%* | 27<br>*20.3%* | 80<br>*18.8%* | 10<br>*34.5%*<br>** | 17<br>*16.8%* | 69<br>*19.2%* | 38<br>*18.6%* | -<br>- |
| Fair | **56**<br>***9.9%*** | 9<br>*8.7%* | 15<br>*7.6%* | 16<br>*11.1%* | 13<br>*12.7%* | 39<br>*12.3%*<br>F | 14<br>*6.1%* | 21<br>*5.1%* | 16<br>*14.5%*<br>G | 19<br>*51.4%*<br>GH | -<br>- | -<br>- | 56<br>*82.4%*<br>JK | 17<br>*14.7%*<br>N | 35<br>*8.1%* | 5<br>*8.2%* | 37<br>*9.1%* | 13<br>*9.8%* | 42<br>*9.9%* | 2<br>*6.9%*<br>** | 11<br>*10.9%* | 36<br>*10.0%* | 20<br>*9.8%* | -<br>- |
| Poor | **12**<br>***2.1%*** | 1<br>*1.0%* | 4<br>*2.0%* | 4<br>*2.8%* | 2<br>*2.0%* | 8<br>*2.5%* | 3<br>*1.3%* | 4<br>*1.0%* | 5<br>*4.5%*<br>G | 3<br>*8.1%*<br>G | -<br>- | -<br>- | 12<br>*17.6%*<br>JK | 3<br>*2.6%* | 8<br>*1.9%* | 2<br>*3.3%* | 6<br>*1.5%* | 4<br>*3.0%* | 8<br>*1.9%* | -<br>-<br>** | 4<br>*4.0%* | 4<br>*1.1%* | 8<br>*3.9%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Excellent/Very good | **388**<br>***68.9%*** | 75<br>*72.8%*<br>D | 148<br>*74.7%*<br>cD | 95<br>*66.0%* | 60<br>*58.8%* | 204<br>*64.6%* | 172<br>*75.4%*<br>E | 335<br>*81.1%*<br>HI | 44<br>*40.0%*<br>I | 7<br>*18.9%* | 388<br>*100.0%*<br>KL | -<br>- | -<br>- | 73<br>*62.9%* | 306<br>*70.8%* | 33<br>*54.1%* | 292<br>*72.1%*<br>O | 89<br>*66.9%* | 295<br>*69.4%* | 17<br>*58.6%*<br>** | 69<br>*68.3%* | 250<br>*69.6%* | 138<br>*67.6%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630** *100.0%* | **105** *100.0%* | **199** *100.0%* | **144** *100.0%* | **102** *100.0%* | **319** *100.0%* | **230** *100.0%* | **414** *100.0%* | **112** *100.0%* | **37** *100.0%* | **388** *100.0%* | **107** *100.0%* | **68** *100.0%* | **119** *100.0%* | **436** *100.0%* | **63** *100.0%* | **418** *100.0%* | **135** *100.0%* | **434** *100.0%* | **29** *100.0%* | **102** *100.0%* | **363** *100.0%* | **267** *100.0%* | **-** **-** |
| **Total Valid Responses** | **562** *100.0%* | **104** *100.0%* | **198** *100.0%* | **144** *100.0%* | **100** *100.0%* | **315** *100.0%* | **230** *100.0%* | **413** *100.0%* | **109** *100.0%* | **36** *100.0%* | **385** *100.0%* | **107** *100.0%* | **66** *100.0%* | **117** *100.0%* | **429** *100.0%* | **61** *100.0%* | **402** *100.0%* | **131** *100.0%* | **426** *100.0%* | **29** *100.0%* | **100** *100.0%* | **359** *100.0%* | **203** *100.0%* | **-** **-** |
| No Answer | **68** | 1 | 1 | - | 2 | 4 | - | 1 | 3 | 1 | 3 | - | 2 | 2 | 7 | 2 | 16 | 4 | 8 | - | 2 | 4 | 64 | - |
| Yes | **217** *38.6%* | 33 *31.7%* | 73 *36.9%* | 61 *42.4%* a | 43 *43.0%* a | 120 *38.1%* | 90 *39.1%* | 140 *33.9%* | 55 *50.5%* G | 22 *61.1%* G | 122 *31.7%* | 53 *49.5%* J | 41 *62.1%* J | 47 *40.2%* | 163 *38.0%* | 24 *39.3%* | 164 *40.8%* | 55 *42.0%* | 159 *37.3%* | 11 *37.9%* ** | 44 *44.0%* | 142 *39.6%* | 75 *36.9%* | - - |
| No | **345** *61.4%* | 71 *68.3%* cd | 125 *63.1%* | 83 *57.6%* | 57 *57.0%* | 195 *61.9%* | 140 *60.9%* | 273 *66.1%* HI | 54 *49.5%* | 14 *38.9%* | 263 *68.3%* KL | 54 *50.5%* | 25 *37.9%* | 70 *59.8%* | 266 *62.0%* | 37 *60.7%* | 238 *59.2%* | 76 *58.0%* | 267 *62.7%* | 18 *62.1%* ** | 56 *56.0%* | 217 *60.4%* | 128 *63.1%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **217** *38.6%* | 33 *31.7%* | 73 *36.9%* | 61 *42.4%* a | 43 *43.0%* a | 120 *38.1%* | 90 *39.1%* | 140 *33.9%* | 55 *50.5%* G | 22 *61.1%* G | 122 *31.7%* | 53 *49.5%* J | 41 *62.1%* J | 47 *40.2%* | 163 *38.0%* | 24 *39.3%* | 164 *40.8%* | 55 *42.0%* | 159 *37.3%* | 11 *37.9%* ** | 44 *44.0%* | 142 *39.6%* | 75 *36.9%* | - - |

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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q61. Is this because of any medical, behavioral, or other health condition?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **217**<br>***100.0%*** | **33**<br>***100.0%*** | **73**<br>***100.0%*** | **61**<br>***100.0%*** | **43**<br>***100.0%*** | **120**<br>***100.0%*** | **90**<br>***100.0%*** | **140**<br>***100.0%*** | **55**<br>***100.0%*** | **22**<br>***100.0%*** | **122**<br>***100.0%*** | **53**<br>***100.0%*** | **41**<br>***100.0%*** | **47**<br>***100.0%*** | **163**<br>***100.0%*** | **24**<br>***100.0%*** | **164**<br>***100.0%*** | **55**<br>***100.0%*** | **159**<br>***100.0%*** | **11**<br>***100.0%*** | **44**<br>***100.0%*** | **142**<br>***100.0%*** | **75**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **210**<br>***100.0%*** | **32**<br>***100.0%*** | **71**<br>***100.0%*** | **61**<br>***100.0%*** | **40**<br>***100.0%*** | **117**<br>***100.0%*** | **87**<br>***100.0%*** | **135**<br>***100.0%*** | **53**<br>***100.0%*** | **22**<br>***100.0%*** | **118**<br>***100.0%*** | **51**<br>***100.0%*** | **40**<br>***100.0%*** | **46**<br>***100.0%*** | **157**<br>***100.0%*** | **22**<br>***100.0%*** | **161**<br>***100.0%*** | **54**<br>***100.0%*** | **153**<br>***100.0%*** | **11**<br>***100.0%*** | **43**<br>***100.0%*** | **137**<br>***100.0%*** | **73**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **7** | 1 | 2 | - | 3 | 3 | 3 | 5 | 2 | - | 4 | 2 | 1 | 1 | 6 | 2 | 3 | 1 | 6 | - | 1 | 5 | 2 | - |
| Yes | **164**<br>***78.1%*** | 27<br>*84.4%* | 55<br>*77.5%* | 44<br>*72.1%* | 35<br>*87.5%*<br>c | 87<br>*74.4%* | 71<br>*81.6%* | 102<br>*75.6%* | 43<br>*81.1%* | 19<br>*86.4%*<br>** | 83<br>*70.3%* | 46<br>*90.2%*<br>J | 34<br>*85.0%*<br>j | 42<br>*91.3%*<br>N | 119<br>*75.8%* | 21<br>*95.5%*<br>** | 125<br>*77.6%* | 40<br>*74.1%* | 121<br>*79.1%* | 9<br>*81.8%*<br>** | 31<br>*72.1%* | 112<br>*81.8%*<br>v | 52<br>*71.2%* | -<br>- |
| No | **46**<br>***21.9%*** | 5<br>*15.6%* | 16<br>*22.5%* | 17<br>*27.9%*<br>d | 5<br>*12.5%* | 30<br>*25.6%* | 16<br>*18.4%* | 33<br>*24.4%* | 10<br>*18.9%* | 3<br>*13.6%*<br>** | 35<br>*29.7%*<br>Kl | 5<br>*9.8%* | 6<br>*15.0%* | 4<br>*8.7%* | 38<br>*24.2%*<br>M | 1<br>*4.5%*<br>** | 36<br>*22.4%* | 14<br>*25.9%* | 32<br>*20.9%* | 2<br>*18.2%*<br>** | 12<br>*27.9%* | 25<br>*18.2%* | 21<br>*28.8%*<br>u | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **164**<br>***78.1%*** | 27<br>*84.4%* | 55<br>*77.5%* | 44<br>*72.1%* | 35<br>*87.5%*<br>c | 87<br>*74.4%* | 71<br>*81.6%* | 102<br>*75.6%* | 43<br>*81.1%* | 19<br>*86.4%*<br>** | 83<br>*70.3%* | 46<br>*90.2%*<br>J | 34<br>*85.0%*<br>j | 42<br>*91.3%*<br>N | 119<br>*75.8%* | 21<br>*95.5%*<br>** | 125<br>*77.6%* | 40<br>*74.1%* | 121<br>*79.1%* | 9<br>*81.8%*<br>** | 31<br>*72.1%* | 112<br>*81.8%*<br>v | 52<br>*71.2%* | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q62. Is this a condition that has lasted or is expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **164** *100.0%* | **27** *100.0%* | **55** *100.0%* | **44** *100.0%* | **35** *100.0%* | **87** *100.0%* | **71** *100.0%* | **102** *100.0%* | **43** *100.0%* | **19** *100.0%* | **83** *100.0%* | **46** *100.0%* | **34** *100.0%* | **42** *100.0%* | **119** *100.0%* | **21** *100.0%* | **125** *100.0%* | **40** *100.0%* | **121** *100.0%* | **9** *100.0%* | **31** *100.0%* | **112** *100.0%* | **52** *100.0%* | **-** **-** |
| **Total Valid Responses** | **157** *100.0%* | **26** *100.0%* | **53** *100.0%* | **42** *100.0%* | **34** *100.0%* | **85** *100.0%* | **67** *100.0%* | **97** *100.0%* | **41** *100.0%* | **19** *100.0%* | **79** *100.0%* | **44** *100.0%* | **33** *100.0%* | **40** *100.0%* | **114** *100.0%* | **21** *100.0%* | **119** *100.0%* | **40** *100.0%* | **114** *100.0%* | **9** *100.0%* | **31** *100.0%* | **109** *100.0%* | **48** *100.0%* | **-** **-** |
| No Answer | **7** | 1 | 2 | 2 | 1 | 2 | 4 | 5 | 2 | - | 4 | 2 | 1 | 2 | 5 | - | 6 | - | 7 | - | - | 3 | 4 | - |
| Yes | **132** *84.1%* | 19 *73.1%* ** | 46 *86.8%* | 35 *83.3%* | 30 *88.2%* | 67 *78.8%* | 60 *89.6%* e | 82 *84.5%* | 35 *85.4%* | 15 *78.9%* ** | 61 *77.2%* | 40 *90.9%* j | 30 *90.9%* j | 34 *85.0%* | 95 *83.3%* | 17 *81.0%* ** | 102 *85.7%* | 35 *87.5%* | 95 *83.3%* | 9 *100.0%* ** | 26 *83.9%* | 92 *84.4%* | 40 *83.3%* | - - |
| No | **25** *15.9%* | 7 *26.9%* ** | 7 *13.2%* | 7 *16.7%* | 4 *11.8%* | 18 *21.2%* f | 7 *10.4%* | 15 *15.5%* | 6 *14.6%* | 4 *21.1%* ** | 18 *22.8%* kl | 4 *9.1%* | 3 *9.1%* | 6 *15.0%* | 19 *16.7%* | 4 *19.0%* ** | 17 *14.3%* | 5 *12.5%* | 19 *16.7%* | - - ** | 5 *16.1%* | 17 *15.6%* | 8 *16.7%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **132** *84.1%* | 19 *73.1%* ** | 46 *86.8%* | 35 *83.3%* | 30 *88.2%* | 67 *78.8%* | 60 *89.6%* e | 82 *84.5%* | 35 *85.4%* | 15 *78.9%* ** | 61 *77.2%* | 40 *90.9%* j | 30 *90.9%* j | 34 *85.0%* | 95 *83.3%* | 17 *81.0%* ** | 102 *85.7%* | 35 *87.5%* | 95 *83.3%* | 9 *100.0%* ** | 26 *83.9%* | 92 *84.4%* | 40 *83.3%* | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **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 Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **551**<br>***100.0%*** | **102**<br>***100.0%*** | **196**<br>***100.0%*** | **141**<br>***100.0%*** | **97**<br>***100.0%*** | **309**<br>***100.0%*** | **226**<br>***100.0%*** | **404**<br>***100.0%*** | **109**<br>***100.0%*** | **34**<br>***100.0%*** | **381**<br>***100.0%*** | **102**<br>***100.0%*** | **65**<br>***100.0%*** | **113**<br>***100.0%*** | **425**<br>***100.0%*** | **59**<br>***100.0%*** | **397**<br>***100.0%*** | **132**<br>***100.0%*** | **416**<br>***100.0%*** | **28**<br>***100.0%*** | **101**<br>***100.0%*** | **352**<br>***100.0%*** | **199**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **79** | 3 | 3 | 3 | 5 | 10 | 4 | 10 | 3 | 3 | 7 | 5 | 3 | 6 | 11 | 4 | 21 | 3 | 18 | 1 | 1 | 11 | 68 | - |
| Yes | **92**<br>***16.7%*** | 8<br>*7.8%* | 30<br>*15.3%*<br>a | 31<br>*22.0%*<br>A | 20<br>*20.6%*<br>A | 53<br>*17.2%* | 36<br>*15.9%* | 42<br>*10.4%* | 35<br>*32.1%*<br>G | 15<br>*44.1%*<br>G | 26<br>*6.8%* | 32<br>*31.4%*<br>J | 33<br>*50.8%*<br>JK | 27<br>*23.9%*<br>N | 63<br>*14.8%* | 12<br>*20.3%* | 71<br>*17.9%* | 28<br>*21.2%* | 64<br>*15.4%* | 8<br>*28.6%*<br>** | 20<br>*19.8%* | 54<br>*15.3%* | 38<br>*19.1%* | -<br>- |
| No | **459**<br>***83.3%*** | 94<br>*92.2%*<br>bCD | 166<br>*84.7%* | 110<br>*78.0%* | 77<br>*79.4%* | 256<br>*82.8%* | 190<br>*84.1%* | 362<br>*89.6%*<br>HI | 74<br>*67.9%* | 19<br>*55.9%* | 355<br>*93.2%*<br>KL | 70<br>*68.6%*<br>L | 32<br>*49.2%* | 86<br>*76.1%* | 362<br>*85.2%*<br>M | 47<br>*79.7%* | 326<br>*82.1%* | 104<br>*78.8%* | 352<br>*84.6%* | 20<br>*71.4%*<br>** | 81<br>*80.2%* | 298<br>*84.7%* | 161<br>*80.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **92**<br>***16.7%*** | 8<br>*7.8%* | 30<br>*15.3%*<br>a | 31<br>*22.0%*<br>A | 20<br>*20.6%*<br>A | 53<br>*17.2%* | 36<br>*15.9%* | 42<br>*10.4%* | 35<br>*32.1%*<br>G | 15<br>*44.1%*<br>G | 26<br>*6.8%* | 32<br>*31.4%*<br>J | 33<br>*50.8%*<br>JK | 27<br>*23.9%*<br>N | 63<br>*14.8%* | 12<br>*20.3%* | 71<br>*17.9%* | 28<br>*21.2%* | 64<br>*15.4%* | 8<br>*28.6%*<br>** | 20<br>*19.8%* | 54<br>*15.3%* | 38<br>*19.1%* | -<br>- |

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- Column Percentage
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q64. Is this because of any medical, behavioral, or other health condition?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **92** *100.0%* | **8** *100.0%* | **30** *100.0%* | **31** *100.0%* | **20** *100.0%* | **53** *100.0%* | **36** *100.0%* | **42** *100.0%* | **35** *100.0%* | **15** *100.0%* | **26** *100.0%* | **32** *100.0%* | **33** *100.0%* | **27** *100.0%* | **63** *100.0%* | **12** *100.0%* | **71** *100.0%* | **28** *100.0%* | **64** *100.0%* | **8** *100.0%* | **20** *100.0%* | **54** *100.0%* | **38** *100.0%* | **-** **-** |
| **Total Valid Responses** | **89** *100.0%* | **8** *100.0%* | **30** *100.0%* | **30** *100.0%* | **19** *100.0%* | **51** *100.0%* | **36** *100.0%* | **41** *100.0%* | **33** *100.0%* | **15** *100.0%* | **25** *100.0%* | **30** *100.0%* | **33** *100.0%* | **26** *100.0%* | **61** *100.0%* | **12** *100.0%* | **68** *100.0%* | **26** *100.0%* | **63** *100.0%* | **7** *100.0%* | **19** *100.0%* | **52** *100.0%* | **37** *100.0%* | **-** **-** |
| No Answer | **3** | - | - | 1 | 1 | 2 | - | 1 | 2 | - | 1 | 2 | - | 1 | 2 | - | 3 | 2 | 1 | 1 | 1 | 2 | 1 | - |
| Yes | **78** *87.6%* | 8 *100.0%* ** | 26 *86.7%* | 26 *86.7%* | 16 *84.2%* ** | 45 *88.2%* | 31 *86.1%* | 35 *85.4%* | 30 *90.9%* | 13 *86.7%* ** | 20 *80.0%* ** | 29 *96.7%* | 28 *84.8%* | 21 *80.8%* ** | 55 *90.2%* | 11 *91.7%* ** | 60 *88.2%* | 23 *88.5%* ** | 55 *87.3%* | 6 *85.7%* ** | 17 *89.5%* ** | 49 *94.2%* V | 29 *78.4%* | - - |
| No | **11** *12.4%* | - - ** | 4 *13.3%* | 4 *13.3%* | 3 *15.8%* ** | 6 *11.8%* | 5 *13.9%* | 6 *14.6%* | 3 *9.1%* | 2 *13.3%* ** | 5 *20.0%* ** | 1 *3.3%* | 5 *15.2%* | 5 *19.2%* ** | 6 *9.8%* | 1 *8.3%* ** | 8 *11.8%* | 3 *11.5%* ** | 8 *12.7%* | 1 *14.3%* ** | 2 *10.5%* ** | 3 *5.8%* | 8 *21.6%* U | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **78** *87.6%* | 8 *100.0%* ** | 26 *86.7%* | 26 *86.7%* | 16 *84.2%* ** | 45 *88.2%* | 31 *86.1%* | 35 *85.4%* | 30 *90.9%* | 13 *86.7%* ** | 20 *80.0%* ** | 29 *96.7%* | 28 *84.8%* | 21 *80.8%* ** | 55 *90.2%* | 11 *91.7%* ** | 60 *88.2%* | 23 *88.5%* ** | 55 *87.3%* | 6 *85.7%* ** | 17 *89.5%* ** | 49 *94.2%* V | 29 *78.4%* | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q65. Is this a condition that has lasted or is expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **78** *100.0%* | **8** *100.0%* | **26** *100.0%* | **26** *100.0%* | **16** *100.0%* | **45** *100.0%* | **31** *100.0%* | **35** *100.0%* | **30** *100.0%* | **13** *100.0%* | **20** *100.0%* | **29** *100.0%* | **28** *100.0%* | **21** *100.0%* | **55** *100.0%* | **11** *100.0%* | **60** *100.0%* | **23** *100.0%* | **55** *100.0%* | **6** *100.0%* | **17** *100.0%* | **49** *100.0%* | **29** *100.0%* | **-** **-** |
| **Total Valid Responses** | **76** *100.0%* | **8** *100.0%* | **25** *100.0%* | **26** *100.0%* | **15** *100.0%* | **43** *100.0%* | **31** *100.0%* | **35** *100.0%* | **29** *100.0%* | **12** *100.0%* | **20** *100.0%* | **28** *100.0%* | **27** *100.0%* | **20** *100.0%* | **54** *100.0%* | **10** *100.0%* | **59** *100.0%* | **23** *100.0%* | **53** *100.0%* | **6** *100.0%* | **17** *100.0%* | **47** *100.0%* | **29** *100.0%* | **-** **-** |
| No Answer | **2** | - | 1 | - | 1 | 2 | - | - | 1 | 1 | - | 1 | 1 | 1 | 1 | 1 | 1 | - | 2 | - | - | 2 | - | - |
| Yes | **70** *92.1%* | 7 *87.5%* ** | 23 *92.0%* ** | 24 *92.3%* ** | 14 *93.3%* ** | 38 *88.4%* | 30 *96.8%* | 33 *94.3%* | 27 *93.1%* ** | 10 *83.3%* ** | 18 *90.0%* ** | 26 *92.9%* ** | 25 *92.6%* ** | 19 *95.0%* ** | 49 *90.7%* | 9 *90.0%* ** | 54 *91.5%* | 21 *91.3%* ** | 49 *92.5%* | 6 *100.0%* ** | 15 *88.2%* ** | 43 *91.5%* | 27 *93.1%* ** | - - |
| No | **6** *7.9%* | 1 *12.5%* ** | 2 *8.0%* ** | 2 *7.7%* ** | 1 *6.7%* ** | 5 *11.6%* | 1 *3.2%* | 2 *5.7%* | 2 *6.9%* ** | 2 *16.7%* ** | 2 *10.0%* ** | 2 *7.1%* ** | 2 *7.4%* ** | 1 *5.0%* ** | 5 *9.3%* | 1 *10.0%* ** | 5 *8.5%* | 2 *8.7%* ** | 4 *7.5%* | - - ** | 2 *11.8%* ** | 4 *8.5%* | 2 *6.9%* ** | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **70** *92.1%* | 7 *87.5%* ** | 23 *92.0%* ** | 24 *92.3%* ** | 14 *93.3%* ** | 38 *88.4%* | 30 *96.8%* | 33 *94.3%* | 27 *93.1%* ** | 10 *83.3%* ** | 18 *90.0%* ** | 26 *92.9%* ** | 25 *92.6%* ** | 19 *95.0%* ** | 49 *90.7%* | 9 *90.0%* ** | 54 *91.5%* | 21 *91.3%* ** | 49 *92.5%* | 6 *100.0%* ** | 15 *88.2%* ** | 43 *91.5%* | 27 *93.1%* ** | - - |

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- Column Percentage
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Statistics:
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  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **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 Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **555**<br>***100.0%*** | **104**<br>***100.0%*** | **193**<br>***100.0%*** | **143**<br>***100.0%*** | **100**<br>***100.0%*** | **310**<br>***100.0%*** | **229**<br>***100.0%*** | **410**<br>***100.0%*** | **108**<br>***100.0%*** | **33**<br>***100.0%*** | **385**<br>***100.0%*** | **102**<br>***100.0%*** | **64**<br>***100.0%*** | **116**<br>***100.0%*** | **424**<br>***100.0%*** | **59**<br>***100.0%*** | **400**<br>***100.0%*** | **131**<br>***100.0%*** | **420**<br>***100.0%*** | **29**<br>***100.0%*** | **99**<br>***100.0%*** | **358**<br>***100.0%*** | **197**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **75** | 1 | 6 | 1 | 2 | 9 | 1 | 4 | 4 | 4 | 3 | 5 | 4 | 3 | 12 | 4 | 18 | 4 | 14 | - | 3 | 5 | 70 | - |
| Yes | **94**<br>***16.9%*** | 10<br>*9.6%* | 29<br>*15.0%* | 25<br>*17.5%*<br>a | 25<br>*25.0%*<br>AB | 54<br>*17.4%* | 34<br>*14.8%* | 49<br>*12.0%* | 33<br>*30.6%*<br>G | 12<br>*36.4%*<br>G | 43<br>*11.2%* | 25<br>*24.5%*<br>J | 24<br>*37.5%*<br>Jk | 23<br>*19.8%* | 69<br>*16.3%* | 9<br>*15.3%* | 73<br>*18.3%* | 27<br>*20.6%* | 66<br>*15.7%* | 7<br>*24.1%*<br>** | 20<br>*20.2%* | 56<br>*15.6%* | 38<br>*19.3%* | -<br>- |
| No | **461**<br>***83.1%*** | 94<br>*90.4%*<br>cD | 164<br>*85.0%*<br>D | 118<br>*82.5%* | 75<br>*75.0%* | 256<br>*82.6%* | 195<br>*85.2%* | 361<br>*88.0%*<br>HI | 75<br>*69.4%* | 21<br>*63.6%* | 342<br>*88.8%*<br>KL | 77<br>*75.5%*<br>l | 40<br>*62.5%* | 93<br>*80.2%* | 355<br>*83.7%* | 50<br>*84.7%* | 327<br>*81.8%* | 104<br>*79.4%* | 354<br>*84.3%* | 22<br>*75.9%*<br>** | 79<br>*79.8%* | 302<br>*84.4%* | 159<br>*80.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **94**<br>***16.9%*** | 10<br>*9.6%* | 29<br>*15.0%* | 25<br>*17.5%*<br>a | 25<br>*25.0%*<br>AB | 54<br>*17.4%* | 34<br>*14.8%* | 49<br>*12.0%* | 33<br>*30.6%*<br>G | 12<br>*36.4%*<br>G | 43<br>*11.2%* | 25<br>*24.5%*<br>J | 24<br>*37.5%*<br>Jk | 23<br>*19.8%* | 69<br>*16.3%* | 9<br>*15.3%* | 73<br>*18.3%* | 27<br>*20.6%* | 66<br>*15.7%* | 7<br>*24.1%*<br>** | 20<br>*20.2%* | 56<br>*15.6%* | 38<br>*19.3%* | -<br>- |

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  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q67. Is this because of any medical, behavioral, or other health condition?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **94**<br>***100.0%*** | **10**<br>***100.0%*** | **29**<br>***100.0%*** | **25**<br>***100.0%*** | **25**<br>***100.0%*** | **54**<br>***100.0%*** | **34**<br>***100.0%*** | **49**<br>***100.0%*** | **33**<br>***100.0%*** | **12**<br>***100.0%*** | **43**<br>***100.0%*** | **25**<br>***100.0%*** | **24**<br>***100.0%*** | **23**<br>***100.0%*** | **69**<br>***100.0%*** | **9**<br>***100.0%*** | **73**<br>***100.0%*** | **27**<br>***100.0%*** | **66**<br>***100.0%*** | **7**<br>***100.0%*** | **20**<br>***100.0%*** | **56**<br>***100.0%*** | **38**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **84**<br>***100.0%*** | **10**<br>***100.0%*** | **27**<br>***100.0%*** | **20**<br>***100.0%*** | **24**<br>***100.0%*** | **49**<br>***100.0%*** | **30**<br>***100.0%*** | **40**<br>***100.0%*** | **32**<br>***100.0%*** | **12**<br>***100.0%*** | **34**<br>***100.0%*** | **25**<br>***100.0%*** | **23**<br>***100.0%*** | **20**<br>***100.0%*** | **62**<br>***100.0%*** | **9**<br>***100.0%*** | **66**<br>***100.0%*** | **26**<br>***100.0%*** | **57**<br>***100.0%*** | **7**<br>***100.0%*** | **19**<br>***100.0%*** | **48**<br>***100.0%*** | **36**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **10** | - | 2 | 5 | 1 | 5 | 4 | 9 | 1 | - | 9 | - | 1 | 3 | 7 | - | 7 | 1 | 9 | - | 1 | 8 | 2 | - |
| Yes | **54**<br>***64.3%*** | 4<br>*40.0%*<br>** | 20<br>*74.1%*<br>** | 13<br>*65.0%*<br>** | 15<br>*62.5%*<br>** | 23<br>*46.9%* | 27<br>*90.0%*<br>E | 21<br>*52.5%* | 24<br>*75.0%*<br>g | 9<br>*75.0%*<br>** | 19<br>*55.9%* | 16<br>*64.0%*<br>** | 18<br>*78.3%*<br>** | 14<br>*70.0%*<br>** | 39<br>*62.9%* | 7<br>*77.8%*<br>** | 43<br>*65.2%* | 18<br>*69.2%*<br>** | 36<br>*63.2%* | 4<br>*57.1%*<br>** | 14<br>*73.7%*<br>** | 35<br>*72.9%*<br>v | 19<br>*52.8%* | -<br>- |
| No | **30**<br>***35.7%*** | 6<br>*60.0%*<br>** | 7<br>*25.9%*<br>** | 7<br>*35.0%*<br>** | 9<br>*37.5%*<br>** | 26<br>*53.1%*<br>F | 3<br>*10.0%* | 19<br>*47.5%*<br>h | 8<br>*25.0%* | 3<br>*25.0%*<br>** | 15<br>*44.1%* | 9<br>*36.0%*<br>** | 5<br>*21.7%*<br>** | 6<br>*30.0%*<br>** | 23<br>*37.1%* | 2<br>*22.2%*<br>** | 23<br>*34.8%* | 8<br>*30.8%*<br>** | 21<br>*36.8%* | 3<br>*42.9%*<br>** | 5<br>*26.3%*<br>** | 13<br>*27.1%* | 17<br>*47.2%*<br>u | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **54**<br>***64.3%*** | 4<br>*40.0%*<br>** | 20<br>*74.1%*<br>** | 13<br>*65.0%*<br>** | 15<br>*62.5%*<br>** | 23<br>*46.9%* | 27<br>*90.0%*<br>E | 21<br>*52.5%* | 24<br>*75.0%*<br>g | 9<br>*75.0%*<br>** | 19<br>*55.9%* | 16<br>*64.0%*<br>** | 18<br>*78.3%*<br>** | 14<br>*70.0%*<br>** | 39<br>*62.9%* | 7<br>*77.8%*<br>** | 43<br>*65.2%* | 18<br>*69.2%*<br>** | 36<br>*63.2%* | 4<br>*57.1%*<br>** | 14<br>*73.7%*<br>** | 35<br>*72.9%*<br>v | 19<br>*52.8%* | -<br>- |

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- Column Percentage
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q68. Is this a condition that has lasted or is expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **54** *100.0%* | **4** *100.0%* | **20** *100.0%* | **13** *100.0%* | **15** *100.0%* | **23** *100.0%* | **27** *100.0%* | **21** *100.0%* | **24** *100.0%* | **9** *100.0%* | **19** *100.0%* | **16** *100.0%* | **18** *100.0%* | **14** *100.0%* | **39** *100.0%* | **7** *100.0%* | **43** *100.0%* | **18** *100.0%* | **36** *100.0%* | **4** *100.0%* | **14** *100.0%* | **35** *100.0%* | **19** *100.0%* | **-** **-** |
| **Total Valid Responses** | **54** *100.0%* | **4** *100.0%* | **20** *100.0%* | **13** *100.0%* | **15** *100.0%* | **23** *100.0%* | **27** *100.0%* | **21** *100.0%* | **24** *100.0%* | **9** *100.0%* | **19** *100.0%* | **16** *100.0%* | **18** *100.0%* | **14** *100.0%* | **39** *100.0%* | **7** *100.0%* | **43** *100.0%* | **18** *100.0%* | **36** *100.0%* | **4** *100.0%* | **14** *100.0%* | **35** *100.0%* | **19** *100.0%* | **-** **-** |
| No Answer | **-** | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Yes | **50** *92.6%* | 4 *100.0%* ** | 18 *90.0%* ** | 12 *92.3%* ** | 14 *93.3%* ** | 20 *87.0%* ** | 26 *96.3%* ** | 18 *85.7%* ** | 23 *95.8%* ** | 9 *100.0%* ** | 18 *94.7%* ** | 14 *87.5%* ** | 17 *94.4%* ** | 14 *100.0%* ** | 35 *89.7%* | 7 *100.0%* ** | 39 *90.7%* | 15 *83.3%* ** | 35 *97.2%* | 4 *100.0%* ** | 11 *78.6%* ** | 33 *94.3%* | 17 *89.5%* ** | - - |
| No | **4** *7.4%* | - - ** | 2 *10.0%* ** | 1 *7.7%* ** | 1 *6.7%* ** | 3 *13.0%* ** | 1 *3.7%* ** | 3 *14.3%* ** | 1 *4.2%* ** | - - ** | 1 *5.3%* ** | 2 *12.5%* ** | 1 *5.6%* ** | - - ** | 4 *10.3%* | - - ** | 4 *9.3%* | 3 *16.7%* ** | 1 *2.8%* | - - ** | 3 *21.4%* ** | 2 *5.7%* | 2 *10.5%* ** | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **50** *92.6%* | 4 *100.0%* ** | 18 *90.0%* ** | 12 *92.3%* ** | 14 *93.3%* ** | 20 *87.0%* ** | 26 *96.3%* ** | 18 *85.7%* ** | 23 *95.8%* ** | 9 *100.0%* ** | 18 *94.7%* ** | 14 *87.5%* ** | 17 *94.4%* ** | 14 *100.0%* ** | 35 *89.7%* | 7 *100.0%* ** | 39 *90.7%* | 15 *83.3%* ** | 35 *97.2%* | 4 *100.0%* ** | 11 *78.6%* ** | 33 *94.3%* | 17 *89.5%* ** | - - |

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  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **558**<br>***100.0%*** | **105**<br>***100.0%*** | **197**<br>***100.0%*** | **143**<br>***100.0%*** | **99**<br>***100.0%*** | **314**<br>***100.0%*** | **229**<br>***100.0%*** | **409**<br>***100.0%*** | **109**<br>***100.0%*** | **35**<br>***100.0%*** | **383**<br>***100.0%*** | **105**<br>***100.0%*** | **65**<br>***100.0%*** | **115**<br>***100.0%*** | **428**<br>***100.0%*** | **59**<br>***100.0%*** | **402**<br>***100.0%*** | **133**<br>***100.0%*** | **421**<br>***100.0%*** | **29**<br>***100.0%*** | **101**<br>***100.0%*** | **359**<br>***100.0%*** | **199**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **72** | - | 2 | 1 | 3 | 5 | 1 | 5 | 3 | 2 | 5 | 2 | 3 | 4 | 8 | 4 | 16 | 2 | 13 | - | 1 | 4 | 68 | - |
| Yes | **58**<br>***10.4%*** | 5<br>*4.8%* | 25<br>*12.7%*<br>A | 19<br>*13.3%*<br>A | 7<br>*7.1%* | 39<br>*12.4%*<br>f | 17<br>*7.4%* | 35<br>*8.6%* | 15<br>*13.8%* | 8<br>*22.9%*<br>G | 27<br>*7.0%* | 17<br>*16.2%*<br>J | 13<br>*20.0%*<br>J | 7<br>*6.1%* | 49<br>*11.4%*<br>m | 9<br>*15.3%* | 41<br>*10.2%* | 19<br>*14.3%*<br>r | 39<br>*9.3%* | 2<br>*6.9%*<br>** | 17<br>*16.8%* | 33<br>*9.2%* | 25<br>*12.6%* | -<br>- |
| No | **500**<br>***89.6%*** | 100<br>*95.2%*<br>BC | 172<br>*87.3%* | 124<br>*86.7%* | 92<br>*92.9%* | 275<br>*87.6%* | 212<br>*92.6%*<br>e | 374<br>*91.4%*<br>l | 94<br>*86.2%* | 27<br>*77.1%* | 356<br>*93.0%*<br>KL | 88<br>*83.8%* | 52<br>*80.0%* | 108<br>*93.9%*<br>n | 379<br>*88.6%* | 50<br>*84.7%* | 361<br>*89.8%* | 114<br>*85.7%* | 382<br>*90.7%*<br>q | 27<br>*93.1%*<br>** | 84<br>*83.2%* | 326<br>*90.8%* | 174<br>*87.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **58**<br>***10.4%*** | 5<br>*4.8%* | 25<br>*12.7%*<br>A | 19<br>*13.3%*<br>A | 7<br>*7.1%* | 39<br>*12.4%*<br>f | 17<br>*7.4%* | 35<br>*8.6%* | 15<br>*13.8%* | 8<br>*22.9%*<br>G | 27<br>*7.0%* | 17<br>*16.2%*<br>J | 13<br>*20.0%*<br>J | 7<br>*6.1%* | 49<br>*11.4%*<br>m | 9<br>*15.3%* | 41<br>*10.2%* | 19<br>*14.3%*<br>r | 39<br>*9.3%* | 2<br>*6.9%*<br>** | 17<br>*16.8%* | 33<br>*9.2%* | 25<br>*12.6%* | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q70. Is this because of any medical, behavioral, or other health condition?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **58**<br>***100.0%*** | **5**<br>***100.0%*** | **25**<br>***100.0%*** | **19**<br>***100.0%*** | **7**<br>***100.0%*** | **39**<br>***100.0%*** | **17**<br>***100.0%*** | **35**<br>***100.0%*** | **15**<br>***100.0%*** | **8**<br>***100.0%*** | **27**<br>***100.0%*** | **17**<br>***100.0%*** | **13**<br>***100.0%*** | **7**<br>***100.0%*** | **49**<br>***100.0%*** | **9**<br>***100.0%*** | **41**<br>***100.0%*** | **19**<br>***100.0%*** | **39**<br>***100.0%*** | **2**<br>***100.0%*** | **17**<br>***100.0%*** | **33**<br>***100.0%*** | **25**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **53**<br>***100.0%*** | **3**<br>***100.0%*** | **25**<br>***100.0%*** | **18**<br>***100.0%*** | **5**<br>***100.0%*** | **34**<br>***100.0%*** | **17**<br>***100.0%*** | **33**<br>***100.0%*** | **13**<br>***100.0%*** | **7**<br>***100.0%*** | **24**<br>***100.0%*** | **16**<br>***100.0%*** | **12**<br>***100.0%*** | **7**<br>***100.0%*** | **46**<br>***100.0%*** | **7**<br>***100.0%*** | **39**<br>***100.0%*** | **19**<br>***100.0%*** | **34**<br>***100.0%*** | **2**<br>***100.0%*** | **17**<br>***100.0%*** | **29**<br>***100.0%*** | **24**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **5** | 2 | - | 1 | 2 | 5 | - | 2 | 2 | 1 | 3 | 1 | 1 | - | 3 | 2 | 2 | - | 5 | - | - | 4 | 1 | - |
| Yes | **36**<br>***67.9%*** | 2<br>*66.7%*<br>** | 19<br>*76.0%*<br>** | 10<br>*55.6%*<br>** | 4<br>*80.0%*<br>** | 21<br>*61.8%* | 13<br>*76.5%*<br>** | 18<br>*54.5%* | 11<br>*84.6%*<br>** | 7<br>*100.0%*<br>** | 13<br>*54.2%*<br>** | 10<br>*62.5%*<br>** | 12<br>*100.0%*<br>** | 7<br>*100.0%*<br>** | 29<br>*63.0%* | 6<br>*85.7%*<br>** | 27<br>*69.2%* | 13<br>*68.4%*<br>** | 23<br>*67.6%* | -<br>-<br>** | 13<br>*76.5%*<br>** | 16<br>*55.2%*<br>** | 20<br>*83.3%*<br>** | -<br>- |
| No | **17**<br>***32.1%*** | 1<br>*33.3%*<br>** | 6<br>*24.0%*<br>** | 8<br>*44.4%*<br>** | 1<br>*20.0%*<br>** | 13<br>*38.2%* | 4<br>*23.5%*<br>** | 15<br>*45.5%* | 2<br>*15.4%*<br>** | -<br>-<br>** | 11<br>*45.8%*<br>** | 6<br>*37.5%*<br>** | -<br>-<br>** | -<br>-<br>** | 17<br>*37.0%* | 1<br>*14.3%*<br>** | 12<br>*30.8%* | 6<br>*31.6%*<br>** | 11<br>*32.4%* | 2<br>*100.0%*<br>** | 4<br>*23.5%*<br>** | 13<br>*44.8%*<br>** | 4<br>*16.7%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **36**<br>***67.9%*** | 2<br>*66.7%*<br>** | 19<br>*76.0%*<br>** | 10<br>*55.6%*<br>** | 4<br>*80.0%*<br>** | 21<br>*61.8%* | 13<br>*76.5%*<br>** | 18<br>*54.5%* | 11<br>*84.6%*<br>** | 7<br>*100.0%*<br>** | 13<br>*54.2%*<br>** | 10<br>*62.5%*<br>** | 12<br>*100.0%*<br>** | 7<br>*100.0%*<br>** | 29<br>*63.0%* | 6<br>*85.7%*<br>** | 27<br>*69.2%* | 13<br>*68.4%*<br>** | 23<br>*67.6%* | -<br>-<br>** | 13<br>*76.5%*<br>** | 16<br>*55.2%*<br>** | 20<br>*83.3%*<br>** | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q71. Is this a condition that has lasted or is expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **36**<br>***100.0%*** | **2**<br>***100.0%*** | **19**<br>***100.0%*** | **10**<br>***100.0%*** | **4**<br>***100.0%*** | **21**<br>***100.0%*** | **13**<br>***100.0%*** | **18**<br>***100.0%*** | **11**<br>***100.0%*** | **7**<br>***100.0%*** | **13**<br>***100.0%*** | **10**<br>***100.0%*** | **12**<br>***100.0%*** | **7**<br>***100.0%*** | **29**<br>***100.0%*** | **6**<br>***100.0%*** | **27**<br>***100.0%*** | **13**<br>***100.0%*** | **23**<br>***100.0%*** | **-**<br>**-** | **13**<br>***100.0%*** | **16**<br>***100.0%*** | **20**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **34**<br>***100.0%*** | **2**<br>***100.0%*** | **19**<br>***100.0%*** | **9**<br>***100.0%*** | **4**<br>***100.0%*** | **19**<br>***100.0%*** | **13**<br>***100.0%*** | **17**<br>***100.0%*** | **10**<br>***100.0%*** | **7**<br>***100.0%*** | **12**<br>***100.0%*** | **10**<br>***100.0%*** | **11**<br>***100.0%*** | **7**<br>***100.0%*** | **27**<br>***100.0%*** | **6**<br>***100.0%*** | **25**<br>***100.0%*** | **12**<br>***100.0%*** | **22**<br>***100.0%*** | **-**<br>**-** | **12**<br>***100.0%*** | **14**<br>***100.0%*** | **20**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **2** | - | - | 1 | - | 2 | - | 1 | 1 | - | 1 | - | 1 | - | 2 | - | 2 | 1 | 1 | - | 1 | 2 | - | - |
| Yes | **33**<br>***97.1%*** | 2<br>*100.0%*<br>** | 18<br>*94.7%*<br>** | 9<br>*100.0%*<br>** | 4<br>*100.0%*<br>** | 19<br>*100.0%*<br>** | 12<br>*92.3%*<br>** | 16<br>*94.1%*<br>** | 10<br>*100.0%*<br>** | 7<br>*100.0%*<br>** | 11<br>*91.7%*<br>** | 10<br>*100.0%*<br>** | 11<br>*100.0%*<br>** | 7<br>*100.0%*<br>** | 26<br>*96.3%*<br>** | 6<br>*100.0%*<br>** | 24<br>*96.0%*<br>** | 12<br>*100.0%*<br>** | 21<br>*95.5%*<br>** | -<br>- | 12<br>*100.0%* | 13<br>*92.9%*<br>** | 20<br>*100.0%*<br>** | -<br>- |
| No | **1**<br>***2.9%*** | -<br>-<br>** | 1<br>*5.3%*<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*7.7%*<br>** | 1<br>*5.9%*<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*8.3%*<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*3.7%*<br>** | -<br>-<br>** | 1<br>*4.0%*<br>** | -<br>-<br>** | 1<br>*4.5%*<br>** | -<br>- | -<br>- | 1<br>*7.1%*<br>** | -<br>-<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **33**<br>***97.1%*** | 2<br>*100.0%*<br>** | 18<br>*94.7%*<br>** | 9<br>*100.0%*<br>** | 4<br>*100.0%*<br>** | 19<br>*100.0%*<br>** | 12<br>*92.3%*<br>** | 16<br>*94.1%*<br>** | 10<br>*100.0%*<br>** | 7<br>*100.0%*<br>** | 11<br>*91.7%*<br>** | 10<br>*100.0%*<br>** | 11<br>*100.0%*<br>** | 7<br>*100.0%*<br>** | 26<br>*96.3%*<br>** | 6<br>*100.0%*<br>** | 24<br>*96.0%*<br>** | 12<br>*100.0%*<br>** | 21<br>*95.5%*<br>** | -<br>- | 12<br>*100.0%* | 13<br>*92.9%*<br>** | 20<br>*100.0%*<br>** | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **555**<br>***100.0%*** | **104**<br>***100.0%*** | **197**<br>***100.0%*** | **142**<br>***100.0%*** | **100**<br>***100.0%*** | **312**<br>***100.0%*** | **228**<br>***100.0%*** | **406**<br>***100.0%*** | **109**<br>***100.0%*** | **35**<br>***100.0%*** | **382**<br>***100.0%*** | **103**<br>***100.0%*** | **65**<br>***100.0%*** | **115**<br>***100.0%*** | **424**<br>***100.0%*** | **59**<br>***100.0%*** | **401**<br>***100.0%*** | **131**<br>***100.0%*** | **419**<br>***100.0%*** | **28**<br>***100.0%*** | **100**<br>***100.0%*** | **357**<br>***100.0%*** | **198**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **75** | 1 | 2 | 2 | 2 | 7 | 2 | 8 | 3 | 2 | 6 | 4 | 3 | 4 | 12 | 4 | 17 | 4 | 15 | 1 | 2 | 6 | 69 | - |
| Yes | **92**<br>***16.6%*** | 13<br>*12.5%* | 27<br>*13.7%* | 28<br>*19.7%* | 22<br>*22.0%*<br>ab | 57<br>*18.3%* | 32<br>*14.0%* | 55<br>*13.5%* | 27<br>*24.8%*<br>G | 10<br>*28.6%*<br>G | 19<br>*5.0%* | 37<br>*35.9%*<br>J | 35<br>*53.8%*<br>JK | 24<br>*20.9%* | 65<br>*15.3%* | 12<br>*20.3%* | 65<br>*16.2%* | 27<br>*20.6%* | 64<br>*15.3%* | 5<br>*17.9%*<br>** | 22<br>*22.0%* | 63<br>*17.6%* | 29<br>*14.6%* | -<br>- |
| No | **463**<br>***83.4%*** | 91<br>*87.5%*<br>d | 170<br>*86.3%*<br>d | 114<br>*80.3%* | 78<br>*78.0%* | 255<br>*81.7%* | 196<br>*86.0%* | 351<br>*86.5%*<br>HI | 82<br>*75.2%* | 25<br>*71.4%* | 363<br>*95.0%*<br>KL | 66<br>*64.1%*<br>L | 30<br>*46.2%* | 91<br>*79.1%* | 359<br>*84.7%* | 47<br>*79.7%* | 336<br>*83.8%* | 104<br>*79.4%* | 355<br>*84.7%* | 23<br>*82.1%*<br>** | 78<br>*78.0%* | 294<br>*82.4%* | 169<br>*85.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **92**<br>***16.6%*** | 13<br>*12.5%* | 27<br>*13.7%* | 28<br>*19.7%* | 22<br>*22.0%*<br>ab | 57<br>*18.3%* | 32<br>*14.0%* | 55<br>*13.5%* | 27<br>*24.8%*<br>G | 10<br>*28.6%*<br>G | 19<br>*5.0%* | 37<br>*35.9%*<br>J | 35<br>*53.8%*<br>JK | 24<br>*20.9%* | 65<br>*15.3%* | 12<br>*20.3%* | 65<br>*16.2%* | 27<br>*20.6%* | 64<br>*15.3%* | 5<br>*17.9%*<br>** | 22<br>*22.0%* | 63<br>*17.6%* | 29<br>*14.6%* | -<br>- |

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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q73. Has this problem lasted or is it expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **92** *100.0%* | **13** *100.0%* | **27** *100.0%* | **28** *100.0%* | **22** *100.0%* | **57** *100.0%* | **32** *100.0%* | **55** *100.0%* | **27** *100.0%* | **10** *100.0%* | **19** *100.0%* | **37** *100.0%* | **35** *100.0%* | **24** *100.0%* | **65** *100.0%* | **12** *100.0%* | **65** *100.0%* | **27** *100.0%* | **64** *100.0%* | **5** *100.0%* | **22** *100.0%* | **63** *100.0%* | **29** *100.0%* | **-** **-** |
| **Total Valid Responses** | **88** *100.0%* | **12** *100.0%* | **26** *100.0%* | **27** *100.0%* | **21** *100.0%* | **54** *100.0%* | **31** *100.0%* | **52** *100.0%* | **26** *100.0%* | **10** *100.0%* | **19** *100.0%* | **33** *100.0%* | **35** *100.0%* | **24** *100.0%* | **61** *100.0%* | **12** *100.0%* | **63** *100.0%* | **26** *100.0%* | **61** *100.0%* | **4** *100.0%* | **22** *100.0%* | **60** *100.0%* | **28** *100.0%* | **-** **-** |
| No Answer | **4** | 1 | 1 | 1 | 1 | 3 | 1 | 3 | 1 | - | - | 4 | - | - | 4 | - | 2 | 1 | 3 | 1 | - | 3 | 1 | - |
| Yes | **80** *90.9%* | 12 *100.0%* ** | 22 *84.6%* ** | 26 *96.3%* ** | 18 *85.7%* ** | 47 *87.0%* | 30 *96.8%* | 46 *88.5%* | 25 *96.2%* ** | 9 *90.0%* ** | 14 *73.7%* ** | 31 *93.9%* | 34 *97.1%* | 22 *91.7%* ** | 55 *90.2%* | 12 *100.0%* ** | 58 *92.1%* | 22 *84.6%* ** | 57 *93.4%* | 4 *100.0%* ** | 18 *81.8%* ** | 54 *90.0%* | 26 *92.9%* ** | - - |
| No | **8** *9.1%* | - - ** | 4 *15.4%* ** | 1 *3.7%* ** | 3 *14.3%* ** | 7 *13.0%* | 1 *3.2%* | 6 *11.5%* | 1 *3.8%* ** | 1 *10.0%* ** | 5 *26.3%* ** | 2 *6.1%* | 1 *2.9%* | 2 *8.3%* ** | 6 *9.8%* | - - ** | 5 *7.9%* | 4 *15.4%* ** | 4 *6.6%* | - - ** | 4 *18.2%* ** | 6 *10.0%* | 2 *7.1%* ** | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **80** *90.9%* | 12 *100.0%* ** | 22 *84.6%* ** | 26 *96.3%* ** | 18 *85.7%* ** | 47 *87.0%* | 30 *96.8%* | 46 *88.5%* | 25 *96.2%* ** | 9 *90.0%* ** | 14 *73.7%* ** | 31 *93.9%* | 34 *97.1%* | 22 *91.7%* ** | 55 *90.2%* | 12 *100.0%* ** | 58 *92.1%* | 22 *84.6%* ** | 57 *93.4%* | 4 *100.0%* ** | 18 *81.8%* ** | 54 *90.0%* | 26 *92.9%* ** | - - |

Cell Contents:
- Count
- Column Percentage
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q74. What is your child's age?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630** *100.0%* | **105** *100.0%* | **199** *100.0%* | **144** *100.0%* | **102** *100.0%* | **319** *100.0%* | **230** *100.0%* | **414** *100.0%* | **112** *100.0%* | **37** *100.0%* | **388** *100.0%* | **107** *100.0%* | **68** *100.0%* | **119** *100.0%* | **436** *100.0%* | **63** *100.0%* | **418** *100.0%* | **135** *100.0%* | **434** *100.0%* | **29** *100.0%* | **102** *100.0%* | **363** *100.0%* | **267** *100.0%* | **-** **-** |
| **Total Valid Responses** | **563** *100.0%* | **105** *100.0%* | **199** *100.0%* | **143** *100.0%* | **102** *100.0%* | **319** *100.0%* | **230** *100.0%* | **410** *100.0%* | **112** *100.0%* | **36** *100.0%* | **385** *100.0%* | **106** *100.0%* | **67** *100.0%* | **116** *100.0%* | **431** *100.0%* | **60** *100.0%* | **406** *100.0%* | **133** *100.0%* | **424** *100.0%* | **29** *100.0%* | **101** *100.0%* | **362** *100.0%* | **201** *100.0%* | **-** **-** |
| No Answer | **67** | - | - | 1 | - | - | - | 4 | - | 1 | 3 | 1 | 1 | 3 | 5 | 3 | 12 | 2 | 10 | - | 1 | 1 | 66 | - |
| Less than 1 year old | **9** *1.6%* | 4 *3.8%* CD | 5 *2.5%* c | - - | - - | 6 *1.9%* | 3 *1.3%* | 7 *1.7%* | 2 *1.8%* | - - | 9 *2.3%* | - - | - - | 2 *1.7%* | 7 *1.6%* | - - | 8 *2.0%* | 5 *3.8%* R | 4 *0.9%* | - - ** | 4 *4.0%* | 7 *1.9%* | 2 *1.0%* | - - |
| 1 | **28** *5.0%* | 13 *12.4%* bCD | 12 *6.0%* CD | 2 *1.4%* | 1 *1.0%* | 12 *3.8%* | 16 *7.0%* e | 21 *5.1%* | 7 *6.3%* | - - | 25 *6.5%* L | 3 *2.8%* | - - | 2 *1.7%* | 26 *6.0%* m | 2 *3.3%* | 24 *5.9%* | 8 *6.0%* | 20 *4.7%* | 1 *3.4%* ** | 7 *6.9%* | 10 *2.8%* | 18 *9.0%* U | - - |
| 2 | **38** *6.7%* | 13 *12.4%* CD | 22 *11.1%* CD | 3 *2.1%* | - - | 23 *7.2%* | 14 *6.1%* | 27 *6.6%* | 7 *6.3%* | 3 *8.3%* | 30 *7.8%* | 5 *4.7%* | 2 *3.0%* | 7 *6.0%* | 29 *6.7%* | 5 *8.3%* | 28 *6.9%* | 9 *6.8%* | 29 *6.8%* | 1 *3.4%* ** | 8 *7.9%* | 21 *5.8%* | 17 *8.5%* | - - |
| 3 | **28** *5.0%* | 5 *4.8%* | 15 *7.5%* | 5 *3.5%* | 3 *2.9%* | 15 *4.7%* | 13 *5.7%* | 26 *6.3%* H | 1 *0.9%* | 1 *2.8%* | 25 *6.5%* L | 3 *2.8%* | - - | 8 *6.9%* | 20 *4.6%* | 4 *6.7%* | 20 *4.9%* | 5 *3.8%* | 23 *5.4%* | 2 *6.9%* ** | 3 *3.0%* | 20 *5.5%* | 8 *4.0%* | - - |
| 4 | **25** *4.4%* | 8 *7.6%* Cd | 12 *6.0%* C | 1 *0.7%* | 2 *2.0%* | 19 *6.0%* f | 6 *2.6%* | 18 *4.4%* | 5 *4.5%* | 2 *5.6%* | 19 *4.9%* | 4 *3.8%* | 1 *1.5%* | 6 *5.2%* | 19 *4.4%* | 2 *3.3%* | 17 *4.2%* | 10 *7.5%* R | 14 *3.3%* | 2 *6.9%* ** | 7 *6.9%* | 13 *3.6%* | 12 *6.0%* | - - |
| 5 | **31** *5.5%* | 10 *9.5%* cD | 13 *6.5%* d | 6 *4.2%* | 2 *2.0%* | 17 *5.3%* | 14 *6.1%* | 21 *5.1%* | 8 *7.1%* | 1 *2.8%* | 27 *7.0%* K | 2 *1.9%* | 2 *3.0%* | 3 *2.6%* | 28 *6.5%* | 2 *3.3%* | 24 *5.9%* | 10 *7.5%* | 20 *4.7%* | 2 *6.9%* ** | 8 *7.9%* | 19 *5.2%* | 12 *6.0%* | - - |
| 6 | **38** *6.7%* | 8 *7.6%* | 19 *9.5%* C | 5 *3.5%* | 5 *4.9%* | 20 *6.3%* | 16 *7.0%* | 30 *7.3%* | 7 *6.3%* | 1 *2.8%* | 27 *7.0%* | 8 *7.5%* | 3 *4.5%* | 8 *6.9%* | 29 *6.7%* | 6 *10.0%* | 24 *5.9%* | 8 *6.0%* | 30 *7.1%* | 3 *10.3%* ** | 5 *5.0%* | 28 *7.7%* | 10 *5.0%* | - - |
| 7 | **34** *6.0%* | 6 *5.7%* | 16 *8.0%* D | 9 *6.3%* | 2 *2.0%* | 22 *6.9%* | 10 *4.3%* | 23 *5.6%* | 6 *5.4%* | 5 *13.9%* gh | 19 *4.9%* | 7 *6.6%* | 7 *10.4%* j | 7 *6.0%* | 26 *6.0%* | 3 *5.0%* | 25 *6.2%* | 8 *6.0%* | 25 *5.9%* | - - ** | 8 *7.9%* | 26 *7.2%* | 8 *4.0%* | - - |
| 8 | **26** *4.6%* | - - | 13 *6.5%* A | 6 *4.2%* A | 5 *4.9%* A | 16 *5.0%* | 9 *3.9%* | 19 *4.6%* | 4 *3.6%* | 2 *5.6%* | 20 *5.2%* k | 1 *0.9%* | 5 *7.5%* K | 5 *4.3%* | 21 *4.9%* | 2 *3.3%* | 15 *3.7%* | 8 *6.0%* | 18 *4.2%* | 2 *6.9%* ** | 6 *5.9%* | 15 *4.1%* | 11 *5.5%* | - - |
| 9 | **34** *6.0%* | 2 *1.9%* | 18 *9.0%* Ad | 10 *7.0%* a | 3 *2.9%* | 18 *5.6%* | 16 *7.0%* | 28 *6.8%* | 5 *4.5%* | 1 *2.8%* | 19 *4.9%* | 9 *8.5%* | 6 *9.0%* | 8 *6.9%* | 26 *6.0%* | 8 *13.3%* P | 22 *5.4%* | 10 *7.5%* | 24 *5.7%* | 1 *3.4%* ** | 9 *8.9%* | 21 *5.8%* | 13 *6.5%* | - - |
| 10 | **26** *4.6%* | - - | 8 *4.0%* A | 8 *5.6%* A | 9 *8.8%* Ab | 13 *4.1%* | 12 *5.2%* | 21 *5.1%* | 3 *2.7%* | 2 *5.6%* | 15 *3.9%* | 8 *7.5%* | 3 *4.5%* | 5 *4.3%* | 21 *4.9%* | 2 *3.3%* | 22 *5.4%* | 3 *2.3%* | 23 *5.4%* | - - ** | 3 *3.0%* | 17 *4.7%* | 9 *4.5%* | - - |
| 11 | **23** *4.1%* | 1 *1.0%* | 9 *4.5%* a | 9 *6.3%* A | 4 *3.9%* | 13 *4.1%* | 10 *4.3%* | 14 *3.4%* | 7 *6.3%* | 1 *2.8%* | 15 *3.9%* | 4 *3.8%* | 4 *6.0%* | 3 *2.6%* | 18 *4.2%* | 1 *1.7%* | 19 *4.7%* | 7 *5.3%* | 16 *3.8%* | 1 *3.4%* ** | 6 *5.9%* | 16 *4.4%* | 7 *3.5%* | - - |
| 12 | **26** *4.6%* | 1 *1.0%* | 8 *4.0%* | 10 *7.0%* A | 5 *4.9%* a | 13 *4.1%* | 12 *5.2%* | 15 *3.7%* | 9 *8.0%* g | 1 *2.8%* | 13 *3.4%* | 9 *8.5%* J | 2 *3.0%* | 7 *6.0%* | 17 *3.9%* | 3 *5.0%* | 20 *4.9%* | 6 *4.5%* | 19 *4.5%* | 2 *6.9%* ** | 4 *4.0%* | 12 *3.3%* | 14 *7.0%* U | - - |
| 13 | **35** *6.2%* | 7 *6.7%* | 7 *3.5%* | 13 *9.1%* B | 8 *7.8%* | 20 *6.3%* | 15 *6.5%* | 30 *7.3%* h | 3 *2.7%* | 2 *5.6%* | 23 *6.0%* | 8 *7.5%* | 4 *6.0%* | 6 *5.2%* | 26 *6.0%* | 2 *3.3%* | 25 *6.2%* | 6 *4.5%* | 29 *6.8%* | 1 *3.4%* ** | 5 *5.0%* | 28 *7.7%* V | 7 *3.5%* | - - |
| 14 or older | **162** *28.8%* | 27 *25.7%* B | 22 *11.1%* | 56 *39.2%* AB | 53 *52.0%* ABC | 92 *28.8%* | 64 *27.8%* | 110 *26.8%* | 38 *33.9%* | 14 *38.9%* | 99 *25.7%* | 35 *33.0%* | 28 *41.8%* J | 39 *33.6%* | 118 *27.4%* | 18 *30.0%* | 113 *27.8%* | 30 *22.6%* | 130 *30.7%* q | 11 *37.9%* ** | 18 *17.8%* | 109 *30.1%* | 53 *26.4%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q75. Is your child male or female?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630** *100.0%* | **105** *100.0%* | **199** *100.0%* | **144** *100.0%* | **102** *100.0%* | **319** *100.0%* | **230** *100.0%* | **414** *100.0%* | **112** *100.0%* | **37** *100.0%* | **388** *100.0%* | **107** *100.0%* | **68** *100.0%* | **119** *100.0%* | **436** *100.0%* | **63** *100.0%* | **418** *100.0%* | **135** *100.0%* | **434** *100.0%* | **29** *100.0%* | **102** *100.0%* | **363** *100.0%* | **267** *100.0%* | **-** **-** |
| **Total Valid Responses** | **563** *100.0%* | **105** *100.0%* | **198** *100.0%* | **144** *100.0%* | **102** *100.0%* | **319** *100.0%* | **229** *100.0%* | **411** *100.0%* | **111** *100.0%* | **36** *100.0%* | **386** *100.0%* | **106** *100.0%* | **66** *100.0%* | **116** *100.0%* | **431** *100.0%* | **60** *100.0%* | **407** *100.0%* | **134** *100.0%* | **423** *100.0%* | **29** *100.0%* | **102** *100.0%* | **362** *100.0%* | **201** *100.0%* | **-** **-** |
| No Answer | **67** | - | 1 | - | - | - | 1 | 3 | 1 | 1 | 2 | 1 | 2 | 3 | 5 | 3 | 11 | 1 | 11 | - | - | 1 | 66 | - |
| Male | **289** *51.3%* | 43 *41.0%* | 110 *55.6%* A | 76 *52.8%* a | 52 *51.0%* | 155 *48.6%* | 126 *55.0%* | 218 *53.0%* | 53 *47.7%* | 16 *44.4%* | 193 *50.0%* | 53 *50.0%* | 39 *59.1%* | 55 *47.4%* | 227 *52.7%* | 27 *45.0%* | 215 *52.8%* | 61 *45.5%* | 222 *52.5%* | 13 *44.8%* ** | 47 *46.1%* | 172 *47.5%* | 117 *58.2%* U | - - |
| Female | **274** *48.7%* | 62 *59.0%* Bc | 88 *44.4%* | 68 *47.2%* | 50 *49.0%* | 164 *51.4%* | 103 *45.0%* | 193 *47.0%* | 58 *52.3%* | 20 *55.6%* | 193 *50.0%* | 53 *50.0%* | 27 *40.9%* | 61 *52.6%* | 204 *47.3%* | 33 *55.0%* | 192 *47.2%* | 73 *54.5%* | 201 *47.5%* | 16 *55.2%* ** | 55 *53.9%* | 190 *52.5%* V | 84 *41.8%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q76. Is your child of Hispanic or Latino origin or descent?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>*100.0%* | **105**<br>*100.0%* | **199**<br>*100.0%* | **144**<br>*100.0%* | **102**<br>*100.0%* | **319**<br>*100.0%* | **230**<br>*100.0%* | **414**<br>*100.0%* | **112**<br>*100.0%* | **37**<br>*100.0%* | **388**<br>*100.0%* | **107**<br>*100.0%* | **68**<br>*100.0%* | **119**<br>*100.0%* | **436**<br>*100.0%* | **63**<br>*100.0%* | **418**<br>*100.0%* | **135**<br>*100.0%* | **434**<br>*100.0%* | **29**<br>*100.0%* | **102**<br>*100.0%* | **363**<br>*100.0%* | **267**<br>*100.0%* | **-**<br>**-** |
| **Total Valid Responses** | **539**<br>*100.0%* | **102**<br>*100.0%* | **194**<br>*100.0%* | **138**<br>*100.0%* | **94**<br>*100.0%* | **301**<br>*100.0%* | **224**<br>*100.0%* | **395**<br>*100.0%* | **105**<br>*100.0%* | **34**<br>*100.0%* | **373**<br>*100.0%* | **101**<br>*100.0%* | **61**<br>*100.0%* | **111**<br>*100.0%* | **412**<br>*100.0%* | **59**<br>*100.0%* | **389**<br>*100.0%* | **127**<br>*100.0%* | **406**<br>*100.0%* | **27**<br>*100.0%* | **97**<br>*100.0%* | **342**<br>*100.0%* | **197**<br>*100.0%* | **-**<br>**-** |
| No Answer | **91** | 3 | 5 | 6 | 8 | 18 | 6 | 19 | 7 | 3 | 15 | 6 | 7 | 8 | 24 | 4 | 29 | 8 | 28 | 2 | 5 | 21 | 70 | - |
| Yes, Hispanic or Latino | **45**<br>***8.3%*** | 6<br>*5.9%* | 20<br>*10.3%* | 9<br>*6.5%* | 9<br>*9.6%* | 27<br>*9.0%* | 16<br>*7.1%* | 32<br>*8.1%* | 11<br>*10.5%* | 2<br>*5.9%* | 32<br>*8.6%* | 10<br>*9.9%* | 2<br>*3.3%* | 5<br>*4.5%* | 38<br>*9.2%* | 4<br>*6.8%* | 32<br>*8.2%* | 13<br>*10.2%* | 31<br>*7.6%* | 4<br>*14.8%*<br>** | 9<br>*9.3%* | 22<br>*6.4%* | 23<br>*11.7%*<br>U | -<br>- |
| No, not Hispanic or Latino | **494**<br>***91.7%*** | 96<br>*94.1%* | 174<br>*89.7%* | 129<br>*93.5%* | 85<br>*90.4%* | 274<br>*91.0%* | 208<br>*92.9%* | 363<br>*91.9%* | 94<br>*89.5%* | 32<br>*94.1%* | 341<br>*91.4%* | 91<br>*90.1%* | 59<br>*96.7%* | 106<br>*95.5%* | 374<br>*90.8%* | 55<br>*93.2%* | 357<br>*91.8%* | 114<br>*89.8%* | 375<br>*92.4%* | 23<br>*85.2%*<br>** | 88<br>*90.7%* | 320<br>*93.6%*<br>V | 174<br>*88.3%* | -<br>- |

Cell Contents:
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- Column Percentage
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Statistics:
- Column Proportions:
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  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q77. What is your race? Please mark one or more.** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| Total Valid Responses | **619** | 115 | 216 | 155 | 117 | 348 | 254 | 447 | 126 | 39 | 425 | 119 | 70 | 130 | 473 | 64 | 452 | 151 | 462 | 33 | 115 | 401 | 218 | - |
| **Total Respondents** | **558**<br>***100.0%*** | **104**<br>***100.0%*** | **198**<br>***100.0%*** | **142**<br>***100.0%*** | **101**<br>***100.0%*** | **315**<br>***100.0%*** | **228**<br>***100.0%*** | **405**<br>***100.0%*** | **112**<br>***100.0%*** | **36**<br>***100.0%*** | **381**<br>***100.0%*** | **105**<br>***100.0%*** | **67**<br>***100.0%*** | **116**<br>***100.0%*** | **426**<br>***100.0%*** | **59**<br>***100.0%*** | **403**<br>***100.0%*** | **132**<br>***100.0%*** | **420**<br>***100.0%*** | **28**<br>***100.0%*** | **101**<br>***100.0%*** | **360**<br>***100.0%*** | **198**<br>***100.0%*** | **-**<br>**-** |
| White | **239**<br>***42.8%*** | 46<br>*44.2%* | 86<br>*43.4%* | 64<br>*45.1%* | 40<br>*39.6%* | 122<br>*38.7%* | 114<br>*50.0%*<br>E | 186<br>*45.9%*<br>I | 43<br>*38.4%*<br>I | 7<br>*19.4%* | 175<br>*45.9%*<br>L | 44<br>*41.9%*<br>L | 18<br>*26.9%* | 43<br>*37.1%* | 190<br>*44.6%* | 26<br>*44.1%* | 189<br>*46.9%* | 54<br>*40.9%* | 182<br>*43.3%* | 12<br>*42.9%*<br>** | 39<br>*38.6%* | 161<br>*44.7%* | 78<br>*39.4%* | -<br>- |
| Black or African-American | **316**<br>***56.6%*** | 62<br>*59.6%* | 103<br>*52.0%* | 78<br>*54.9%* | 62<br>*61.4%* | 184<br>*58.4%* | 119<br>*52.2%* | 220<br>*54.3%* | 66<br>*58.9%* | 27<br>*75.0%*<br>Gh | 200<br>*52.5%* | 63<br>*60.0%* | 50<br>*74.6%*<br>Jk | 72<br>*62.1%* | 234<br>*54.9%* | 30<br>*50.8%* | 216<br>*53.6%* | 79<br>*59.8%* | 234<br>*55.7%* | 14<br>*50.0%*<br>** | 65<br>*64.4%* | 202<br>*56.1%* | 114<br>*57.6%* | -<br>- |
| Asian | **15**<br>***2.7%*** | 4<br>*3.8%*<br>C | 4<br>*2.0%*<br>c | -<br>- | 5<br>*5.0%*<br>C | 11<br>*3.5%* | 3<br>*1.3%* | 8<br>*2.0%* | 4<br>*3.6%* | 2<br>*5.6%* | 10<br>*2.6%* | 4<br>*3.8%* | 1<br>*1.5%* | 5<br>*4.3%* | 10<br>*2.3%* | 2<br>*3.4%* | 10<br>*2.5%* | 5<br>*3.8%* | 10<br>*2.4%* | 3<br>*10.7%*<br>** | 2<br>*2.0%* | 13<br>*3.6%*<br>v | 2<br>*1.0%* | -<br>- |
| Native Hawaiian or other Pacific Islander | **1**<br>***0.2%*** | -<br>- | -<br>- | 1<br>*0.7%* | -<br>- | -<br>- | 1<br>*0.4%* | -<br>- | -<br>- | 1<br>*2.8%*<br>Gh | 1<br>*0.3%* | -<br>- | -<br>- | 1<br>*0.9%*<br>n | -<br>- | 1<br>*1.7%*<br>P | -<br>- | -<br>- | 1<br>*0.2%* | -<br>-<br>** | -<br>- | 1<br>*0.3%* | -<br>- | -<br>- |
| American Indian or Alaska Native | **15**<br>***2.7%*** | -<br>- | 7<br>*3.5%*<br>a | 3<br>*2.1%* | 5<br>*5.0%*<br>A | 9<br>*2.9%* | 6<br>*2.6%* | 12<br>*3.0%* | 2<br>*1.8%* | 1<br>*2.8%* | 11<br>*2.9%* | 4<br>*3.8%* | -<br>- | 4<br>*3.4%* | 11<br>*2.6%* | 3<br>*5.1%* | 9<br>*2.2%* | 3<br>*2.3%* | 12<br>*2.9%* | 1<br>*3.6%*<br>** | 2<br>*2.0%* | 5<br>*1.4%* | 10<br>*5.1%*<br>U | -<br>- |
| Other | **33**<br>***5.9%*** | 3<br>*2.9%* | 16<br>*8.1%*<br>a | 9<br>*6.3%* | 5<br>*5.0%* | 22<br>*7.0%* | 11<br>*4.8%* | 21<br>*5.2%* | 11<br>*9.8%*<br>g | 1<br>*2.8%* | 28<br>*7.3%*<br>I | 4<br>*3.8%* | 1<br>*1.5%* | 5<br>*4.3%* | 28<br>*6.6%* | 2<br>*3.4%* | 28<br>*6.9%* | 10<br>*7.6%* | 23<br>*5.5%* | 3<br>*10.7%*<br>** | 7<br>*6.9%* | 19<br>*5.3%* | 14<br>*7.1%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q78. What is your age?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630** *100.0%* | **105** *100.0%* | **199** *100.0%* | **144** *100.0%* | **102** *100.0%* | **319** *100.0%* | **230** *100.0%* | **414** *100.0%* | **112** *100.0%* | **37** *100.0%* | **388** *100.0%* | **107** *100.0%* | **68** *100.0%* | **119** *100.0%* | **436** *100.0%* | **63** *100.0%* | **418** *100.0%* | **135** *100.0%* | **434** *100.0%* | **29** *100.0%* | **102** *100.0%* | **363** *100.0%* | **267** *100.0%* | **-** **-** |
| **Total Valid Responses** | **550** *100.0%* | **105** *100.0%* | **199** *100.0%* | **144** *100.0%* | **102** *100.0%* | **314** *100.0%* | **226** *100.0%* | **401** *100.0%* | **109** *100.0%* | **36** *100.0%* | **378** *100.0%* | **105** *100.0%* | **64** *100.0%* | **113** *100.0%* | **421** *100.0%* | **60** *100.0%* | **397** *100.0%* | **129** *100.0%* | **415** *100.0%* | **28** *100.0%* | **99** *100.0%* | **354** *100.0%* | **196** *100.0%* | **-** **-** |
| No Answer | **80** | - | - | - | - | 5 | 4 | 13 | 3 | 1 | 10 | 2 | 4 | 6 | 15 | 3 | 21 | 6 | 19 | 1 | 3 | 9 | 71 | - |
| Under 18 | **54** *9.8%* | 54 *51.4%* BCD | - - | - - | - - | 29 *9.2%* | 22 *9.7%* | 42 *10.5%* | 9 *8.3%* | 3 *8.3%* | 35 *9.3%* | 9 *8.6%* | 9 *14.1%* | 6 *5.3%* | 42 *10.0%* | 6 *10.0%* | 37 *9.3%* | 12 *9.3%* | 41 *9.9%* | 2 *7.1%* ** | 10 *10.1%* | 54 *15.3%* V | - - | - - |
| 18 to 24 | **51** *9.3%* | 51 *48.6%* BCD | - - | - - | - - | 32 *10.2%* | 19 *8.4%* | 38 *9.5%* | 7 *6.4%* | 4 *11.1%* | 40 *10.6%* L | 9 *8.6%* l | 1 *1.6%* | 8 *7.1%* | 43 *10.2%* | 5 *8.3%* | 42 *10.6%* | 18 *14.0%* R | 33 *8.0%* | 1 *3.6%* ** | 16 *16.2%* | 27 *7.6%* | 24 *12.2%* u | - - |
| 25 to 34 | **199** *36.2%* | - - | 199 *100.0%* ACD | - - | - - | 116 *36.9%* | 81 *35.8%* | 154 *38.4%* | 33 *30.3%* | 10 *27.8%* | 148 *39.2%* k | 31 *29.5%* | 19 *29.7%* | 48 *42.5%* | 149 *35.4%* | 24 *40.0%* | 143 *36.0%* | 49 *38.0%* | 148 *35.7%* | 9 *32.1%* ** | 40 *40.4%* | 112 *31.6%* | 87 *44.4%* U | - - |
| 35 to 44 | **144** *26.2%* | - - | - - | 144 *100.0%* ABD | - - | 75 *23.9%* | 65 *28.8%* | 101 *25.2%* | 32 *29.4%* | 11 *30.6%* | 95 *25.1%* | 29 *27.6%* | 20 *31.3%* | 32 *28.3%* | 108 *25.7%* | 17 *28.3%* | 103 *25.9%* | 23 *17.8%* | 120 *28.9%* Q | 7 *25.0%* ** | 16 *16.2%* | 89 *25.1%* | 55 *28.1%* | - - |
| 45 to 54 | **57** *10.4%* | - - | - - | - - | 57 *55.9%* ABC | 35 *11.1%* | 21 *9.3%* | 34 *8.5%* | 17 *15.6%* G | 6 *16.7%* | 36 *9.5%* | 13 *12.4%* | 8 *12.5%* | 11 *9.7%* | 43 *10.2%* | 4 *6.7%* | 42 *10.6%* | 13 *10.1%* | 42 *10.1%* | 7 *25.0%* ** | 6 *6.1%* | 43 *12.1%* v | 14 *7.1%* | - - |
| 55 to 64 | **32** *5.8%* | - - | - - | - - | 32 *31.4%* ABC | 20 *6.4%* | 12 *5.3%* | 23 *5.7%* | 7 *6.4%* | 2 *5.6%* | 18 *4.8%* | 10 *9.5%* j | 4 *6.3%* | 5 *4.4%* | 26 *6.2%* | 2 *3.3%* | 20 *5.0%* | 13 *10.1%* R | 19 *4.6%* | 2 *7.1%* ** | 10 *10.1%* | 22 *6.2%* | 10 *5.1%* | - - |
| 65 to 74 | **10** *1.8%* | - - | - - | - - | 10 *9.8%* ABC | 6 *1.9%* | 4 *1.8%* | 8 *2.0%* | 2 *1.8%* | - - | 5 *1.3%* | 3 *2.9%* | 2 *3.1%* | 2 *1.8%* | 8 *1.9%* | 1 *1.7%* | 9 *2.3%* | 1 *0.8%* | 9 *2.2%* | - - ** | 1 *1.0%* | 5 *1.4%* | 5 *2.6%* | - - |
| 75 or older | **3** *0.5%* | - - | - - | - - | 3 *2.9%* aBC | 1 *0.3%* | 2 *0.9%* | 1 *0.2%* | 2 *1.8%* g | - - | 1 *0.3%* | 1 *1.0%* | 1 *1.6%* | 1 *0.9%* | 2 *0.5%* | 1 *1.7%* | 1 *0.3%* | - - | 3 *0.7%* | - - ** | - - | 2 *0.6%* | 1 *0.5%* | - - |
| TMG SUMMARY RATE - Members under 18 | **54** *9.8%* | 54 *51.4%* | - - | - - | - - | 29 *9.2%* | 22 *9.7%* | 42 *10.5%* | 9 *8.3%* | 3 *8.3%* | 35 *9.3%* | 9 *8.6%* | 9 *14.1%* | 6 *5.3%* | 42 *10.0%* | 6 *10.0%* | 37 *9.3%* | 12 *9.3%* | 41 *9.9%* | 2 *7.1%* | 10 *10.1%* | 54 *15.3%* | - - | - - |
| TMG SUMMARY RATE - Members 18 to 34 | **250** *45.5%* | 51 *48.6%* CD | 199 *100.0%* ACD | - - | - - | 148 *47.1%* | 100 *44.2%* | 192 *47.9%* H | 40 *36.7%* | 14 *38.9%* | 188 *49.7%* KL | 40 *38.1%* | 20 *31.3%* | 56 *49.6%* | 192 *45.6%* | 29 *48.3%* | 185 *46.6%* | 67 *51.9%* r | 181 *43.6%* | 10 *35.7%* ** | 56 *56.6%* | 139 *39.3%* | 111 *56.6%* U | - - |
| TMG SUMMARY RATE - Members 35 to 44 | **144** *26.2%* | - - | - - | 144 *100.0%* | - - | 75 *23.9%* | 65 *28.8%* | 101 *25.2%* | 32 *29.4%* | 11 *30.6%* | 95 *25.1%* | 29 *27.6%* | 20 *31.3%* | 32 *28.3%* | 108 *25.7%* | 17 *28.3%* | 103 *25.9%* | 23 *17.8%* | 120 *28.9%* | 7 *25.0%* | 16 *16.2%* | 89 *25.1%* | 55 *28.1%* | - - |
| TMG SUMMARY RATE - Members 45 to 54 | **57** *10.4%* | - - | - - | - - | 57 *55.9%* | 35 *11.1%* | 21 *9.3%* | 34 *8.5%* | 17 *15.6%* | 6 *16.7%* | 36 *9.5%* | 13 *12.4%* | 8 *12.5%* | 11 *9.7%* | 43 *10.2%* | 4 *6.7%* | 42 *10.6%* | 13 *10.1%* | 42 *10.1%* | 7 *25.0%* | 6 *6.1%* | 43 *12.1%* | 14 *7.1%* | - - |
| TMG SUMMARY RATE - Members 55 or older | **45** *8.2%* | - - | - - | - - | 45 *44.1%* ABC | 27 *8.6%* | 18 *8.0%* | 32 *8.0%* | 11 *10.1%* | 2 *5.6%* | 24 *6.3%* | 14 *13.3%* J | 7 *10.9%* | 8 *7.1%* | 36 *8.6%* | 4 *6.7%* | 30 *7.6%* | 14 *10.9%* | 31 *7.5%* | 2 *7.1%* ** | 11 *11.1%* | 29 *8.2%* | 16 *8.2%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q79. Are you male or female?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630** *100.0%* | **105** *100.0%* | **199** *100.0%* | **144** *100.0%* | **102** *100.0%* | **319** *100.0%* | **230** *100.0%* | **414** *100.0%* | **112** *100.0%* | **37** *100.0%* | **388** *100.0%* | **107** *100.0%* | **68** *100.0%* | **119** *100.0%* | **436** *100.0%* | **63** *100.0%* | **418** *100.0%* | **135** *100.0%* | **434** *100.0%* | **29** *100.0%* | **102** *100.0%* | **363** *100.0%* | **267** *100.0%* | **-** **-** |
| **Total Valid Responses** | **551** *100.0%* | **105** *100.0%* | **196** *100.0%* | **141** *100.0%* | **98** *100.0%* | **311** *100.0%* | **229** *100.0%* | **401** *100.0%* | **110** *100.0%* | **35** *100.0%* | **375** *100.0%* | **104** *100.0%* | **67** *100.0%* | **115** *100.0%* | **421** *100.0%* | **59** *100.0%* | **396** *100.0%* | **127** *100.0%* | **418** *100.0%* | **28** *100.0%* | **97** *100.0%* | **352** *100.0%* | **199** *100.0%* | **-** **-** |
| No Answer | **79** | - | 3 | 3 | 4 | 8 | 1 | 13 | 2 | 2 | 13 | 3 | 1 | 4 | 15 | 4 | 22 | 8 | 16 | 1 | 5 | 11 | 68 | - |
| Male | **35** *6.4%* | 4 *3.8%* | 9 *4.6%* | 11 *7.8%* | 11 *11.2%* AB | 17 *5.5%* | 16 *7.0%* | 26 *6.5%* | 5 *4.5%* | 4 *11.4%* | 27 *7.2%* | 4 *3.8%* | 4 *6.0%* | 4 *3.5%* | 31 *7.4%* | 3 *5.1%* | 24 *6.1%* | 10 *7.9%* | 24 *5.7%* | 2 *7.1%* ** | 8 *8.2%* | 27 *7.7%* v | 8 *4.0%* | - - |
| Female | **516** *93.6%* | 101 *96.2%* D | 187 *95.4%* D | 130 *92.2%* | 87 *88.8%* | 294 *94.5%* | 213 *93.0%* | 375 *93.5%* | 105 *95.5%* | 31 *88.6%* | 348 *92.8%* | 100 *96.2%* | 63 *94.0%* | 111 *96.5%* | 390 *92.6%* | 56 *94.9%* | 372 *93.9%* | 117 *92.1%* | 394 *94.3%* | 26 *92.9%* ** | 89 *91.8%* | 325 *92.3%* | 191 *96.0%* u | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q80. What is the highest grade or level of school that you have completed?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630**<br>***100.0%*** | **105**<br>***100.0%*** | **199**<br>***100.0%*** | **144**<br>***100.0%*** | **102**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **414**<br>***100.0%*** | **112**<br>***100.0%*** | **37**<br>***100.0%*** | **388**<br>***100.0%*** | **107**<br>***100.0%*** | **68**<br>***100.0%*** | **119**<br>***100.0%*** | **436**<br>***100.0%*** | **63**<br>***100.0%*** | **418**<br>***100.0%*** | **135**<br>***100.0%*** | **434**<br>***100.0%*** | **29**<br>***100.0%*** | **102**<br>***100.0%*** | **363**<br>***100.0%*** | **267**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **549**<br>***100.0%*** | **102**<br>***100.0%*** | **197**<br>***100.0%*** | **140**<br>***100.0%*** | **101**<br>***100.0%*** | **319**<br>***100.0%*** | **230**<br>***100.0%*** | **400**<br>***100.0%*** | **110**<br>***100.0%*** | **34**<br>***100.0%*** | **376**<br>***100.0%*** | **104**<br>***100.0%*** | **64**<br>***100.0%*** | **113**<br>***100.0%*** | **421**<br>***100.0%*** | **60**<br>***100.0%*** | **396**<br>***100.0%*** | **129**<br>***100.0%*** | **414**<br>***100.0%*** | **28**<br>***100.0%*** | **99**<br>***100.0%*** | **351**<br>***100.0%*** | **198**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **81** | 3 | 2 | 4 | 1 | - | - | 14 | 2 | 3 | 12 | 3 | 4 | 6 | 15 | 3 | 22 | 6 | 20 | 1 | 3 | 12 | 69 | - |
| 8th grade or less | **28**<br>***5.1%*** | 2<br>*2.0%* | 11<br>*5.6%* | 5<br>*3.6%* | 9<br>*8.9%*<br>Ac | 28<br>*8.8%*<br>F | -<br>- | 20<br>*5.0%* | 7<br>*6.4%* | 1<br>*2.9%* | 19<br>*5.1%* | 8<br>*7.7%*<br>I | 1<br>*1.6%* | 6<br>*5.3%* | 22<br>*5.2%* | 5<br>*8.3%* | 19<br>*4.8%* | 12<br>*9.3%*<br>R | 16<br>*3.9%* | 1<br>*3.6%*<br>** | 11<br>*11.1%* | 19<br>*5.4%* | 9<br>*4.5%* | -<br>- |
| Some high school, but did not graduate | **117**<br>***21.3%*** | 30<br>*29.4%*<br>Cd | 44<br>*22.3%* | 22<br>*15.7%* | 18<br>*17.8%* | 117<br>*36.7%*<br>F | -<br>- | 84<br>*21.0%* | 17<br>*15.5%* | 15<br>*44.1%*<br>GH | 73<br>*19.4%* | 21<br>*20.2%* | 22<br>*34.4%*<br>JK | 29<br>*25.7%* | 84<br>*20.0%* | 14<br>*23.3%* | 74<br>*18.7%* | 31<br>*24.0%* | 85<br>*20.5%* | 9<br>*32.1%*<br>** | 22<br>*22.2%* | 81<br>*23.1%* | 36<br>*18.2%* | -<br>- |
| High school graduate or GED | **174**<br>***31.7%*** | 29<br>*28.4%* | 61<br>*31.0%* | 48<br>*34.3%* | 35<br>*34.7%* | 174<br>*54.5%*<br>F | -<br>- | 120<br>*30.0%* | 40<br>*36.4%* | 12<br>*35.3%* | 112<br>*29.8%* | 36<br>*34.6%* | 24<br>*37.5%* | 25<br>*22.1%* | 144<br>*34.2%*<br>M | 16<br>*26.7%* | 127<br>*32.1%* | 37<br>*28.7%* | 133<br>*32.1%* | 12<br>*42.9%*<br>** | 24<br>*24.2%* | 111<br>*31.6%* | 63<br>*31.8%* | -<br>- |
| Some college or 2-year degree | **175**<br>***31.9%*** | 36<br>*35.3%* | 57<br>*28.9%* | 49<br>*35.0%* | 32<br>*31.7%* | -<br>- | 175<br>*76.1%*<br>E | 132<br>*33.0%*<br>i | 36<br>*32.7%*<br>i | 6<br>*17.6%* | 128<br>*34.0%* | 30<br>*28.8%* | 16<br>*25.0%* | 41<br>*36.3%* | 131<br>*31.1%* | 20<br>*33.3%* | 132<br>*33.3%* | 38<br>*29.5%* | 136<br>*32.9%* | 5<br>*17.9%*<br>** | 32<br>*32.3%* | 107<br>*30.5%* | 68<br>*34.3%* | -<br>- |
| 4-year college graduate | **40**<br>***7.3%*** | 4<br>*3.9%* | 21<br>*10.7%*<br>AD | 12<br>*8.6%*<br>d | 3<br>*3.0%* | -<br>- | 40<br>*17.4%*<br>E | 35<br>*8.8%*<br>i | 5<br>*4.5%* | -<br>- | 33<br>*8.8%*<br>L | 6<br>*5.8%* | 1<br>*1.6%* | 9<br>*8.0%* | 28<br>*6.7%* | 4<br>*6.7%* | 34<br>*8.6%* | 9<br>*7.0%* | 31<br>*7.5%* | 1<br>*3.6%*<br>** | 8<br>*8.1%* | 24<br>*6.8%* | 16<br>*8.1%* | -<br>- |
| More than 4-year college degree | **15**<br>***2.7%*** | 1<br>*1.0%* | 3<br>*1.5%* | 4<br>*2.9%* | 4<br>*4.0%* | -<br>- | 15<br>*6.5%*<br>E | 9<br>*2.3%* | 5<br>*4.5%* | -<br>- | 11<br>*2.9%* | 3<br>*2.9%* | -<br>- | 3<br>*2.7%* | 12<br>*2.9%* | 1<br>*1.7%* | 10<br>*2.5%* | 2<br>*1.6%* | 13<br>*3.1%* | -<br>-<br>** | 2<br>*2.0%* | 9<br>*2.6%* | 6<br>*3.0%* | -<br>- |
| TMG SUMMARY RATE - High school graduate or less | **319**<br>***58.1%*** | 61<br>*59.8%* | 116<br>*58.9%* | 75<br>*53.6%* | 62<br>*61.4%* | 319<br>*100.0%*<br>F | -<br>- | 224<br>*56.0%* | 64<br>*58.2%* | 28<br>*82.4%*<br>GH | 204<br>*54.3%* | 65<br>*62.5%* | 47<br>*73.4%*<br>J | 60<br>*53.1%* | 250<br>*59.4%* | 35<br>*58.3%* | 220<br>*55.6%* | 80<br>*62.0%* | 234<br>*56.5%* | 22<br>*78.6%*<br>** | 57<br>*57.6%* | 211<br>*60.1%* | 108<br>*54.5%* | -<br>- |
| TMG SUMMARY RATE - Some college | **175**<br>***31.9%*** | 36<br>*35.3%* | 57<br>*28.9%* | 49<br>*35.0%* | 32<br>*31.7%* | -<br>- | 175<br>*76.1%* | 132<br>*33.0%* | 36<br>*32.7%* | 6<br>*17.6%* | 128<br>*34.0%* | 30<br>*28.8%* | 16<br>*25.0%* | 41<br>*36.3%* | 131<br>*31.1%* | 20<br>*33.3%* | 132<br>*33.3%* | 38<br>*29.5%* | 136<br>*32.9%* | 5<br>*17.9%* | 32<br>*32.3%* | 107<br>*30.5%* | 68<br>*34.3%* | -<br>- |
| TMG SUMMARY RATE - 4-year college graduate or more | **55**<br>***10.0%*** | 5<br>*4.9%* | 24<br>*12.2%*<br>A | 16<br>*11.4%*<br>a | 7<br>*6.9%* | -<br>- | 55<br>*23.9%*<br>E | 44<br>*11.0%*<br>I | 10<br>*9.1%*<br>i | -<br>- | 44<br>*11.7%*<br>L | 9<br>*8.7%*<br>I | 1<br>*1.6%* | 12<br>*10.6%* | 40<br>*9.5%* | 5<br>*8.3%* | 44<br>*11.1%* | 11<br>*8.5%* | 44<br>*10.6%* | 1<br>*3.6%*<br>** | 10<br>*10.1%* | 33<br>*9.4%* | 22<br>*11.1%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q81. How are you related to the child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **630** *100.0%* | **105** *100.0%* | **199** *100.0%* | **144** *100.0%* | **102** *100.0%* | **319** *100.0%* | **230** *100.0%* | **414** *100.0%* | **112** *100.0%* | **37** *100.0%* | **388** *100.0%* | **107** *100.0%* | **68** *100.0%* | **119** *100.0%* | **436** *100.0%* | **63** *100.0%* | **418** *100.0%* | **135** *100.0%* | **434** *100.0%* | **29** *100.0%* | **102** *100.0%* | **363** *100.0%* | **267** *100.0%* | **-** **-** |
| **Total Valid Responses** | **545** *100.0%* | **103** *100.0%* | **197** *100.0%* | **143** *100.0%* | **92** *100.0%* | **312** *100.0%* | **223** *100.0%* | **399** *100.0%* | **107** *100.0%* | **35** *100.0%* | **373** *100.0%* | **101** *100.0%* | **66** *100.0%* | **113** *100.0%* | **417** *100.0%* | **57** *100.0%* | **393** *100.0%* | **127** *100.0%* | **412** *100.0%* | **28** *100.0%* | **97** *100.0%* | **346** *100.0%* | **199** *100.0%* | **-** **-** |
| No Answer | **85** | 2 | 2 | 1 | 10 | 7 | 7 | 15 | 5 | 2 | 15 | 6 | 2 | 6 | 19 | 6 | 25 | 8 | 22 | 1 | 5 | 17 | 68 | - |
| Mother or father | **495** *90.8%* | 94 *91.3%* D | 194 *98.5%* AD | 138 *96.5%* aD | 60 *65.2%* | 281 *90.1%* | 206 *92.4%* | 366 *91.7%* | 94 *87.9%* | 31 *88.6%* | 349 *93.6%* kL | 89 *88.1%* | 52 *78.8%* | 108 *95.6%* n | 374 *89.7%* | 51 *89.5%* | 358 *91.1%* | 113 *89.0%* | 377 *91.5%* | 25 *89.3%* ** | 86 *88.7%* | 313 *90.5%* | 182 *91.5%* | - - |
| Grandparent | **33** *6.1%* | 6 *5.8%* Bc | 1 *0.5%* | 2 *1.4%* | 23 *25.0%* ABC | 22 *7.1%* | 11 *4.9%* | 20 *5.0%* | 11 *10.3%* G | 2 *5.7%* | 14 *3.8%* | 10 *9.9%* J | 9 *13.6%* J | 3 *2.7%* | 30 *7.2%* m | 3 *5.3%* | 22 *5.6%* | 10 *7.9%* | 23 *5.6%* | 3 *10.7%* ** | 7 *7.2%* | 22 *6.4%* | 11 *5.5%* | - - |
| Aunt or uncle | **3** *0.6%* | 1 *1.0%* | - - | - - | 2 *2.2%* Bc | 2 *0.6%* | 1 *0.4%* | 3 *0.8%* | - - | - - | 2 *0.5%* | - - | 1 *1.5%* | 1 *0.9%* | 2 *0.5%* | 2 *3.5%* P | 1 *0.3%* | - - | 3 *0.7%* | - - ** | - - | 2 *0.6%* | 1 *0.5%* | - - |
| Older brother or sister | **-** **-** | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - ** | - - | - - | - - | - - |
| Other relative | **-** **-** | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - ** | - - | - - | - - | - - |
| Legal guardian | **12** *2.2%* | 2 *1.9%* | 1 *0.5%* | 2 *1.4%* | 7 *7.6%* aBC | 7 *2.2%* | 4 *1.8%* | 9 *2.3%* | 2 *1.9%* | 1 *2.9%* | 7 *1.9%* | 2 *2.0%* | 3 *4.5%* | - - | 10 *2.4%* m | 1 *1.8%* | 10 *2.5%* | 3 *2.4%* | 8 *1.9%* | - - ** | 3 *3.1%* | 8 *2.3%* | 4 *2.0%* | - - |
| Someone else | **2** *0.4%* | - - | 1 *0.5%* | 1 *0.7%* | - - | - - | 1 *0.4%* | 1 *0.3%* | - - | 1 *2.9%* Gh | 1 *0.3%* | - - | 1 *1.5%* | 1 *0.9%* | 1 *0.2%* | - - | 2 *0.5%* | 1 *0.8%* | 1 *0.2%* | - - ** | 1 *1.0%* | 1 *0.3%* | 1 *0.5%* | - - |

Cell Contents:
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2014

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q82. Did someone help you complete this survey?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **363** *100.0%* | **81** *100.0%* | **112** *100.0%* | **89** *100.0%* | **72** *100.0%* | **211** *100.0%* | **140** *100.0%* | **268** *100.0%* | **68** *100.0%* | **22** *100.0%* | **250** *100.0%* | **69** *100.0%* | **40** *100.0%* | **77** *100.0%* | **270** *100.0%* | **44** *100.0%* | **245** *100.0%* | **78** *100.0%* | **282** *100.0%* | **16** *100.0%* | **59** *100.0%* | **363** *100.0%* | - - | - - |
| **Total Valid Responses** | **358** *100.0%* | **80** *100.0%* | **111** *100.0%* | **88** *100.0%* | **70** *100.0%* | **208** *100.0%* | **140** *100.0%* | **267** *100.0%* | **66** *100.0%* | **20** *100.0%* | **246** *100.0%* | **69** *100.0%* | **39** *100.0%* | **77** *100.0%* | **266** *100.0%* | **44** *100.0%* | **241** *100.0%* | **76** *100.0%* | **281** *100.0%* | **16** *100.0%* | **57** *100.0%* | **358** *100.0%* | - - | - - |
| No Answer | **5** | 1 | 1 | 1 | 2 | 3 | - | 1 | 2 | 2 | 4 | - | 1 | - | 4 | - | 4 | 2 | 1 | - | 2 | 5 | - | - |
| Yes | **17** *4.7%* | 5 *6.3%* C | 3 *2.7%* | - - | 9 *12.9%* BC | 17 *8.2%* F | - - | 14 *5.2%* | 2 *3.0%* | 1 *5.0%* ** | 12 *4.9%* | 2 *2.9%* | 3 *7.7%* | 3 *3.9%* | 14 *5.3%* | 2 *4.5%* | 11 *4.6%* | 5 *6.6%* | 12 *4.3%* | 1 *6.3%* ** | 4 *7.0%* | 17 *4.7%* | - - | - - |
| No | **341** *95.3%* | 75 *93.8%* | 108 *97.3%* D | 88 *100.0%* AD | 61 *87.1%* | 191 *91.8%* | 140 *100.0%* E | 253 *94.8%* | 64 *97.0%* | 19 *95.0%* ** | 234 *95.1%* | 67 *97.1%* | 36 *92.3%* | 74 *96.1%* | 252 *94.7%* | 42 *95.5%* | 230 *95.4%* | 71 *93.4%* | 269 *95.7%* | 15 *93.8%* ** | 53 *93.0%* | 341 *95.3%* | - - | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q83. How did that person help you? Check all that apply.** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **17** *100.0%* | **5** *100.0%* | **3** *100.0%* | **-** - | **9** *100.0%* | **17** *100.0%* | **-** - | **14** *100.0%* | **2** *100.0%* | **1** *100.0%* | **12** *100.0%* | **2** *100.0%* | **3** *100.0%* | **3** *100.0%* | **14** *100.0%* | **2** *100.0%* | **11** *100.0%* | **5** *100.0%* | **12** *100.0%* | **1** *100.0%* | **4** *100.0%* | **17** *100.0%* | **-** - | **-** - |
| Total Valid Responses | **22** | 6 | 4 | - | 12 | 22 | - | 18 | 3 | 1 | 16 | 2 | 4 | 4 | 18 | 3 | 12 | 8 | 14 | 2 | 6 | 22 | - | - |
| **Total Respondents** | **16** *100.0%* | **5** *100.0%* | **3** *100.0%* | **-** - | **8** *100.0%* | **16** *100.0%* | **-** - | **13** *100.0%* | **2** *100.0%* | **1** *100.0%* | **12** *100.0%* | **1** *100.0%* | **3** *100.0%* | **3** *100.0%* | **13** *100.0%* | **2** *100.0%* | **10** *100.0%* | **5** *100.0%* | **11** *100.0%* | **1** *100.0%* | **4** *100.0%* | **16** *100.0%* | **-** - | **-** - |
| Read the questions to me | **8** *50.0%* | 2 *40.0%* ** | 1 *33.3%* ** | - - | 5 *62.5%* ** | 8 *50.0%* | - - | 6 *46.2%* ** | 2 *100.0%* ** | - - ** | 6 *50.0%* ** | 1 *100.0%* ** | 1 *33.3%* ** | 1 *33.3%* ** | 7 *53.8%* ** | 2 *100.0%* ** | 3 *30.0%* ** | 2 *40.0%* ** | 6 *54.5%* ** | 1 *100.0%* ** | 1 *25.0%* ** | 8 *50.0%* | - - | - - |
| Wrote down the answers I gave | **5** *31.3%* | 1 *20.0%* ** | - - ** | - - | 4 *50.0%* ** | 5 *31.3%* | - - | 4 *30.8%* ** | 1 *50.0%* ** | - - ** | 3 *25.0%* ** | 1 *100.0%* ** | 1 *33.3%* ** | 1 *33.3%* ** | 4 *30.8%* ** | - - ** | 3 *30.0%* ** | 1 *20.0%* ** | 4 *36.4%* ** | - - ** | 1 *25.0%* ** | 5 *31.3%* | - - | - - |
| Answered the questions for me | **5** *31.3%* | 1 *20.0%* ** | 1 *33.3%* ** | - - | 3 *37.5%* ** | 5 *31.3%* | - - | 5 *38.5%* ** | - - ** | - - ** | 5 *41.7%* ** | - - ** | - - ** | 1 *33.3%* ** | 4 *30.8%* ** | 1 *50.0%* ** | 3 *30.0%* ** | 3 *60.0%* ** | 2 *18.2%* ** | 1 *100.0%* ** | 2 *50.0%* ** | 5 *31.3%* | - - | - - |
| Translated the questions into my language | **3** *18.8%* | 1 *20.0%* ** | 2 *66.7%* ** | - - | - - ** | 3 *18.8%* | - - | 3 *23.1%* ** | - - ** | - - ** | 2 *16.7%* ** | - - ** | 1 *33.3%* ** | - - ** | 3 *23.1%* ** | - - ** | 2 *20.0%* ** | 2 *40.0%* ** | 1 *9.1%* ** | - - ** | 2 *50.0%* ** | 3 *18.8%* | - - | - - |
| Helped in some other way | **1** *6.3%* | 1 *20.0%* ** | - - ** | - - | - - ** | 1 *6.3%* | - - | - - ** | - - ** | 1 *100.0%* ** | - - ** | - - ** | 1 *33.3%* ** | 1 *33.3%* ** | - - ** | - - ** | 1 *10.0%* ** | - - ** | 1 *9.1%* ** | - - ** | - - ** | 1 *6.3%* | - - | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

Table of Contents:


| | Table Description | Filter Description | Population Status | Base |
|---|---|---|---|---|
| 1 | Q1. Our records show that your child is now in Health Plan Name. Is that right? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 2 | 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 doctors office? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 3 | Q4. (GCQ) 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q3.ContainsAny({Yes}) | Success | 232 |
| 4 | Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 5 | Q6. (GCQ) 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q5.ContainsAny({Yes}) | Success | 434 |
| 6 | 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 doctors office or clinic to get health care? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 7 | Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 454 |
| 8 | Q9. (FCC-GN) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 454 |
| 9 | Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 454 |
| 10 | Q11. (SDM) 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes}) | Success | 198 |
| 11 | Q12. (SDM) 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes}) | Success | 198 |
| 12 | Q13. (SDM) 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes}) | Success | 198 |
| 13 | 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 childs health care in the last 6 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 454 |
| 14 | Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 454 |
| 15 | Q16. Is your child now enrolled in any kind of school or daycare? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 16 | Q17. In the last 6 months, did you need your childs doctorsor other health providers to contact a school or daycare center about your childs health or health care? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q16.ContainsAny({Yes}) | Success | 445 |
| 17 | Q18. (CC-CCC) In the last 6 months, did you get the help you needed fromyour childs doctors or other health providers in contacting your childs school or daycare? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q16.ContainsAny({Yes}) And Q17.ContainsAny({Yes}) | Success | 66 |
| 18 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 19 | Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q19.ContainsAny({Yes}) | Success | 51 |
| 20 | Q21. Did anyone fromyour childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q19.ContainsAny({Yes}) | Success | 51 |
| 21 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 22 | Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q22.ContainsAny({Yes}) | Success | 73 |
| 23 | Q24. Did anyone fromyour childs health plan, doctors office, or clinic help you get this therapy for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q22.ContainsAny({Yes}) | Success | 73 |
| 24 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 25 | Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q25.ContainsAny({Yes}) | Success | 195 |
| 26 | Q27. Did anyone fromyour childs health plan, doctors office, or clinic help you get this treatment or counseling for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q25.ContainsAny({Yes}) | Success | 195 |
| 27 | Q28. In the last 6 months, did your child get care frommore than one kind of health care provider or use more than one kind of health care service? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 28 | Q29. (CC-CCC) In the last 6 months, did anyone fromyour childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q28.ContainsAny({Yes}) | Success | 156 |
| 29 | Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problemor gets sick or hurt. Does your child have a personal doctor? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 30 | Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) | Success | 479 |
| 31 | Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |
| 32 | Q33. (HWDC) In the last 6 months, how often did your childs personal doctor listen carefully to you? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |
| 33 | Q34. (HWDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |
| 34 | Q35. Is your child able to talk with doctors about his or her health care? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |
| 35 | Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q35.ContainsAny({Yes}) | Success | 315 |
| 36 | Q37. (HWDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |
| 37 | Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |
| 38 | Q39. In the last 6 months, did your child get care fromadoctor or other health provider besides his or her personal doctor? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |
| 39 | Q40. (CC) In the last 6 months, how often did your childs personal doctor seeminformed and up-to-date about the care your child got fromthese doctors or other health providers? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q39.ContainsAny({Yes}) | Success | 186 |
| 40 | 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 childs personal doctor? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) | Success | 479 |
| 41 | Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) | Success | 479 |
| 42 | Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q42.ContainsAny({Yes}) | Success | 311 |
| 43 | Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q42.ContainsAny({Yes}) | Success | 311 |
| 44 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 45 | Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q45.ContainsAny({Yes}) | Success | 169 |
| 46 | Q47. How many specialists has your child seen in the last 6 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q45.ContainsAny({Yes}) | Success | 169 |
| 47 | Q48. 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q45.ContainsAny({Yes}) And Q47.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists}) | Success | 158 |
| 48 | Q49. In the last 6 months, did you get information or help fromcustomer service at your childs health plan? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 49 | Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q49.ContainsAny({Yes}) | Success | 136 |

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|---|---|---|---|---|
| 50 | Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q49.ContainsAny({Yes}) | Success | 136 |
| 51 | Q52. In the last 6 months, did your childs health plan give you any forms to fill out? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 52 | Q53. (FOF) In the last 6 months, how often were the forms from your childs health plan easy to fill out? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q52.ContainsAny({Yes, No}) | Success | 512 |
| 53 | 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 childs health plan? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 54 | Q55. In the last 6 months, did you get or refill any prescription medicines for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 55 | Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q55.ContainsAny({Yes}) | Success | 435 |
| 56 | Q57. Did anyone from your childs health plan, doctors office, or clinic help you get your childs prescription medicines? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q55.ContainsAny({Yes}) | Success | 435 |
| 57 | Q58. In general, how would you rate your childs overall health? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 58 | Q59. In general, how would you rate your childs overall mental or emotional health? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 59 | Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 60 | Q61. Is this because of any medical, behavioral, or other health condition? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q60.ContainsAny({Yes}) | Success | 435 |
| 61 | Q62. Is this a condition that has lasted or is expected to last for at least 12 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q60.ContainsAny({Yes}) And Q61.ContainsAny({Yes}) | Success | 412 |
| 62 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 63 | Q64. Is this because of any medical, behavioral, or other health condition? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q63.ContainsAny({Yes}) | Success | 262 |
| 64 | Q65. Is this a condition that has lasted or is expected to last for at least 12 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q63.ContainsAny({Yes}) And Q64.ContainsAny({Yes}) | Success | 247 |
| 65 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 66 | Q67. Is this because of any medical, behavioral, or other health condition? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q66.ContainsAny({Yes}) | Success | 176 |
| 67 | Q68. Is this a condition that has lasted or is expected to last for at least 12 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q66.ContainsAny({Yes}) And Q67.ContainsAny({Yes}) | Success | 154 |
| 68 | Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 69 | Q70. Is this because of any medical, behavioral, or other health condition? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q69.ContainsAny({Yes}) | Success | 115 |
| 70 | Q71. Is this a condition that has lasted or is expected to last for at least 12 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q69.ContainsAny({Yes}) And Q70.ContainsAny({Yes}) | Success | 99 |
| 71 | Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 72 | Q73. Has this problem lasted or is it expected to last for at least 12 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q72.ContainsAny({Yes}) | Success | 290 |
| 73 | Q74. What is your child's age? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 74 | Q75. Is your child male or female? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 75 | Q76. Is your child of Hispanic or Latino origin or descent? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 76 | Q77. What is your race? Please mark one or more. | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 77 | Q78. What is your age? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 78 | Q79. Are you male or female? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 79 | Q80. What is the highest grade or level of school that you have completed? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 80 | Q81. How are you related to the child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 81 | Q82. Did someone help you complete this survey? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Dispo.ContainsAny({Internet, Mail}) | Success | 361 |
| 82 | Q83. How did that person help you? Check all that apply. | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Dispo.ContainsAny({Internet, Mail}) And Q82.ContainsAny({Yes}) | Success | 13 |
| 83 | Q1. Our records show that your child is now in Health Plan Name. Is that right? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 84 | 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 doctors office? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 85 | Q4. (GCQ) 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q3.ContainsAny({Yes}) | Success | 232 |
| 86 | Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 87 | Q6. (GCQ) 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q5.ContainsAny({Yes}) | Success | 434 |
| 88 | 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 doctors office or clinic to get health care? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 89 | Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 454 |
| 90 | Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 454 |
| 91 | Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 454 |
| 92 | Q11. (SDM) 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes}) | Success | 198 |
| 93 | Q12. (SDM) 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes}) | Success | 198 |
| 94 | Q13. (SDM) 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes}) | Success | 198 |
| 95 | 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 childs health care in the last 6 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 454 |
| 96 | Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 454 |
| 97 | Q16. Is your child now enrolled in any kind of school or daycare? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 98 | Q17. In the last 6 months, did you need your childs doctors or other health providers to contact a school or daycare center about your childs health or health care? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q16.ContainsAny({Yes}) | Success | 445 |
| 99 | Q18. (CC-COC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q16.ContainsAny({Yes}) And Q17.ContainsAny({Yes}) | Success | 66 |
| 100 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 101 | Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q19.ContainsAny({Yes}) | Success | 51 |
| 102 | Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q19.ContainsAny({Yes}) | Success | 51 |
| 103 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 104 | Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q22.ContainsAny({Yes}) | Success | 73 |
| 105 | Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q22.ContainsAny({Yes}) | Success | 73 |
| 106 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 107 | Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q25.ContainsAny({Yes}) | Success | 195 |
| 108 | Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q25.ContainsAny({Yes}) | Success | 195 |
| 109 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 110 | Q29. (CC-COC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q28.ContainsAny({Yes}) | Success | 156 |
| 111 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 112 | Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) | Success | 479 |
| 113 | Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |

| | | | | |
|---|---|---|---|---|
| 114 | Q33. (HWDC) In the last 6 months, how often did your childs personal doctor listen carefully to you? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |
| 115 | Q34. (HWDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |
| 116 | Q35. Is your child able to talk with doctors about his or her health care? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |
| 117 | Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q35.ContainsAny({Yes}) | Success | 315 |
| 118 | Q37. (HWDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |
| 119 | Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |
| 120 | Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) | Success | 418 |
| 121 | Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q39.ContainsAny({Yes}) | Success | 186 |
| 122 | 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 childs personal doctor? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) | Success | 479 |
| 123 | Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) | Success | 479 |
| 124 | Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q42.ContainsAny({Yes}) | Success | 311 |
| 125 | Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q42.ContainsAny({Yes}) | Success | 311 |
| 126 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 127 | Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q45.ContainsAny({Yes}) | Success | 169 |
| 128 | Q47. How many specialists has your child seen in the last 6 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q45.ContainsAny({Yes}) | Success | 169 |
| 129 | Q48. 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q45.ContainsAny({Yes}) And Q47.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists}) | Success | 158 |
| 130 | Q49. In the last 6 months, did you get information or help from customer service at your childs health plan? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 131 | Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q49.ContainsAny({Yes}) | Success | 136 |
| 132 | Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q49.ContainsAny({Yes}) | Success | 136 |
| 133 | Q52. In the last 6 months, did your childs health plan give you any forms to fill out? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 134 | Q53. (FOF) In the last 6 months, how often were the forms from your childs health plan easy to fill out? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q52.ContainsAny({Yes, No}) | Success | 512 |
| 135 | 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 childs health plan? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 136 | Q55. In the last 6 months, did you get or refill any prescription medicines for your child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 137 | Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q55.ContainsAny({Yes}) | Success | 435 |
| 138 | Q57. Did anyone from your childs health plan, doctors office, or clinic help you get your childs prescription medicines? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q55.ContainsAny({Yes}) | Success | 435 |
| 139 | Q58. In general, how would you rate your childs overall health? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 140 | Q59. In general, how would you rate your childs overall mental or emotional health? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 141 | Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 142 | Q61. Is this because of any medical, behavioral, or other health condition? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q60.ContainsAny({Yes}) | Success | 435 |
| 143 | Q62. Is this a condition that has lasted or is expected to last for at least 12 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q60.ContainsAny({Yes}) And Q61.ContainsAny({Yes}) | Success | 412 |
| 144 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 145 | Q64. Is this because of any medical, behavioral, or other health condition? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q63.ContainsAny({Yes}) | Success | 262 |
| 146 | Q65. Is this a condition that has lasted or is expected to last for at least 12 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q63.ContainsAny({Yes}) And Q64.ContainsAny({Yes}) | Success | 247 |
| 147 | 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? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 148 | Q67. Is this because of any medical, behavioral, or other health condition? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q66.ContainsAny({Yes}) | Success | 176 |
| 149 | Q68. Is this a condition that has lasted or is expected to last for at least 12 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q66.ContainsAny({Yes}) And Q67.ContainsAny({Yes}) | Success | 154 |
| 150 | Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 151 | Q70. Is this because of any medical, behavioral, or other health condition? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q69.ContainsAny({Yes}) | Success | 115 |
| 152 | Q71. Is this a condition that has lasted or is expected to last for at least 12 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q69.ContainsAny({Yes}) And Q70.ContainsAny({Yes}) | Success | 99 |
| 153 | Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 154 | Q73. Has this problem lasted or is it expected to last for at least 12 months? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q72.ContainsAny({Yes}) | Success | 290 |
| 155 | Q74. What is your child's age? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 156 | Q75. Is your child male or female? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 157 | Q76. Is your child of Hispanic or Latino origin or descent? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 158 | Q77. What is your race? Please mark one or more. | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 159 | Q78. What is your age? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 160 | Q79. Are you male or female? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 161 | Q80. What is the highest grade or level of school that you have completed? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 162 | Q81. How are you related to the child? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) | Success | 525 |
| 163 | Q82. Did someone help you complete this survey? | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Dispo.ContainsAny({Internet, Mail}) | Success | 361 |
| 164 | Q83. How did that person help you? Check all that apply. | cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Dispo.ContainsAny({Internet, Mail}) And Q82.ContainsAny({Yes}) | Success | 13 |

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q1. Our records show that your child is now in Louisiana Healthcare Connections. Is that right?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **512** *100.0%* | **89** *100.0%* | **133** *100.0%* | **153** *100.0%* | **126** *100.0%* | **296** *100.0%* | **197** *100.0%* | **282** *100.0%* | **143** *100.0%* | **79** *100.0%* | **208** *100.0%* | **142** *100.0%* | **159** *100.0%* | **138** *100.0%* | **363** *100.0%* | **74** *100.0%* | **381** *100.0%* | **133** *100.0%* | **373** *100.0%* | **29** *100.0%* | **104** *100.0%* | **353** *100.0%* | **159** *100.0%* | **-** **-** |
| No Answer | **13** | 2 | 4 | 1 | 5 | 9 | 3 | 8 | 2 | 3 | 5 | 5 | 3 | 5 | 7 | 1 | 11 | 3 | 10 | - | 3 | 8 | 5 | - |
| Yes | **512** *100.0%* | 89 *100.0%* | 133 *100.0%* | 153 *100.0%* | 126 *100.0%* | 296 *100.0%* | 197 *100.0%* | 282 *100.0%* | 143 *100.0%* | 79 *100.0%* | 208 *100.0%* | 142 *100.0%* | 159 *100.0%* | 138 *100.0%* | 363 *100.0%* | 74 *100.0%* | 381 *100.0%* | 133 *100.0%* | 373 *100.0%* | 29 *100.0%* ** | 104 *100.0%* | 353 *100.0%* | 159 *100.0%* | - - |
| No | **-** **-** | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - ** | - - | - - | - - | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **512** *100.0%* | 89 *100.0%* | 133 *100.0%* | 153 *100.0%* | 126 *100.0%* | 296 *100.0%* | 197 *100.0%* | 282 *100.0%* | 143 *100.0%* | 79 *100.0%* | 208 *100.0%* | 142 *100.0%* | 159 *100.0%* | 138 *100.0%* | 363 *100.0%* | 74 *100.0%* | 381 *100.0%* | 133 *100.0%* | 373 *100.0%* | 29 *100.0%* ** | 104 *100.0%* | 353 *100.0%* | 159 *100.0%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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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 doctors office?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 2
Level: Top

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 doctors office?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **519** *100.0%* | **90** *100.0%* | **136** *100.0%* | **152** *100.0%* | **129** *100.0%* | **300** *100.0%* | **199** *100.0%* | **287** *100.0%* | **142** *100.0%* | **82** *100.0%* | **212** *100.0%* | **143** *100.0%* | **161** *100.0%* | **142** *100.0%* | **365** *100.0%* | **75** *100.0%* | **387** *100.0%* | **135** *100.0%* | **378** *100.0%* | **29** *100.0%* | **106** *100.0%* | **356** *100.0%* | **163** *100.0%* | **-** **-** |
| No Answer | **6** | 1 | 1 | 2 | 2 | 5 | 1 | 3 | 3 | - | 1 | 4 | 1 | 1 | 5 | - | 5 | 1 | 5 | - | 1 | 5 | 1 | - |
| Yes | **232** *44.7%* | 42 *46.7%* | 59 *43.4%* | 67 *44.1%* | 60 *46.5%* | 132 *44.0%* | 92 *46.2%* | 112 *39.0%* | 66 *46.5%* | 53 *64.6%* GH | 96 *45.3%* k | 52 *36.4%* | 84 *52.2%* K | 61 *43.0%* | 164 *44.9%* | 33 *44.0%* | 176 *45.5%* | 75 *55.6%* R | 154 *40.7%* | 16 *55.2%* ** | 59 *55.7%* | 164 *46.1%* | 68 *41.7%* | - - |
| No | **287** *55.3%* | 48 *53.3%* | 77 *56.6%* | 85 *55.9%* | 69 *53.5%* | 168 *56.0%* | 107 *53.8%* | 175 *61.0%* I | 76 *53.5%* I | 29 *35.4%* | 116 *54.7%* | 91 *63.6%* jL | 77 *47.8%* | 81 *57.0%* | 201 *55.1%* | 42 *56.0%* | 211 *54.5%* | 60 *44.4%* | 224 *59.3%* Q | 13 *44.8%* ** | 47 *44.3%* | 192 *53.9%* | 95 *58.3%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **232** *44.7%* | 42 *46.7%* | 59 *43.4%* | 67 *44.1%* | 60 *46.5%* | 132 *44.0%* | 92 *46.2%* | 112 *39.0%* | 66 *46.5%* | 53 *64.6%* GH | 96 *45.3%* k | 52 *36.4%* | 84 *52.2%* K | 61 *43.0%* | 164 *44.9%* | 33 *44.0%* | 176 *45.5%* | 75 *55.6%* R | 154 *40.7%* | 16 *55.2%* ** | 59 *55.7%* | 164 *46.1%* | 68 *41.7%* | - - |

Cell Contents:
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Statistics:
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  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q4. (GCQ) 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 Eligible** | **232** *100.0%* | **42** *100.0%* | **59** *100.0%* | **67** *100.0%* | **60** *100.0%* | **132** *100.0%* | **92** *100.0%* | **112** *100.0%* | **66** *100.0%* | **53** *100.0%* | **96** *100.0%* | **52** *100.0%* | **84** *100.0%* | **61** *100.0%* | **164** *100.0%* | **33** *100.0%* | **176** *100.0%* | **75** *100.0%* | **154** *100.0%* | **16** *100.0%* | **59** *100.0%* | **164** *100.0%* | **68** *100.0%* | **-** **-** |
| **Total Valid Responses** | **226** *100.0%* | **42** *100.0%* | **59** *100.0%* | **62** *100.0%* | **59** *100.0%* | **128** *100.0%* | **91** *100.0%* | **111** *100.0%* | **64** *100.0%* | **50** *100.0%* | **92** *100.0%* | **52** *100.0%* | **82** *100.0%* | **60** *100.0%* | **160** *100.0%* | **32** *100.0%* | **172** *100.0%* | **73** *100.0%* | **151** *100.0%* | **16** *100.0%* | **57** *100.0%* | **159** *100.0%* | **67** *100.0%* | **-** **-** |
| No Answer | **6** | - | - | 5 | 1 | 4 | 1 | 1 | 2 | 3 | 4 | - | 2 | 1 | 4 | 1 | 4 | 2 | 3 | - | 2 | 5 | 1 | - |
| Always | **182** *80.5%* | 30 *71.4%* | 51 *86.4%* a | 48 *77.4%* | 50 *84.7%* | 105 *82.0%* | 73 *80.2%* | 93 *83.8%* | 48 *75.0%* | 40 *80.0%* | 79 *85.9%* | 40 *76.9%* | 63 *76.8%* | 38 *63.3%* | 138 *86.3%* M | 23 *71.9%* | 144 *83.7%* | 56 *76.7%* | 124 *82.1%* | 9 *56.3%* ** | 47 *82.5%* | 130 *81.8%* | 52 *77.6%* | - - |
| Usually | **26** *11.5%* | 8 *19.0%* b | 4 *6.8%* | 8 *12.9%* | 5 *8.5%* | 13 *10.2%* | 10 *11.0%* | 10 *9.0%* | 10 *15.6%* | 6 *12.0%* | 8 *8.7%* | 6 *11.5%* | 12 *14.6%* | 14 *23.3%* N | 12 *7.5%* | 5 *15.6%* | 16 *9.3%* | 9 *12.3%* | 17 *11.3%* | 3 *18.8%* ** | 6 *10.5%* | 22 *13.8%* v | 4 *6.0%* | - - |
| Sometimes | **18** *8.0%* | 4 *9.5%* | 4 *6.8%* | 6 *9.7%* | 4 *6.8%* | 10 *7.8%* | 8 *8.8%* | 8 *7.2%* | 6 *9.4%* | 4 *8.0%* | 5 *5.4%* | 6 *11.5%* | 7 *8.5%* | 8 *13.3%* n | 10 *6.3%* | 4 *12.5%* | 12 *7.0%* | 8 *11.0%* | 10 *6.6%* | 4 *25.0%* ** | 4 *7.0%* | 7 *4.4%* | 11 *16.4%* U | - - |
| Never | **-** **-** | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - ** | - - | - - | - - | - - |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **208** *92.0%* | 38 *90.5%* | 55 *93.2%* | 56 *90.3%* | 55 *93.2%* | 118 *92.2%* | 83 *91.2%* | 103 *92.8%* | 58 *90.6%* | 46 *92.0%* | 87 *94.6%* | 46 *88.5%* | 75 *91.5%* | 52 *86.7%* | 150 *93.8%* m | 28 *87.5%* | 160 *93.0%* | 65 *89.0%* | 141 *93.4%* | 12 *75.0%* ** | 53 *93.0%* | 152 *95.6%* V | 56 *83.6%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always | **182** *80.5%* | 30 *71.4%* | 51 *86.4%* a | 48 *77.4%* | 50 *84.7%* | 105 *82.0%* | 73 *80.2%* | 93 *83.8%* | 48 *75.0%* | 40 *80.0%* | 79 *85.9%* | 40 *76.9%* | 63 *76.8%* | 38 *63.3%* | 138 *86.3%* M | 23 *71.9%* | 144 *83.7%* | 56 *76.7%* | 124 *82.1%* | 9 *56.3%* ** | 47 *82.5%* | 130 *81.8%* | 52 *77.6%* | - - |
| 3-Point Score | **2.73** | 2.62 | 2.80 | 2.68 | 2.78 | 2.74 | 2.71 | 2.77 | 2.66 | 2.72 | 2.80 | 2.65 | 2.68 | 2.50 | 2.80 | 2.59 | 2.77 | 2.66 | 2.75 | 2.31 | 2.75 | 2.77 | 2.61 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **521** *100.0%* | **90** *100.0%* | **137** *100.0%* | **153** *100.0%* | **130** *100.0%* | **302** *100.0%* | **200** *100.0%* | **286** *100.0%* | **145** *100.0%* | **82** *100.0%* | **212** *100.0%* | **146** *100.0%* | **160** *100.0%* | **142** *100.0%* | **367** *100.0%* | **75** *100.0%* | **389** *100.0%* | **135** *100.0%* | **380** *100.0%* | **29** *100.0%* | **106** *100.0%* | **358** *100.0%* | **163** *100.0%* | **-** **-** |
| No Answer | **4** | 1 | - | 1 | 1 | 3 | - | 4 | - | - | 1 | 1 | 2 | 1 | 3 | - | 3 | 1 | 3 | - | 1 | 3 | 1 | - |
| Yes | **434** *83.3%* | 77 *85.6%* | 122 *89.1%* D | 127 *83.0%* | 101 *77.7%* | 254 *84.1%* | 167 *83.5%* | 238 *83.2%* | 117 *80.7%* | 74 *90.2%* h | 180 *84.9%* | 122 *83.6%* | 129 *80.6%* | 111 *78.2%* | 313 *85.3%* m | 64 *85.3%* | 330 *84.8%* | 122 *90.4%* R | 307 *80.8%* | 25 *86.2%* ** | 97 *91.5%* | 293 *81.8%* | 141 *86.5%* | - - |
| No | **87** *16.7%* | 13 *14.4%* | 15 *10.9%* | 26 *17.0%* | 29 *22.3%* B | 48 *15.9%* | 33 *16.5%* | 48 *16.8%* | 28 *19.3%* i | 8 *9.8%* | 32 *15.1%* | 24 *16.4%* | 31 *19.4%* | 31 *21.8%* n | 54 *14.7%* | 11 *14.7%* | 59 *15.2%* | 13 *9.6%* | 73 *19.2%* Q | 4 *13.8%* ** | 9 *8.5%* | 65 *18.2%* | 22 *13.5%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **434** *83.3%* | 77 *85.6%* | 122 *89.1%* D | 127 *83.0%* | 101 *77.7%* | 254 *84.1%* | 167 *83.5%* | 238 *83.2%* | 117 *80.7%* | 74 *90.2%* h | 180 *84.9%* | 122 *83.6%* | 129 *80.6%* | 111 *78.2%* | 313 *85.3%* m | 64 *85.3%* | 330 *84.8%* | 122 *90.4%* R | 307 *80.8%* | 25 *86.2%* ** | 97 *91.5%* | 293 *81.8%* | 141 *86.5%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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Q6. (GCQ) 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?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

CCC POPULATION

Table: 5
Level: Top

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q6. (GCQ) 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **434** *100.0%* | **77** *100.0%* | **122** *100.0%* | **127** *100.0%* | **101** *100.0%* | **254** *100.0%* | **167** *100.0%* | **238** *100.0%* | **117** *100.0%* | **74** *100.0%* | **180** *100.0%* | **122** *100.0%* | **129** *100.0%* | **111** *100.0%* | **313** *100.0%* | **64** *100.0%* | **330** *100.0%* | **122** *100.0%* | **307** *100.0%* | **25** *100.0%* | **97** *100.0%* | **293** *100.0%* | **141** *100.0%* | **-** **-** |
| **Total Valid Responses** | **418** *100.0%* | **74** *100.0%* | **120** *100.0%* | **123** *100.0%* | **94** *100.0%* | **244** *100.0%* | **161** *100.0%* | **232** *100.0%* | **111** *100.0%* | **70** *100.0%* | **174** *100.0%* | **119** *100.0%* | **122** *100.0%* | **107** *100.0%* | **303** *100.0%* | **59** *100.0%* | **320** *100.0%* | **122** *100.0%* | **291** *100.0%* | **25** *100.0%* | **97** *100.0%* | **277** *100.0%* | **141** *100.0%* | **-** **-** |
| No Answer | **16** | 3 | 2 | 4 | 7 | 10 | 6 | 6 | 6 | 4 | 6 | 3 | 7 | 4 | 10 | 5 | 10 | - | 16 | - | - | 16 | - | - |
| Always | **309** *73.9%* | 52 *70.3%* | 87 *72.5%* | 92 *74.8%* | 73 *77.7%* | 184 *75.4%* | 117 *72.7%* | 180 *77.6%* | 77 *69.4%* | 49 *70.0%* | 135 *77.6%* I | 88 *73.9%* | 84 *68.9%* | 62 *57.9%* | 240 *79.2%* M | 32 *54.2%* | 251 *78.4%* O | 89 *73.0%* | 216 *74.2%* | 17 *68.0%* ** | 72 *74.2%* | 198 *71.5%* | 111 *78.7%* | - - |
| Usually | **70** *16.7%* | 16 *21.6%* | 21 *17.5%* | 16 *13.0%* | 16 *17.0%* | 37 *15.2%* | 29 *18.0%* | 35 *15.1%* | 24 *21.6%* | 11 *15.7%* | 23 *13.2%* | 22 *18.5%* | 25 *20.5%* j | 26 *24.3%* N | 44 *14.5%* | 16 *27.1%* P | 48 *15.0%* | 26 *21.3%* | 44 *15.1%* | 5 *20.0%* ** | 21 *21.6%* | 53 *19.1%* v | 17 *12.1%* | - - |
| Sometimes | **36** *8.6%* | 6 *8.1%* | 11 *9.2%* | 13 *10.6%* | 5 *5.3%* | 22 *9.0%* | 13 *8.1%* | 14 *6.0%* | 10 *9.0%* | 10 *14.3%* G | 15 *8.6%* | 8 *6.7%* | 12 *9.8%* | 16 *15.0%* N | 19 *6.3%* | 10 *16.9%* P | 20 *6.3%* | 7 *5.7%* | 28 *9.6%* | 3 *12.0%* ** | 4 *4.1%* | 24 *8.7%* | 12 *8.5%* | - - |
| Never | **3** *0.7%* | - - | 1 *0.8%* | 2 *1.6%* | - - | 1 *0.4%* | 2 *1.2%* | 3 *1.3%* | - - | - - | 1 *0.6%* | 1 *0.8%* | 1 *0.8%* | 3 *2.8%* N | - - | 1 *1.7%* | 1 *0.3%* | - - | 3 *1.0%* | - - ** | - - | 2 *0.7%* | 1 *0.7%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **379** *90.7%* | 68 *91.9%* | 108 *90.0%* | 108 *87.8%* | 89 *94.7%* c | 221 *90.6%* | 146 *90.7%* | 215 *92.7%* i | 101 *91.0%* | 60 *85.7%* | 158 *90.8%* | 110 *92.4%* | 109 *89.3%* | 88 *82.2%* | 284 *93.7%* M | 48 *81.4%* | 299 *93.4%* O | 115 *94.3%* | 260 *89.3%* | 22 *88.0%* ** | 93 *95.9%* | 251 *90.6%* | 128 *90.8%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always | **309** *73.9%* | 52 *70.3%* | 87 *72.5%* | 92 *74.8%* | 73 *77.7%* | 184 *75.4%* | 117 *72.7%* | 180 *77.6%* | 77 *69.4%* | 49 *70.0%* | 135 *77.6%* I | 88 *73.9%* | 84 *68.9%* | 62 *57.9%* | 240 *79.2%* M | 32 *54.2%* | 251 *78.4%* O | 89 *73.0%* | 216 *74.2%* | 17 *68.0%* ** | 72 *74.2%* | 198 *71.5%* | 111 *78.7%* | - - |
| 3-Point Score | **2.65** | 2.62 | 2.63 | 2.63 | 2.72 | 2.66 | 2.63 | 2.70 | 2.60 | 2.56 | 2.68 | 2.66 | 2.58 | 2.40 | 2.73 | 2.36 | 2.72 | 2.67 | 2.64 | 2.56 | 2.70 | 2.62 | 2.70 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 doctors office or clinic to get health care?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **509**<br>***100.0%*** | **90**<br>***100.0%*** | **130**<br>***100.0%*** | **148**<br>***100.0%*** | **129**<br>***100.0%*** | **294**<br>***100.0%*** | **196**<br>***100.0%*** | **279**<br>***100.0%*** | **141**<br>***100.0%*** | **82**<br>***100.0%*** | **207**<br>***100.0%*** | **142**<br>***100.0%*** | **157**<br>***100.0%*** | **138**<br>***100.0%*** | **360**<br>***100.0%*** | **73**<br>***100.0%*** | **381**<br>***100.0%*** | **135**<br>***100.0%*** | **369**<br>***100.0%*** | **29**<br>***100.0%*** | **106**<br>***100.0%*** | **354**<br>***100.0%*** | **155**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **16** | 1 | 7 | 6 | 2 | 11 | 4 | 11 | 4 | - | 6 | 5 | 5 | 5 | 10 | 2 | 11 | 1 | 14 | - | 1 | 7 | 9 | - |
| None | **55**<br>***10.8%*** | 12<br>*13.3%*<br>B | 7<br>*5.4%* | 19<br>*12.8%*<br>B | 15<br>*11.6%*<br>b | 32<br>*10.9%* | 17<br>*8.7%* | 30<br>*10.8%* | 14<br>*9.9%* | 8<br>*9.8%* | 19<br>*9.2%* | 15<br>*10.6%* | 21<br>*13.4%* | 19<br>*13.8%* | 36<br>*10.0%* | 11<br>*15.1%*<br>p | 32<br>*8.4%* | 6<br>*4.4%* | 49<br>*13.3%*<br>Q | 4<br>*13.8%*<br>** | 2<br>*1.9%* | 44<br>*12.4%*<br>v | 11<br>*7.1%* | -<br>- |
| 1 time | **76**<br>***14.9%*** | 8<br>*8.9%* | 20<br>*15.4%* | 21<br>*14.2%* | 25<br>*19.4%*<br>A | 34<br>*11.6%* | 41<br>*20.9%*<br>E | 51<br>*18.3%*<br>hi | 16<br>*11.3%* | 8<br>*9.8%* | 36<br>*17.4%*<br>l | 21<br>*14.8%* | 17<br>*10.8%* | 20<br>*14.5%* | 52<br>*14.4%* | 9<br>*12.3%* | 62<br>*16.3%* | 18<br>*13.3%* | 57<br>*15.4%* | 2<br>*6.9%*<br>** | 16<br>*15.1%* | 53<br>*15.0%* | 23<br>*14.8%* | -<br>- |
| 2 | **113**<br>***22.2%*** | 18<br>*20.0%* | 27<br>*20.8%* | 30<br>*20.3%* | 34<br>*26.4%* | 65<br>*22.1%* | 43<br>*21.9%* | 70<br>*25.1%*<br>l | 31<br>*22.0%* | 11<br>*13.4%* | 46<br>*22.2%* | 39<br>*27.5%*<br>L | 28<br>*17.8%* | 24<br>*17.4%* | 87<br>*24.2%* | 17<br>*23.3%* | 82<br>*21.5%* | 28<br>*20.7%* | 83<br>*22.5%* | 5<br>*17.2%*<br>** | 23<br>*21.7%* | 81<br>*22.9%* | 32<br>*20.6%* | -<br>- |
| 3 | **95**<br>***18.7%*** | 16<br>*17.8%* | 26<br>*20.0%* | 33<br>*22.3%*<br>d | 17<br>*13.2%* | 62<br>*21.1%* | 30<br>*15.3%* | 47<br>*16.8%* | 29<br>*20.6%* | 17<br>*20.7%* | 38<br>*18.4%* | 29<br>*20.4%* | 27<br>*17.2%* | 25<br>*18.1%* | 67<br>*18.6%* | 8<br>*11.0%* | 78<br>*20.5%*<br>o | 24<br>*17.8%* | 70<br>*19.0%* | 6<br>*20.7%*<br>** | 18<br>*17.0%* | 69<br>*19.5%* | 26<br>*16.8%* | -<br>- |
| 4 | **69**<br>***13.6%*** | 17<br>*18.9%*<br>C | 21<br>*16.2%*<br>C | 12<br>*8.1%* | 18<br>*14.0%* | 38<br>*12.9%* | 28<br>*14.3%* | 35<br>*12.5%* | 25<br>*17.7%* | 9<br>*11.0%* | 27<br>*13.0%* | 19<br>*13.4%* | 23<br>*14.6%* | 21<br>*15.2%* | 48<br>*13.3%* | 7<br>*9.6%* | 55<br>*14.4%* | 26<br>*19.3%*<br>R | 42<br>*11.4%* | 5<br>*17.2%*<br>** | 21<br>*19.8%* | 49<br>*13.8%* | 20<br>*12.9%* | -<br>- |
| 5 to 9 | **77**<br>***15.1%*** | 15<br>*16.7%* | 23<br>*17.7%* | 22<br>*14.9%* | 17<br>*13.2%* | 49<br>*16.7%* | 27<br>*13.8%* | 38<br>*13.6%* | 16<br>*11.3%* | 23<br>*28.0%*<br>GH | 34<br>*16.4%*<br>k | 13<br>*9.2%* | 30<br>*19.1%*<br>K | 22<br>*15.9%* | 53<br>*14.7%* | 14<br>*19.2%* | 57<br>*15.0%* | 24<br>*17.8%* | 53<br>*14.4%* | 3<br>*10.3%*<br>** | 21<br>*19.8%* | 46<br>*13.0%* | 31<br>*20.0%*<br>U | -<br>- |
| 10 or more times | **24**<br>***4.7%*** | 4<br>*4.4%* | 6<br>*4.6%* | 11<br>*7.4%*<br>d | 3<br>*2.3%* | 14<br>*4.8%* | 10<br>*5.1%* | 8<br>*2.9%* | 10<br>*7.1%*<br>G | 6<br>*7.3%*<br>g | 7<br>*3.4%* | 6<br>*4.2%* | 11<br>*7.0%* | 7<br>*5.1%* | 17<br>*4.7%* | 7<br>*9.6%*<br>P | 15<br>*3.9%* | 9<br>*6.7%* | 15<br>*4.1%* | 4<br>*13.8%*<br>** | 5<br>*4.7%* | 12<br>*3.4%* | 12<br>*7.7%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 1 or more times | **454**<br>***89.2%*** | 78<br>*86.7%* | 123<br>*94.6%*<br>ACd | 129<br>*87.2%* | 114<br>*88.4%* | 262<br>*89.1%* | 179<br>*91.3%* | 249<br>*89.2%* | 127<br>*90.1%* | 74<br>*90.2%* | 188<br>*90.8%* | 127<br>*89.4%* | 136<br>*86.6%* | 119<br>*86.2%* | 324<br>*90.0%* | 62<br>*84.9%* | 349<br>*91.6%*<br>o | 129<br>*95.6%*<br>R | 320<br>*86.7%* | 25<br>*86.2%*<br>** | 104<br>*98.1%* | 310<br>*87.6%* | 144<br>*92.9%*<br>u | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 7
Level: Top

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **454**<br>***100.0%*** | **78**<br>***100.0%*** | **123**<br>***100.0%*** | **129**<br>***100.0%*** | **114**<br>***100.0%*** | **262**<br>***100.0%*** | **179**<br>***100.0%*** | **249**<br>***100.0%*** | **127**<br>***100.0%*** | **74**<br>***100.0%*** | **188**<br>***100.0%*** | **127**<br>***100.0%*** | **136**<br>***100.0%*** | **119**<br>***100.0%*** | **324**<br>***100.0%*** | **62**<br>***100.0%*** | **349**<br>***100.0%*** | **129**<br>***100.0%*** | **320**<br>***100.0%*** | **25**<br>***100.0%*** | **104**<br>***100.0%*** | **310**<br>***100.0%*** | **144**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **449**<br>***100.0%*** | **78**<br>***100.0%*** | **121**<br>***100.0%*** | **128**<br>***100.0%*** | **112**<br>***100.0%*** | **258**<br>***100.0%*** | **178**<br>***100.0%*** | **248**<br>***100.0%*** | **125**<br>***100.0%*** | **72**<br>***100.0%*** | **187**<br>***100.0%*** | **124**<br>***100.0%*** | **135**<br>***100.0%*** | **117**<br>***100.0%*** | **321**<br>***100.0%*** | **62**<br>***100.0%*** | **344**<br>***100.0%*** | **126**<br>***100.0%*** | **318**<br>***100.0%*** | **24**<br>***100.0%*** | **102**<br>***100.0%*** | **306**<br>***100.0%*** | **143**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **5** | - | 2 | 1 | 2 | 4 | 1 | 1 | 2 | 2 | 1 | 3 | 1 | 2 | 3 | - | 5 | 3 | 2 | 1 | 2 | 4 | 1 | - |
| Yes | **326**<br>***72.6%*** | 59<br>*75.6%* | 94<br>*77.7%*<br>C | 85<br>*66.4%* | 81<br>*72.3%* | 181<br>*70.2%* | 135<br>*75.8%* | 178<br>*71.8%* | 91<br>*72.8%* | 53<br>*73.6%* | 140<br>*74.9%* | 87<br>*70.2%* | 96<br>*71.1%* | 74<br>*63.2%* | 248<br>*77.3%*<br>M | 32<br>*51.6%* | 265<br>*77.0%*<br>O | 103<br>*81.7%*<br>R | 219<br>*68.9%* | 14<br>*58.3%*<br>** | 89<br>*87.3%* | 220<br>*71.9%* | 106<br>*74.1%* | -<br>- |
| No | **123**<br>***27.4%*** | 19<br>*24.4%* | 27<br>*22.3%* | 43<br>*33.6%*<br>B | 31<br>*27.7%* | 77<br>*29.8%* | 43<br>*24.2%* | 70<br>*28.2%* | 34<br>*27.2%* | 19<br>*26.4%* | 47<br>*25.1%* | 37<br>*29.8%* | 39<br>*28.9%* | 43<br>*36.8%*<br>N | 73<br>*22.7%* | 30<br>*48.4%*<br>P | 79<br>*23.0%* | 23<br>*18.3%* | 99<br>*31.1%*<br>Q | 10<br>*41.7%*<br>** | 13<br>*12.7%* | 86<br>*28.1%* | 37<br>*25.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **326**<br>***72.6%*** | 59<br>*75.6%* | 94<br>*77.7%*<br>C | 85<br>*66.4%* | 81<br>*72.3%* | 181<br>*70.2%* | 135<br>*75.8%* | 178<br>*71.8%* | 91<br>*72.8%* | 53<br>*73.6%* | 140<br>*74.9%* | 87<br>*70.2%* | 96<br>*71.1%* | 74<br>*63.2%* | 248<br>*77.3%*<br>M | 32<br>*51.6%* | 265<br>*77.0%*<br>O | 103<br>*81.7%*<br>R | 219<br>*68.9%* | 14<br>*58.3%*<br>** | 89<br>*87.3%* | 220<br>*71.9%* | 106<br>*74.1%* | -<br>- |
| 3-Point Score | **2.45** | 2.51 | 2.55 | 2.33 | 2.45 | 2.40 | 2.52 | 2.44 | 2.46 | 2.47 | 2.50 | 2.40 | 2.42 | 2.26 | 2.55 | 2.03 | 2.54 | 2.63 | 2.38 | 2.17 | 2.75 | 2.44 | 2.48 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **454**<br>***100.0%*** | **78**<br>***100.0%*** | **123**<br>***100.0%*** | **129**<br>***100.0%*** | **114**<br>***100.0%*** | **262**<br>***100.0%*** | **179**<br>***100.0%*** | **249**<br>***100.0%*** | **127**<br>***100.0%*** | **74**<br>***100.0%*** | **188**<br>***100.0%*** | **127**<br>***100.0%*** | **136**<br>***100.0%*** | **119**<br>***100.0%*** | **324**<br>***100.0%*** | **62**<br>***100.0%*** | **349**<br>***100.0%*** | **129**<br>***100.0%*** | **320**<br>***100.0%*** | **25**<br>***100.0%*** | **104**<br>***100.0%*** | **310**<br>***100.0%*** | **144**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **448**<br>***100.0%*** | **77**<br>***100.0%*** | **122**<br>***100.0%*** | **127**<br>***100.0%*** | **113**<br>***100.0%*** | **258**<br>***100.0%*** | **178**<br>***100.0%*** | **246**<br>***100.0%*** | **125**<br>***100.0%*** | **73**<br>***100.0%*** | **185**<br>***100.0%*** | **126**<br>***100.0%*** | **134**<br>***100.0%*** | **118**<br>***100.0%*** | **319**<br>***100.0%*** | **62**<br>***100.0%*** | **345**<br>***100.0%*** | **129**<br>***100.0%*** | **314**<br>***100.0%*** | **25**<br>***100.0%*** | **104**<br>***100.0%*** | **304**<br>***100.0%*** | **144**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **6** | 1 | 1 | 2 | 1 | 4 | 1 | 3 | 2 | 1 | 3 | 1 | 2 | 1 | 5 | - | 4 | - | 6 | - | - | 6 | - | - |
| Always | **305**<br>***68.1%*** | 52<br>*67.5%* | 87<br>*71.3%* | 81<br>*63.8%* | 79<br>*69.9%* | 170<br>*65.9%* | 129<br>*72.5%* | 176<br>*71.5%* | 80<br>*64.0%* | 46<br>*63.0%* | 138<br>*74.6%*<br>L | 85<br>*67.5%* | 81<br>*60.4%* | 64<br>*54.2%* | 232<br>*72.7%*<br>M | 19<br>*30.6%* | 260<br>*75.4%*<br>O | 86<br>*66.7%* | 215<br>*68.5%* | 12<br>*48.0%*<br>** | 74<br>*71.2%* | 200<br>*65.8%* | 105<br>*72.9%* | -<br>- |
| Usually | **77**<br>***17.2%*** | 16<br>*20.8%* | 18<br>*14.8%* | 23<br>*18.1%* | 19<br>*16.8%* | 46<br>*17.8%* | 28<br>*15.7%* | 37<br>*15.0%* | 25<br>*20.0%* | 14<br>*19.2%* | 25<br>*13.5%* | 20<br>*15.9%* | 30<br>*22.4%*<br>J | 31<br>*26.3%*<br>N | 46<br>*14.4%* | 22<br>*35.5%*<br>P | 49<br>*14.2%* | 27<br>*20.9%* | 50<br>*15.9%* | 5<br>*20.0%*<br>** | 22<br>*21.2%* | 56<br>*18.4%* | 21<br>*14.6%* | -<br>- |
| Sometimes | **54**<br>***12.1%*** | 8<br>*10.4%* | 14<br>*11.5%* | 17<br>*13.4%* | 13<br>*11.5%* | 33<br>*12.8%* | 18<br>*10.1%* | 24<br>*9.8%* | 17<br>*13.6%* | 13<br>*17.8%*<br>g | 16<br>*8.6%* | 17<br>*13.5%* | 21<br>*15.7%*<br>j | 20<br>*16.9%*<br>n | 33<br>*10.3%* | 18<br>*29.0%*<br>P | 28<br>*8.1%* | 14<br>*10.9%* | 39<br>*12.4%* | 7<br>*28.0%*<br>** | 7<br>*6.7%* | 38<br>*12.5%* | 16<br>*11.1%* | -<br>- |
| Never | **12**<br>***2.7%*** | 1<br>*1.3%* | 3<br>*2.5%* | 6<br>*4.7%* | 2<br>*1.8%* | 9<br>*3.5%* | 3<br>*1.7%* | 9<br>*3.7%*<br>i | 3<br>*2.4%* | -<br>- | 6<br>*3.2%* | 4<br>*3.2%* | 2<br>*1.5%* | 3<br>*2.5%* | 8<br>*2.5%* | 3<br>*4.8%* | 8<br>*2.3%* | 2<br>*1.6%* | 10<br>*3.2%* | 1<br>*4.0%*<br>** | 1<br>*1.0%* | 10<br>*3.3%* | 2<br>*1.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **382**<br>***85.3%*** | 68<br>*88.3%* | 105<br>*86.1%* | 104<br>*81.9%* | 98<br>*86.7%* | 216<br>*83.7%* | 157<br>*88.2%* | 213<br>*86.6%* | 105<br>*84.0%* | 60<br>*82.2%* | 163<br>*88.1%* | 105<br>*83.3%* | 111<br>*82.8%* | 95<br>*80.5%* | 278<br>*87.1%*<br>m | 41<br>*66.1%* | 309<br>*89.6%*<br>O | 113<br>*87.6%* | 265<br>*84.4%* | 17<br>*68.0%*<br>** | 96<br>*92.3%* | 256<br>*84.2%* | 126<br>*87.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **305**<br>***68.1%*** | 52<br>*67.5%* | 87<br>*71.3%* | 81<br>*63.8%* | 79<br>*69.9%* | 170<br>*65.9%* | 129<br>*72.5%* | 176<br>*71.5%* | 80<br>*64.0%* | 46<br>*63.0%* | 138<br>*74.6%*<br>L | 85<br>*67.5%* | 81<br>*60.4%* | 64<br>*54.2%* | 232<br>*72.7%*<br>M | 19<br>*30.6%* | 260<br>*75.4%*<br>O | 86<br>*66.7%* | 215<br>*68.5%* | 12<br>*48.0%*<br>** | 74<br>*71.2%* | 200<br>*65.8%* | 105<br>*72.9%* | -<br>- |
| 3-Point Score | **2.53** | 2.56 | 2.57 | 2.46 | 2.57 | 2.50 | 2.61 | 2.58 | 2.48 | 2.45 | 2.63 | 2.51 | 2.43 | 2.35 | 2.60 | 1.97 | 2.65 | 2.54 | 2.53 | 2.16 | 2.63 | 2.50 | 2.60 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **454**<br>***100.0%*** | **78**<br>***100.0%*** | **123**<br>***100.0%*** | **129**<br>***100.0%*** | **114**<br>***100.0%*** | **262**<br>***100.0%*** | **179**<br>***100.0%*** | **249**<br>***100.0%*** | **127**<br>***100.0%*** | **74**<br>***100.0%*** | **188**<br>***100.0%*** | **127**<br>***100.0%*** | **136**<br>***100.0%*** | **119**<br>***100.0%*** | **324**<br>***100.0%*** | **62**<br>***100.0%*** | **349**<br>***100.0%*** | **129**<br>***100.0%*** | **320**<br>***100.0%*** | **25**<br>***100.0%*** | **104**<br>***100.0%*** | **310**<br>***100.0%*** | **144**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **446**<br>***100.0%*** | **78**<br>***100.0%*** | **122**<br>***100.0%*** | **127**<br>***100.0%*** | **110**<br>***100.0%*** | **256**<br>***100.0%*** | **178**<br>***100.0%*** | **246**<br>***100.0%*** | **125**<br>***100.0%*** | **71**<br>***100.0%*** | **186**<br>***100.0%*** | **124**<br>***100.0%*** | **133**<br>***100.0%*** | **118**<br>***100.0%*** | **318**<br>***100.0%*** | **62**<br>***100.0%*** | **342**<br>***100.0%*** | **128**<br>***100.0%*** | **315**<br>***100.0%*** | **25**<br>***100.0%*** | **103**<br>***100.0%*** | **303**<br>***100.0%*** | **143**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **8** | - | 1 | 2 | 4 | 6 | 1 | 3 | 2 | 3 | 2 | 3 | 3 | 1 | 6 | - | 7 | 1 | 5 | - | 1 | 7 | 1 | - |
| Yes | **198**<br>***44.4%*** | 44<br>*56.4%*<br>bCd | 52<br>*42.6%* | 52<br>*40.9%* | 47<br>*42.7%* | 112<br>*43.8%* | 83<br>*46.6%* | 102<br>*41.5%* | 61<br>*48.8%* | 32<br>*45.1%* | 86<br>*46.2%*<br>K | 43<br>*34.7%* | 67<br>*50.4%*<br>K | 49<br>*41.5%* | 145<br>*45.6%* | 27<br>*43.5%* | 150<br>*43.9%* | 74<br>*57.8%*<br>R | 123<br>*39.0%* | 14<br>*56.0%*<br>** | 60<br>*58.3%* | 138<br>*45.5%* | 60<br>*42.0%* | -<br>- |
| No | **248**<br>***55.6%*** | 34<br>*43.6%* | 70<br>*57.4%*<br>a | 75<br>*59.1%*<br>A | 63<br>*57.3%*<br>a | 144<br>*56.3%* | 95<br>*53.4%* | 144<br>*58.5%* | 64<br>*51.2%* | 39<br>*54.9%* | 100<br>*53.8%* | 81<br>*65.3%*<br>JL | 66<br>*49.6%* | 69<br>*58.5%* | 173<br>*54.4%* | 35<br>*56.5%* | 192<br>*56.1%* | 54<br>*42.2%* | 192<br>*61.0%*<br>Q | 11<br>*44.0%*<br>** | 43<br>*41.7%* | 165<br>*54.5%* | 83<br>*58.0%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **198**<br>***44.4%*** | 44<br>*56.4%*<br>bCd | 52<br>*42.6%* | 52<br>*40.9%* | 47<br>*42.7%* | 112<br>*43.8%* | 83<br>*46.6%* | 102<br>*41.5%* | 61<br>*48.8%* | 32<br>*45.1%* | 86<br>*46.2%*<br>K | 43<br>*34.7%* | 67<br>*50.4%*<br>K | 49<br>*41.5%* | 145<br>*45.6%* | 27<br>*43.5%* | 150<br>*43.9%* | 74<br>*57.8%*<br>R | 123<br>*39.0%* | 14<br>*56.0%*<br>** | 60<br>*58.3%* | 138<br>*45.5%* | 60<br>*42.0%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q11. (SDM) 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **198**<br>***100.0%*** | **44**<br>***100.0%*** | **52**<br>***100.0%*** | **52**<br>***100.0%*** | **47**<br>***100.0%*** | **112**<br>***100.0%*** | **83**<br>***100.0%*** | **102**<br>***100.0%*** | **61**<br>***100.0%*** | **32**<br>***100.0%*** | **86**<br>***100.0%*** | **43**<br>***100.0%*** | **67**<br>***100.0%*** | **49**<br>***100.0%*** | **145**<br>***100.0%*** | **27**<br>***100.0%*** | **150**<br>***100.0%*** | **74**<br>***100.0%*** | **123**<br>***100.0%*** | **14**<br>***100.0%*** | **60**<br>***100.0%*** | **138**<br>***100.0%*** | **60**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **192**<br>***100.0%*** | **41**<br>***100.0%*** | **52**<br>***100.0%*** | **51**<br>***100.0%*** | **45**<br>***100.0%*** | **109**<br>***100.0%*** | **81**<br>***100.0%*** | **101**<br>***100.0%*** | **58**<br>***100.0%*** | **30**<br>***100.0%*** | **84**<br>***100.0%*** | **43**<br>***100.0%*** | **63**<br>***100.0%*** | **48**<br>***100.0%*** | **141**<br>***100.0%*** | **27**<br>***100.0%*** | **145**<br>***100.0%*** | **72**<br>***100.0%*** | **119**<br>***100.0%*** | **13**<br>***100.0%*** | **59**<br>***100.0%*** | **133**<br>***100.0%*** | **59**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **6** | 3 | - | 1 | 2 | 3 | 2 | 1 | 3 | 2 | 2 | - | 4 | 1 | 4 | - | 5 | 2 | 4 | 1 | 1 | 5 | 1 | - |
| A lot | **104**<br>***54.2%*** | 18<br>*43.9%* | 31<br>*59.6%* | 27<br>*52.9%* | 26<br>*57.8%* | 53<br>*48.6%* | 51<br>*63.0%*<br>e | 59<br>*58.4%*<br>h | 25<br>*43.1%* | 18<br>*60.0%* | 52<br>*61.9%*<br>l | 22<br>*51.2%* | 30<br>*47.6%* | 23<br>*47.9%* | 79<br>*56.0%* | 8<br>*29.6%*<br>** | 83<br>*57.2%* | 36<br>*50.0%* | 67<br>*56.3%* | 7<br>*53.8%*<br>** | 29<br>*49.2%* | 66<br>*49.6%* | 38<br>*64.4%*<br>u | -<br>- |
| Some | **60**<br>***31.3%*** | 18<br>*43.9%*<br>bc | 13<br>*25.0%* | 13<br>*25.5%* | 16<br>*35.6%* | 41<br>*37.6%*<br>F | 18<br>*22.2%* | 29<br>*28.7%* | 23<br>*39.7%* | 8<br>*26.7%* | 24<br>*28.6%* | 16<br>*37.2%* | 20<br>*31.7%* | 17<br>*35.4%* | 42<br>*29.8%* | 11<br>*40.7%*<br>** | 45<br>*31.0%* | 22<br>*30.6%* | 38<br>*31.9%* | 5<br>*38.5%*<br>** | 17<br>*28.8%* | 51<br>*38.3%*<br>V | 9<br>*15.3%* | -<br>- |
| A little | **22**<br>***11.5%*** | 5<br>*12.2%* | 6<br>*11.5%* | 9<br>*17.6%*<br>D | 2<br>*4.4%* | 12<br>*11.0%* | 9<br>*11.1%* | 10<br>*9.9%* | 8<br>*13.8%* | 4<br>*13.3%* | 7<br>*8.3%* | 3<br>*7.0%* | 11<br>*17.5%*<br>j | 7<br>*14.6%* | 15<br>*10.6%* | 6<br>*22.2%*<br>** | 13<br>*9.0%* | 13<br>*18.1%*<br>R | 9<br>*7.6%* | 1<br>*7.7%*<br>** | 12<br>*20.3%* | 12<br>*9.0%* | 10<br>*16.9%* | -<br>- |
| Not at all | **6**<br>***3.1%*** | -<br>- | 2<br>*3.8%* | 2<br>*3.9%* | 1<br>*2.2%* | 3<br>*2.8%* | 3<br>*3.7%* | 3<br>*3.0%* | 2<br>*3.4%* | -<br>- | 1<br>*1.2%* | 2<br>*4.7%* | 2<br>*3.2%* | 1<br>*2.1%* | 5<br>*3.5%* | 2<br>*7.4%*<br>** | 4<br>*2.8%* | 1<br>*1.4%* | 5<br>*4.2%* | -<br>-<br>** | 1<br>*1.7%* | 4<br>*3.0%* | 2<br>*3.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - A lot | **104**<br>***54.2%*** | 18<br>*43.9%* | 31<br>*59.6%* | 27<br>*52.9%* | 26<br>*57.8%* | 53<br>*48.6%* | 51<br>*63.0%* | 59<br>*58.4%* | 25<br>*43.1%* | 18<br>*60.0%* | 52<br>*61.9%* | 22<br>*51.2%* | 30<br>*47.6%* | 23<br>*47.9%* | 79<br>*56.0%* | 8<br>*29.6%* | 83<br>*57.2%* | 36<br>*50.0%* | 67<br>*56.3%* | 7<br>*53.8%* | 29<br>*49.2%* | 66<br>*49.6%* | 38<br>*64.4%* | -<br>- |
| 3-Point Score | **2.40** | 2.32 | 2.44 | 2.31 | 2.51 | 2.35 | 2.48 | 2.46 | 2.26 | 2.47 | 2.52 | 2.40 | 2.27 | 2.31 | 2.42 | 2.00 | 2.46 | 2.31 | 2.45 | 2.46 | 2.27 | 2.38 | 2.44 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q12. (SDM) 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **198**<br>***100.0%*** | **44**<br>***100.0%*** | **52**<br>***100.0%*** | **52**<br>***100.0%*** | **47**<br>***100.0%*** | **112**<br>***100.0%*** | **83**<br>***100.0%*** | **102**<br>***100.0%*** | **61**<br>***100.0%*** | **32**<br>***100.0%*** | **86**<br>***100.0%*** | **43**<br>***100.0%*** | **67**<br>***100.0%*** | **49**<br>***100.0%*** | **145**<br>***100.0%*** | **27**<br>***100.0%*** | **150**<br>***100.0%*** | **74**<br>***100.0%*** | **123**<br>***100.0%*** | **14**<br>***100.0%*** | **60**<br>***100.0%*** | **138**<br>***100.0%*** | **60**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **194**<br>***100.0%*** | **43**<br>***100.0%*** | **51**<br>***100.0%*** | **51**<br>***100.0%*** | **46**<br>***100.0%*** | **109**<br>***100.0%*** | **82**<br>***100.0%*** | **101**<br>***100.0%*** | **59**<br>***100.0%*** | **31**<br>***100.0%*** | **84**<br>***100.0%*** | **43**<br>***100.0%*** | **65**<br>***100.0%*** | **48**<br>***100.0%*** | **143**<br>***100.0%*** | **27**<br>***100.0%*** | **148**<br>***100.0%*** | **74**<br>***100.0%*** | **119**<br>***100.0%*** | **14**<br>***100.0%*** | **60**<br>***100.0%*** | **134**<br>***100.0%*** | **60**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **4** | 1 | 1 | 1 | 1 | 3 | 1 | 1 | 2 | 1 | 2 | - | 2 | 1 | 2 | - | 2 | - | 4 | - | - | 4 | - | - |
| A lot | **62**<br>***32.0%*** | 10<br>*23.3%* | 16<br>*31.4%* | 19<br>*37.3%* | 16<br>*34.8%* | 32<br>*29.4%* | 29<br>*35.4%* | 36<br>*35.6%* | 14<br>*23.7%* | 11<br>*35.5%* | 29<br>*34.5%* | 13<br>*30.2%* | 20<br>*30.8%* | 15<br>*31.3%* | 47<br>*32.9%* | 6<br>*22.2%*<br>** | 49<br>*33.1%* | 21<br>*28.4%* | 41<br>*34.5%* | 4<br>*28.6%*<br>** | 17<br>*28.3%* | 40<br>*29.9%* | 22<br>*36.7%* | -<br>- |
| Some | **56**<br>***28.9%*** | 15<br>*34.9%*<br>c | 14<br>*27.5%* | 10<br>*19.6%* | 16<br>*34.8%*<br>c | 37<br>*33.9%* | 19<br>*23.2%* | 25<br>*24.8%* | 23<br>*39.0%*<br>g | 7<br>*22.6%* | 19<br>*22.6%* | 18<br>*41.9%*<br>J | 19<br>*29.2%* | 11<br>*22.9%* | 43<br>*30.1%* | 8<br>*29.6%*<br>** | 45<br>*30.4%* | 25<br>*33.8%* | 31<br>*26.1%* | 5<br>*35.7%*<br>** | 20<br>*33.3%* | 45<br>*33.6%*<br>V | 11<br>*18.3%* | -<br>- |
| A little | **33**<br>***17.0%*** | 7<br>*16.3%* | 12<br>*23.5%*<br>D | 11<br>*21.6%*<br>D | 3<br>*6.5%* | 17<br>*15.6%* | 14<br>*17.1%* | 20<br>*19.8%* | 8<br>*13.6%* | 5<br>*16.1%* | 14<br>*16.7%* | 6<br>*14.0%* | 12<br>*18.5%* | 9<br>*18.8%* | 24<br>*16.8%* | 9<br>*33.3%*<br>** | 21<br>*14.2%* | 12<br>*16.2%* | 20<br>*16.8%* | 2<br>*14.3%*<br>** | 10<br>*16.7%* | 20<br>*14.9%* | 13<br>*21.7%* | -<br>- |
| Not at all | **43**<br>***22.2%*** | 11<br>*25.6%* | 9<br>*17.6%* | 11<br>*21.6%* | 11<br>*23.9%* | 23<br>*21.1%* | 20<br>*24.4%* | 20<br>*19.8%* | 14<br>*23.7%* | 8<br>*25.8%* | 22<br>*26.2%* | 6<br>*14.0%* | 14<br>*21.5%* | 13<br>*27.1%* | 29<br>*20.3%* | 4<br>*14.8%*<br>** | 33<br>*22.3%* | 16<br>*21.6%* | 27<br>*22.7%* | 3<br>*21.4%*<br>** | 13<br>*21.7%* | 29<br>*21.6%* | 14<br>*23.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - A lot | **62**<br>***32.0%*** | 10<br>*23.3%* | 16<br>*31.4%* | 19<br>*37.3%* | 16<br>*34.8%* | 32<br>*29.4%* | 29<br>*35.4%* | 36<br>*35.6%* | 14<br>*23.7%* | 11<br>*35.5%* | 29<br>*34.5%* | 13<br>*30.2%* | 20<br>*30.8%* | 15<br>*31.3%* | 47<br>*32.9%* | 6<br>*22.2%* | 49<br>*33.1%* | 21<br>*28.4%* | 41<br>*34.5%* | 4<br>*28.6%* | 17<br>*28.3%* | 40<br>*29.9%* | 22<br>*36.7%* | -<br>- |
| 3-Point Score | **1.93** | 1.81 | 1.90 | 1.94 | 2.04 | 1.93 | 1.94 | 1.96 | 1.86 | 1.94 | 1.92 | 2.02 | 1.91 | 1.85 | 1.96 | 1.74 | 1.97 | 1.91 | 1.95 | 1.93 | 1.90 | 1.93 | 1.92 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q13. (SDM) 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **198**<br>***100.0%*** | **44**<br>***100.0%*** | **52**<br>***100.0%*** | **52**<br>***100.0%*** | **47**<br>***100.0%*** | **112**<br>***100.0%*** | **83**<br>***100.0%*** | **102**<br>***100.0%*** | **61**<br>***100.0%*** | **32**<br>***100.0%*** | **86**<br>***100.0%*** | **43**<br>***100.0%*** | **67**<br>***100.0%*** | **49**<br>***100.0%*** | **145**<br>***100.0%*** | **27**<br>***100.0%*** | **150**<br>***100.0%*** | **74**<br>***100.0%*** | **123**<br>***100.0%*** | **14**<br>***100.0%*** | **60**<br>***100.0%*** | **138**<br>***100.0%*** | **60**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **194**<br>***100.0%*** | **42**<br>***100.0%*** | **52**<br>***100.0%*** | **51**<br>***100.0%*** | **46**<br>***100.0%*** | **109**<br>***100.0%*** | **82**<br>***100.0%*** | **101**<br>***100.0%*** | **59**<br>***100.0%*** | **31**<br>***100.0%*** | **84**<br>***100.0%*** | **43**<br>***100.0%*** | **65**<br>***100.0%*** | **48**<br>***100.0%*** | **143**<br>***100.0%*** | **27**<br>***100.0%*** | **147**<br>***100.0%*** | **73**<br>***100.0%*** | **120**<br>***100.0%*** | **14**<br>***100.0%*** | **59**<br>***100.0%*** | **134**<br>***100.0%*** | **60**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **4** | 2 | - | 1 | 1 | 3 | 1 | 1 | 2 | 1 | 2 | - | 2 | 1 | 2 | - | 3 | 1 | 3 | - | 1 | 4 | - | - |
| Yes | **149**<br>***76.8%*** | 32<br>*76.2%* | 41<br>*78.8%* | 39<br>*76.5%* | 34<br>*73.9%* | 87<br>*79.8%* | 60<br>*73.2%* | 79<br>*78.2%* | 46<br>*78.0%* | 22<br>*71.0%* | 68<br>*81.0%*<br>l | 35<br>*81.4%* | 44<br>*67.7%* | 36<br>*75.0%* | 111<br>*77.6%* | 14<br>*51.9%*<br>** | 120<br>*81.6%* | 60<br>*82.2%* | 89<br>*74.2%* | 12<br>*85.7%*<br>** | 48<br>*81.4%* | 103<br>*76.9%* | 46<br>*76.7%* | -<br>- |
| No | **45**<br>***23.2%*** | 10<br>*23.8%* | 11<br>*21.2%* | 12<br>*23.5%* | 12<br>*26.1%* | 22<br>*20.2%* | 22<br>*26.8%* | 22<br>*21.8%* | 13<br>*22.0%* | 9<br>*29.0%* | 16<br>*19.0%* | 8<br>*18.6%* | 21<br>*32.3%*<br>j | 12<br>*25.0%* | 32<br>*22.4%* | 13<br>*48.1%*<br>** | 27<br>*18.4%* | 13<br>*17.8%* | 31<br>*25.8%* | 2<br>*14.3%*<br>** | 11<br>*18.6%* | 31<br>*23.1%* | 14<br>*23.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **149**<br>***76.8%*** | 32<br>*76.2%* | 41<br>*78.8%* | 39<br>*76.5%* | 34<br>*73.9%* | 87<br>*79.8%* | 60<br>*73.2%* | 79<br>*78.2%* | 46<br>*78.0%* | 22<br>*71.0%* | 68<br>*81.0%*<br>l | 35<br>*81.4%* | 44<br>*67.7%* | 36<br>*75.0%* | 111<br>*77.6%* | 14<br>*51.9%*<br>** | 120<br>*81.6%* | 60<br>*82.2%* | 89<br>*74.2%* | 12<br>*85.7%*<br>** | 48<br>*81.4%* | 103<br>*76.9%* | 46<br>*76.7%* | -<br>- |
| 3-Point Score | **2.54** | 2.52 | 2.58 | 2.53 | 2.48 | 2.60 | 2.46 | 2.56 | 2.56 | 2.42 | 2.62 | 2.63 | 2.35 | 2.50 | 2.55 | 2.04 | 2.63 | 2.64 | 2.48 | 2.71 | 2.63 | 2.54 | 2.53 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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 childs health care in the last 6 months?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

CCC POPULATION

Table: 13
Level: Top

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 childs health care in the last 6 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **454** *100.0%* | **78** *100.0%* | **123** *100.0%* | **129** *100.0%* | **114** *100.0%* | **262** *100.0%* | **179** *100.0%* | **249** *100.0%* | **127** *100.0%* | **74** *100.0%* | **188** *100.0%* | **127** *100.0%* | **136** *100.0%* | **119** *100.0%* | **324** *100.0%* | **62** *100.0%* | **349** *100.0%* | **129** *100.0%* | **320** *100.0%* | **25** *100.0%* | **104** *100.0%* | **310** *100.0%* | **144** *100.0%* | **-** **-** |
| **Total Valid Responses** | **443** *100.0%* | **75** *100.0%* | **122** *100.0%* | **125** *100.0%* | **111** *100.0%* | **255** *100.0%* | **175** *100.0%* | **246** *100.0%* | **123** *100.0%* | **70** *100.0%* | **186** *100.0%* | **125** *100.0%* | **129** *100.0%* | **116** *100.0%* | **317** *100.0%* | **59** *100.0%* | **343** *100.0%* | **126** *100.0%* | **312** *100.0%* | **24** *100.0%* | **102** *100.0%* | **300** *100.0%* | **143** *100.0%* | **-** **-** |
| No Answer | **11** | 3 | 1 | 4 | 3 | 7 | 4 | 3 | 4 | 4 | 2 | 2 | 7 | 3 | 7 | 3 | 6 | 3 | 8 | 1 | 2 | 10 | 1 | - |
| 10 - Best health care possible | **207** *46.7%* | 36 *48.0%* | 54 *44.3%* | 58 *46.4%* | 53 *47.7%* | 120 *47.1%* | 80 *45.7%* | 133 *54.1%* HI | 46 *37.4%* | 28 *40.0%* | 101 *54.3%* L | 56 *44.8%* | 50 *38.8%* | 20 *17.2%* | 181 *57.1%* M | 4 *6.8%* | 187 *54.5%* O | 67 *53.2%* r | 135 *43.3%* | 10 *41.7%* ** | 57 *55.9%* | 137 *45.7%* | 70 *49.0%* | - - |
| 9 | **51** *11.5%* | 8 *10.7%* | 10 *8.2%* | 13 *10.4%* | 20 *18.0%* Bc | 28 *11.0%* | 22 *12.6%* | 26 *10.6%* | 17 *13.8%* | 7 *10.0%* | 22 *11.8%* | 11 *8.8%* | 17 *13.2%* | 12 *10.3%* | 39 *12.3%* | - - | 47 *13.7%* O | 11 *8.7%* | 40 *12.8%* | 3 *12.5%* ** | 8 *7.8%* | 40 *13.3%* v | 11 *7.7%* | - - |
| 8 | **81** *18.3%* | 13 *17.3%* | 23 *18.9%* | 25 *20.0%* | 17 *15.3%* | 48 *18.8%* | 31 *17.7%* | 40 *16.3%* | 24 *19.5%* | 15 *21.4%* | 27 *14.5%* | 28 *22.4%* j | 26 *20.2%* | 22 *19.0%* | 57 *18.0%* | 12 *20.3%* | 61 *17.8%* | 20 *15.9%* | 61 *19.6%* | 2 *8.3%* ** | 18 *17.6%* | 53 *17.7%* | 28 *19.6%* | - - |
| 7 | **47** *10.6%* | 4 *5.3%* | 18 *14.8%* A | 14 *11.2%* | 11 *9.9%* | 25 *9.8%* | 21 *12.0%* | 25 *10.2%* | 15 *12.2%* | 7 *10.0%* | 19 *10.2%* | 13 *10.4%* | 14 *10.9%* | 23 *19.8%* N | 23 *7.3%* | 19 *32.2%* P | 22 *6.4%* | 14 *11.1%* | 33 *10.6%* | 5 *20.8%* ** | 9 *8.8%* | 28 *9.3%* | 19 *13.3%* | - - |
| 6 | **17** *3.8%* | 4 *5.3%* | 2 *1.6%* | 5 *4.0%* | 6 *5.4%* | 13 *5.1%* | 4 *2.3%* | 5 *2.0%* | 6 *4.9%* | 6 *8.6%* G | 3 *1.6%* | 7 *5.6%* j | 7 *5.4%* j | 9 *7.8%* N | 8 *2.5%* | 7 *11.9%* P | 7 *2.0%* | 5 *4.0%* | 12 *3.8%* | 1 *4.2%* ** | 4 *3.9%* | 9 *3.0%* | 8 *5.6%* | - - |
| 5 | **22** *5.0%* | 7 *9.3%* D | 6 *4.9%* | 6 *4.8%* | 2 *1.8%* | 11 *4.3%* | 11 *6.3%* | 10 *4.1%* | 7 *5.7%* | 4 *5.7%* | 8 *4.3%* | 8 *6.4%* | 5 *3.9%* | 15 *12.9%* N | 7 *2.2%* | 10 *16.9%* P | 11 *3.2%* | 6 *4.8%* | 16 *5.1%* | 1 *4.2%* ** | 5 *4.9%* | 19 *6.3%* v | 3 *2.1%* | - - |
| 4 | **9** *2.0%* | 1 *1.3%* | 4 *3.3%* | 2 *1.6%* | 2 *1.8%* | 6 *2.4%* | 3 *1.7%* | 4 *1.6%* | 4 *3.3%* | 1 *1.4%* | 3 *1.6%* | 1 *0.8%* | 5 *3.9%* | 6 *5.2%* N | 2 *0.6%* | 4 *6.8%* P | 4 *1.2%* | 2 *1.6%* | 7 *2.2%* | 1 *4.2%* ** | 1 *1.0%* | 7 *2.3%* | 2 *1.4%* | - - |
| 3 | **6** *1.4%* | - - | 4 *3.3%* d | 2 *1.6%* | - - | 2 *0.8%* | 3 *1.7%* | 3 *1.2%* | 2 *1.6%* | 1 *1.4%* | 3 *1.6%* | - - | 3 *2.3%* k | 6 *5.2%* N | - - | 2 *3.4%* | 4 *1.2%* | 1 *0.8%* | 5 *1.6%* | 1 *4.2%* ** | - - | 5 *1.7%* | 1 *0.7%* | - - |
| 2 | **2** *0.5%* | 1 *1.3%* | 1 *0.8%* | - - | - - | 1 *0.4%* | - - | - - | 1 *0.8%* | 1 *1.4%* g | - - | - - | 2 *1.6%* j | 2 *1.7%* N | - - | 1 *1.7%* P | - - | - - | 2 *0.6%* | - - ** | - - | 1 *0.3%* | 1 *0.7%* | - - |
| 1 | **-** **-** | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - ** | - - | - - | - - | - - |
| 0 - Worst health care possible | **1** *0.2%* | 1 *1.3%* | - - | - - | - - | 1 *0.4%* | - - | - - | 1 *0.8%* | - - | - - | 1 *0.8%* | - - | 1 *0.9%* n | - - | - - | - - | - - | 1 *0.3%* | - - ** | - - | 1 *0.3%* | - - | - - |
| SUMMARY - 0-3 | **9** *2.0%* | 2 *2.7%* d | 5 *4.1%* D | 2 *1.6%* | - - | 4 *1.6%* | 3 *1.7%* | 3 *1.2%* | 4 *3.3%* | 2 *2.9%* | 3 *1.6%* | 1 *0.8%* | 5 *3.9%* | 9 *7.8%* N | - - | 3 *5.1%* P | 4 *1.2%* | 1 *0.8%* | 8 *2.6%* | 1 *4.2%* ** | - - | 7 *2.3%* | 2 *1.4%* | - - |
| SUMMARY - 4-7 | **95** *21.4%* | 16 *21.3%* | 30 *24.6%* | 27 *21.6%* | 21 *18.9%* | 55 *21.6%* | 39 *22.3%* | 44 *17.9%* | 32 *26.0%* g | 18 *25.7%* | 33 *17.7%* | 29 *23.2%* | 31 *24.0%* | 53 *45.7%* N | 40 *12.6%* | 40 *67.8%* P | 44 *12.8%* | 27 *21.4%* | 68 *21.8%* | 8 *33.3%* ** | 19 *18.6%* | 63 *21.0%* | 32 *22.4%* | - - |
| HEDIS/CAHPS SUMMARY RATE - 8-10 | **339** *76.5%* | 57 *76.0%* | 87 *71.3%* | 96 *76.8%* | 90 *81.1%* b | 196 *76.9%* | 133 *76.0%* | 199 *80.9%* HI | 87 *70.7%* | 50 *71.4%* | 150 *80.6%* I | 95 *76.0%* | 93 *72.1%* | 54 *46.6%* | 277 *87.4%* M | 16 *27.1%* | 295 *86.0%* O | 98 *77.8%* | 236 *75.6%* | 15 *62.5%* ** | 83 *81.4%* | 230 *76.7%* | 109 *76.2%* | - - |
| HEDIS/CAHPS SUMMARY RATE - 9-10 | **258** *58.2%* | 44 *58.7%* | 64 *52.5%* | 71 *56.8%* | 73 *65.8%* B | 148 *58.0%* | 102 *58.3%* | 159 *64.6%* HI | 63 *51.2%* | 35 *50.0%* | 123 *66.1%* KL | 67 *53.6%* | 67 *51.9%* | 32 *27.6%* | 220 *69.4%* M | 4 *6.8%* | 234 *68.2%* O | 78 *61.9%* | 175 *56.1%* | 13 *54.2%* ** | 65 *63.7%* | 177 *59.0%* | 81 *56.6%* | - - |
| 3-Point Score | **2.45** | 2.40 | 2.39 | 2.45 | 2.57 | 2.45 | 2.46 | 2.56 | 2.34 | 2.31 | 2.57 | 2.40 | 2.35 | 1.94 | 2.64 | 1.66 | 2.61 | 2.51 | 2.42 | 2.38 | 2.54 | 2.45 | 2.46 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **454**<br>*100.0%* | **78**<br>*100.0%* | **123**<br>*100.0%* | **129**<br>*100.0%* | **114**<br>*100.0%* | **262**<br>*100.0%* | **179**<br>*100.0%* | **249**<br>*100.0%* | **127**<br>*100.0%* | **74**<br>*100.0%* | **188**<br>*100.0%* | **127**<br>*100.0%* | **136**<br>*100.0%* | **119**<br>*100.0%* | **324**<br>*100.0%* | **62**<br>*100.0%* | **349**<br>*100.0%* | **129**<br>*100.0%* | **320**<br>*100.0%* | **25**<br>*100.0%* | **104**<br>*100.0%* | **310**<br>*100.0%* | **144**<br>*100.0%* | **-**<br>**-** |
| **Total Valid Responses** | **445**<br>*100.0%* | **75**<br>*100.0%* | **122**<br>*100.0%* | **127**<br>*100.0%* | **111**<br>*100.0%* | **258**<br>*100.0%* | **174**<br>*100.0%* | **247**<br>*100.0%* | **122**<br>*100.0%* | **72**<br>*100.0%* | **185**<br>*100.0%* | **124**<br>*100.0%* | **133**<br>*100.0%* | **116**<br>*100.0%* | **319**<br>*100.0%* | **61**<br>*100.0%* | **342**<br>*100.0%* | **128**<br>*100.0%* | **312**<br>*100.0%* | **25**<br>*100.0%* | **103**<br>*100.0%* | **301**<br>*100.0%* | **144**<br>*100.0%* | **-**<br>**-** |
| No Answer | **9** | 3 | 1 | 2 | 3 | 4 | 5 | 2 | 5 | 2 | 3 | 3 | 3 | 3 | 5 | 1 | 7 | 1 | 8 | - | 1 | 9 | - | - |
| Always | **302**<br>*67.9%* | 50<br>*66.7%* | 82<br>*67.2%* | 80<br>*63.0%* | 83<br>*74.8%*<br>c | 175<br>*67.8%* | 118<br>*67.8%* | 175<br>*70.9%* | 79<br>*64.8%* | 46<br>*63.9%* | 130<br>*70.3%* | 85<br>*68.5%* | 85<br>*63.9%* | 57<br>*49.1%* | 238<br>*74.6%*<br>M | 20<br>*32.8%* | 257<br>*75.1%*<br>O | 91<br>*71.1%* | 207<br>*66.3%* | 12<br>*48.0%*<br>** | 79<br>*76.7%* | 201<br>*66.8%* | 101<br>*70.1%* | -<br>- |
| Usually | **92**<br>*20.7%* | 15<br>*20.0%* | 21<br>*17.2%* | 32<br>*25.2%* | 22<br>*19.8%* | 51<br>*19.8%* | 38<br>*21.8%* | 46<br>*18.6%* | 32<br>*26.2%*<br>g | 13<br>*18.1%* | 39<br>*21.1%* | 23<br>*18.5%* | 29<br>*21.8%* | 34<br>*29.3%*<br>N | 56<br>*17.6%* | 22<br>*36.1%*<br>P | 58<br>*17.0%* | 25<br>*19.5%* | 67<br>*21.5%* | 8<br>*32.0%*<br>** | 17<br>*16.5%* | 66<br>*21.9%* | 26<br>*18.1%* | -<br>- |
| Sometimes | **44**<br>*9.9%* | 8<br>*10.7%* | 16<br>*13.1%*<br>D | 13<br>*10.2%* | 6<br>*5.4%* | 29<br>*11.2%* | 14<br>*8.0%* | 22<br>*8.9%* | 8<br>*6.6%* | 13<br>*18.1%*<br>GH | 13<br>*7.0%* | 13<br>*10.5%* | 18<br>*13.5%*<br>j | 21<br>*18.1%*<br>N | 22<br>*6.9%* | 18<br>*29.5%*<br>P | 22<br>*6.4%* | 12<br>*9.4%* | 31<br>*9.9%* | 5<br>*20.0%*<br>** | 7<br>*6.8%* | 30<br>*10.0%* | 14<br>*9.7%* | -<br>- |
| Never | **7**<br>*1.6%* | 2<br>*2.7%*<br>d | 3<br>*2.5%*<br>d | 2<br>*1.6%* | -<br>- | 3<br>*1.2%* | 4<br>*2.3%* | 4<br>*1.6%* | 3<br>*2.5%* | -<br>- | 3<br>*1.6%* | 3<br>*2.4%* | 1<br>*0.8%* | 4<br>*3.4%*<br>n | 3<br>*0.9%* | 1<br>*1.6%* | 5<br>*1.5%* | -<br>- | 7<br>*2.2%*<br>q | -<br>-<br>** | -<br>- | 4<br>*1.3%* | 3<br>*2.1%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **394**<br>*88.5%* | 65<br>*86.7%* | 103<br>*84.4%* | 112<br>*88.2%* | 105<br>*94.6%*<br>aBc | 226<br>*87.6%* | 156<br>*89.7%* | 221<br>*89.5%*<br>i | 111<br>*91.0%*<br>i | 59<br>*81.9%* | 169<br>*91.4%* | 108<br>*87.1%* | 114<br>*85.7%* | 91<br>*78.4%* | 294<br>*92.2%*<br>M | 42<br>*68.9%* | 315<br>*92.1%*<br>O | 116<br>*90.6%* | 274<br>*87.8%* | 20<br>*80.0%*<br>** | 96<br>*93.2%* | 267<br>*88.7%* | 127<br>*88.2%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **302**<br>*67.9%* | 50<br>*66.7%* | 82<br>*67.2%* | 80<br>*63.0%* | 83<br>*74.8%*<br>c | 175<br>*67.8%* | 118<br>*67.8%* | 175<br>*70.9%* | 79<br>*64.8%* | 46<br>*63.9%* | 130<br>*70.3%* | 85<br>*68.5%* | 85<br>*63.9%* | 57<br>*49.1%* | 238<br>*74.6%*<br>M | 20<br>*32.8%* | 257<br>*75.1%*<br>O | 91<br>*71.1%* | 207<br>*66.3%* | 12<br>*48.0%*<br>** | 79<br>*76.7%* | 201<br>*66.8%* | 101<br>*70.1%* | -<br>- |
| 3-Point Score | **2.56** | 2.53 | 2.52 | 2.51 | 2.69 | 2.55 | 2.57 | 2.60 | 2.56 | 2.46 | 2.62 | 2.56 | 2.50 | 2.28 | 2.67 | 2.02 | 2.67 | 2.62 | 2.54 | 2.28 | 2.70 | 2.55 | 2.58 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q16. Is your child now enrolled in any kind of school or daycare?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **523** *100.0%* | **91** *100.0%* | **137** *100.0%* | **153** *100.0%* | **130** *100.0%* | **303** *100.0%* | **200** *100.0%* | **289** *100.0%* | **145** *100.0%* | **81** *100.0%* | **213** *100.0%* | **147** *100.0%* | **160** *100.0%* | **143** *100.0%* | **368** *100.0%* | **75** *100.0%* | **390** *100.0%* | **136** *100.0%* | **381** *100.0%* | **29** *100.0%* | **107** *100.0%* | **359** *100.0%* | **164** *100.0%* | **-** **-** |
| No Answer | **2** | - | - | 1 | 1 | 2 | - | 1 | - | 1 | - | - | 2 | - | 2 | - | 2 | - | 2 | - | - | 2 | - | - |
| Yes | **445** *85.1%* | 71 *78.0%* | 108 *78.8%* | 141 *92.2%* AB | 115 *88.5%* AB | 252 *83.2%* | 177 *88.5%* e | 242 *83.7%* | 120 *82.8%* | 75 *92.6%* GH | 169 *79.3%* | 131 *89.1%* J | 142 *88.8%* J | 121 *84.6%* | 314 *85.3%* | 62 *82.7%* | 335 *85.9%* | 111 *81.6%* | 331 *86.9%* | 24 *82.8%* ** | 87 *81.3%* | 303 *84.4%* | 142 *86.6%* | - - |
| No | **78** *14.9%* | 20 *22.0%* CD | 29 *21.2%* CD | 12 *7.8%* | 15 *11.5%* | 51 *16.8%* f | 23 *11.5%* | 47 *16.3%* I | 25 *17.2%* I | 6 *7.4%* | 44 *20.7%* KL | 16 *10.9%* | 18 *11.3%* | 22 *15.4%* | 54 *14.7%* | 13 *17.3%* | 55 *14.1%* | 25 *18.4%* | 50 *13.1%* | 5 *17.2%* ** | 20 *18.7%* | 56 *15.6%* | 22 *13.4%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **445** *85.1%* | 71 *78.0%* | 108 *78.8%* | 141 *92.2%* AB | 115 *88.5%* AB | 252 *83.2%* | 177 *88.5%* e | 242 *83.7%* | 120 *82.8%* | 75 *92.6%* GH | 169 *79.3%* | 131 *89.1%* J | 142 *88.8%* J | 121 *84.6%* | 314 *85.3%* | 62 *82.7%* | 335 *85.9%* | 111 *81.6%* | 331 *86.9%* | 24 *82.8%* ** | 87 *81.3%* | 303 *84.4%* | 142 *86.6%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q17. In the last 6 months, did you need your childs doctorsor other health providers to contact a school or daycare center about your childs health or health care?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **445**<br>***100.0%*** | **71**<br>***100.0%*** | **108**<br>***100.0%*** | **141**<br>***100.0%*** | **115**<br>***100.0%*** | **252**<br>***100.0%*** | **177**<br>***100.0%*** | **242**<br>***100.0%*** | **120**<br>***100.0%*** | **75**<br>***100.0%*** | **169**<br>***100.0%*** | **131**<br>***100.0%*** | **142**<br>***100.0%*** | **121**<br>***100.0%*** | **314**<br>***100.0%*** | **62**<br>***100.0%*** | **335**<br>***100.0%*** | **111**<br>***100.0%*** | **331**<br>***100.0%*** | **24**<br>***100.0%*** | **87**<br>***100.0%*** | **303**<br>***100.0%*** | **142**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **433**<br>***100.0%*** | **69**<br>***100.0%*** | **107**<br>***100.0%*** | **138**<br>***100.0%*** | **110**<br>***100.0%*** | **245**<br>***100.0%*** | **173**<br>***100.0%*** | **236**<br>***100.0%*** | **116**<br>***100.0%*** | **73**<br>***100.0%*** | **165**<br>***100.0%*** | **126**<br>***100.0%*** | **139**<br>***100.0%*** | **118**<br>***100.0%*** | **306**<br>***100.0%*** | **59**<br>***100.0%*** | **327**<br>***100.0%*** | **110**<br>***100.0%*** | **321**<br>***100.0%*** | **24**<br>***100.0%*** | **86**<br>***100.0%*** | **291**<br>***100.0%*** | **142**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **12** | 2 | 1 | 3 | 5 | 7 | 4 | 6 | 4 | 2 | 4 | 5 | 3 | 3 | 8 | 3 | 8 | 1 | 10 | - | 1 | 12 | - | - |
| Yes | **66**<br>***15.2%*** | 11<br>*15.9%* | 13<br>*12.1%* | 24<br>*17.4%* | 17<br>*15.5%* | 33<br>*13.5%* | 29<br>*16.8%* | 25<br>*10.6%* | 21<br>*18.1%*<br>g | 20<br>*27.4%*<br>G | 18<br>*10.9%* | 17<br>*13.5%* | 31<br>*22.3%*<br>Jk | 19<br>*16.1%* | 47<br>*15.4%* | 12<br>*20.3%* | 44<br>*13.5%* | 30<br>*27.3%*<br>R | 36<br>*11.2%* | 6<br>*25.0%*<br>** | 24<br>*27.9%* | 42<br>*14.4%* | 24<br>*16.9%* | -<br>- |
| No | **367**<br>***84.8%*** | 58<br>*84.1%* | 94<br>*87.9%* | 114<br>*82.6%* | 93<br>*84.5%* | 212<br>*86.5%* | 144<br>*83.2%* | 211<br>*89.4%*<br>hl | 95<br>*81.9%* | 53<br>*72.6%* | 147<br>*89.1%*<br>L | 109<br>*86.5%*<br>l | 108<br>*77.7%* | 99<br>*83.9%* | 259<br>*84.6%* | 47<br>*79.7%* | 283<br>*86.5%* | 80<br>*72.7%* | 285<br>*88.8%*<br>Q | 18<br>*75.0%*<br>** | 62<br>*72.1%* | 249<br>*85.6%* | 118<br>*83.1%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **66**<br>***15.2%*** | 11<br>*15.9%* | 13<br>*12.1%* | 24<br>*17.4%* | 17<br>*15.5%* | 33<br>*13.5%* | 29<br>*16.8%* | 25<br>*10.6%* | 21<br>*18.1%*<br>g | 20<br>*27.4%*<br>G | 18<br>*10.9%* | 17<br>*13.5%* | 31<br>*22.3%*<br>Jk | 19<br>*16.1%* | 47<br>*15.4%* | 12<br>*20.3%* | 44<br>*13.5%* | 30<br>*27.3%*<br>R | 36<br>*11.2%* | 6<br>*25.0%*<br>** | 24<br>*27.9%* | 42<br>*14.4%* | 24<br>*16.9%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | | RESPONDENT AGE (Q78) | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **66**<br>***100.0%*** | **11**<br>***100.0%*** | **13**<br>***100.0%*** | **24**<br>***100.0%*** | **17**<br>***100.0%*** | **33**<br>***100.0%*** | **29**<br>***100.0%*** | **25**<br>***100.0%*** | **21**<br>***100.0%*** | **20**<br>***100.0%*** | **18**<br>***100.0%*** | **17**<br>***100.0%*** | **31**<br>***100.0%*** | **19**<br>***100.0%*** | **47**<br>***100.0%*** | **12**<br>***100.0%*** | **44**<br>***100.0%*** | **30**<br>***100.0%*** | **36**<br>***100.0%*** | **6**<br>***100.0%*** | **24**<br>***100.0%*** | **42**<br>***100.0%*** | **24**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **64**<br>***100.0%*** | **11**<br>***100.0%*** | **13**<br>***100.0%*** | **22**<br>***100.0%*** | **17**<br>***100.0%*** | **33**<br>***100.0%*** | **27**<br>***100.0%*** | **25**<br>***100.0%*** | **19**<br>***100.0%*** | **20**<br>***100.0%*** | **18**<br>***100.0%*** | **15**<br>***100.0%*** | **31**<br>***100.0%*** | **17**<br>***100.0%*** | **47**<br>***100.0%*** | **11**<br>***100.0%*** | **43**<br>***100.0%*** | **29**<br>***100.0%*** | **35**<br>***100.0%*** | **5**<br>***100.0%*** | **24**<br>***100.0%*** | **41**<br>***100.0%*** | **23**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **2** | - | - | 2 | - | - | 2 | - | 2 | - | - | 2 | - | 2 | - | 1 | 1 | 1 | 1 | 1 | - | 1 | 1 | - |
| Yes | **59**<br>***92.2%*** | 9<br>*81.8%*<br>** | 13<br>*100.0%*<br>** | 20<br>*90.9%*<br>** | 16<br>*94.1%*<br>** | 30<br>*90.9%* | 25<br>*92.6%*<br>** | 24<br>*96.0%*<br>** | 17<br>*89.5%*<br>** | 18<br>*90.0%*<br>** | 17<br>*94.4%*<br>** | 14<br>*93.3%*<br>** | 28<br>*90.3%* | 14<br>*82.4%*<br>** | 45<br>*95.7%* | 9<br>*81.8%*<br>** | 41<br>*95.3%* | 27<br>*93.1%*<br>** | 32<br>*91.4%* | 5<br>*100.0%*<br>** | 22<br>*91.7%*<br>** | 38<br>*92.7%* | 21<br>*91.3%*<br>** | -<br>- |
| No | **5**<br>***7.8%*** | 2<br>*18.2%*<br>** | -<br>-<br>** | 2<br>*9.1%*<br>** | 1<br>*5.9%*<br>** | 3<br>*9.1%* | 2<br>*7.4%*<br>** | 1<br>*4.0%*<br>** | 2<br>*10.5%*<br>** | 2<br>*10.0%*<br>** | 1<br>*5.6%*<br>** | 1<br>*6.7%*<br>** | 3<br>*9.7%* | 3<br>*17.6%*<br>** | 2<br>*4.3%* | 2<br>*18.2%*<br>** | 2<br>*4.7%* | 2<br>*6.9%*<br>** | 3<br>*8.6%* | -<br>-<br>** | 2<br>*8.3%*<br>** | 3<br>*7.3%* | 2<br>*8.7%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **59**<br>***92.2%*** | 9<br>*81.8%*<br>** | 13<br>*100.0%*<br>** | 20<br>*90.9%*<br>** | 16<br>*94.1%*<br>** | 30<br>*90.9%* | 25<br>*92.6%*<br>** | 24<br>*96.0%*<br>** | 17<br>*89.5%*<br>** | 18<br>*90.0%*<br>** | 17<br>*94.4%*<br>** | 14<br>*93.3%*<br>** | 28<br>*90.3%* | 14<br>*82.4%*<br>** | 45<br>*95.7%* | 9<br>*81.8%*<br>** | 41<br>*95.3%* | 27<br>*93.1%*<br>** | 32<br>*91.4%* | 5<br>*100.0%*<br>** | 22<br>*91.7%*<br>** | 38<br>*92.7%* | 21<br>*91.3%*<br>** | -<br>- |
| 3-Point Score | **2.84** | 2.64 | 3.00 | 2.82 | 2.88 | 2.82 | 2.85 | 2.92 | 2.79 | 2.80 | 2.89 | 2.87 | 2.81 | 2.65 | 2.91 | 2.64 | 2.91 | 2.86 | 2.83 | 3.00 | 2.83 | 2.85 | 2.83 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

CCC POPULATION

Table: 18
Level: Top

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **517** *100.0%* | **89** *100.0%* | **134** *100.0%* | **154** *100.0%* | **130** *100.0%* | **301** *100.0%* | **198** *100.0%* | **286** *100.0%* | **143** *100.0%* | **80** *100.0%* | **209** *100.0%* | **144** *100.0%* | **161** *100.0%* | **141** *100.0%* | **365** *100.0%* | **75** *100.0%* | **385** *100.0%* | **133** *100.0%* | **380** *100.0%* | **27** *100.0%* | **106** *100.0%* | **355** *100.0%* | **162** *100.0%* | **-** **-** |
| No Answer | **8** | 2 | 3 | - | 1 | 4 | 2 | 4 | 2 | 2 | 4 | 3 | 1 | 2 | 5 | - | 7 | 3 | 3 | 2 | 1 | 6 | 2 | - |
| Yes | **51** *9.9%* | 11 *12.4%* | 18 *13.4%* d | 12 *7.8%* | 9 *6.9%* | 22 *7.3%* | 25 *12.6%* E | 19 *6.6%* | 19 *13.3%* G | 12 *15.0%* G | 21 *10.0%* | 15 *10.4%* | 15 *9.3%* | 18 *12.8%* | 31 *8.5%* | 7 *9.3%* | 37 *9.6%* | 18 *13.5%* | 33 *8.7%* | 1 *3.7%* ** | 17 *16.0%* | 33 *9.3%* | 18 *11.1%* | - - |
| No | **466** *90.1%* | 78 *87.6%* | 116 *86.6%* | 142 *92.2%* | 121 *93.1%* b | 279 *92.7%* F | 173 *87.4%* | 267 *93.4%* HI | 124 *86.7%* | 68 *85.0%* | 188 *90.0%* | 129 *89.6%* | 146 *90.7%* | 123 *87.2%* | 334 *91.5%* | 68 *90.7%* | 348 *90.4%* | 115 *86.5%* | 347 *91.3%* | 26 *96.3%* ** | 89 *84.0%* | 322 *90.7%* | 144 *88.9%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **51** *9.9%* | 11 *12.4%* | 18 *13.4%* d | 12 *7.8%* | 9 *6.9%* | 22 *7.3%* | 25 *12.6%* E | 19 *6.6%* | 19 *13.3%* G | 12 *15.0%* G | 21 *10.0%* | 15 *10.4%* | 15 *9.3%* | 18 *12.8%* | 31 *8.5%* | 7 *9.3%* | 37 *9.6%* | 18 *13.5%* | 33 *8.7%* | 1 *3.7%* ** | 17 *16.0%* | 33 *9.3%* | 18 *11.1%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **51**<br>***100.0%*** | **11**<br>***100.0%*** | **18**<br>***100.0%*** | **12**<br>***100.0%*** | **9**<br>***100.0%*** | **22**<br>***100.0%*** | **25**<br>***100.0%*** | **19**<br>***100.0%*** | **19**<br>***100.0%*** | **12**<br>***100.0%*** | **21**<br>***100.0%*** | **15**<br>***100.0%*** | **15**<br>***100.0%*** | **18**<br>***100.0%*** | **31**<br>***100.0%*** | **7**<br>***100.0%*** | **37**<br>***100.0%*** | **18**<br>***100.0%*** | **33**<br>***100.0%*** | **1**<br>***100.0%*** | **17**<br>***100.0%*** | **33**<br>***100.0%*** | **18**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **48**<br>***100.0%*** | **9**<br>***100.0%*** | **18**<br>***100.0%*** | **11**<br>***100.0%*** | **9**<br>***100.0%*** | **20**<br>***100.0%*** | **24**<br>***100.0%*** | **17**<br>***100.0%*** | **18**<br>***100.0%*** | **12**<br>***100.0%*** | **19**<br>***100.0%*** | **14**<br>***100.0%*** | **15**<br>***100.0%*** | **18**<br>***100.0%*** | **29**<br>***100.0%*** | **6**<br>***100.0%*** | **35**<br>***100.0%*** | **18**<br>***100.0%*** | **30**<br>***100.0%*** | **1**<br>***100.0%*** | **17**<br>***100.0%*** | **30**<br>***100.0%*** | **18**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | 2 | - | 1 | - | 2 | 1 | 2 | 1 | - | 2 | 1 | - | - | 2 | 1 | 2 | - | 3 | - | - | 3 | - | - |
| Always | **26**<br>***54.2%*** | 4<br>*44.4%*<br>** | 6<br>*33.3%*<br>** | 10<br>*90.9%*<br>** | 5<br>*55.6%*<br>** | 9<br>*45.0%*<br>** | 15<br>*62.5%*<br>** | 9<br>*52.9%*<br>** | 11<br>*61.1%*<br>** | 5<br>*41.7%*<br>** | 11<br>*57.9%*<br>** | 9<br>*64.3%*<br>** | 6<br>*40.0%*<br>** | 6<br>*33.3%*<br>** | 20<br>*69.0%*<br>** | 3<br>*50.0%*<br>** | 18<br>*51.4%* | 11<br>*61.1%*<br>** | 15<br>*50.0%* | -<br>-<br>** | 11<br>*64.7%*<br>** | 15<br>*50.0%* | 11<br>*61.1%*<br>** | -<br>- |
| Usually | **12**<br>***25.0%*** | 2<br>*22.2%*<br>** | 7<br>*38.9%*<br>** | 1<br>*9.1%*<br>** | 2<br>*22.2%*<br>** | 7<br>*35.0%*<br>** | 5<br>*20.8%*<br>** | 4<br>*23.5%*<br>** | 5<br>*27.8%*<br>** | 3<br>*25.0%*<br>** | 5<br>*26.3%*<br>** | 4<br>*28.6%*<br>** | 3<br>*20.0%*<br>** | 6<br>*33.3%*<br>** | 5<br>*17.2%*<br>** | 1<br>*16.7%*<br>** | 9<br>*25.7%* | 5<br>*27.8%*<br>** | 7<br>*23.3%* | 1<br>*100.0%*<br>** | 4<br>*23.5%*<br>** | 9<br>*30.0%* | 3<br>*16.7%*<br>** | -<br>- |
| Sometimes | **3**<br>***6.3%*** | 1<br>*11.1%*<br>** | 1<br>*5.6%*<br>** | -<br>-<br>** | 1<br>*11.1%*<br>** | 1<br>*5.0%*<br>** | 1<br>*4.2%*<br>** | -<br>-<br>** | 2<br>*11.1%*<br>** | 1<br>*8.3%*<br>** | -<br>-<br>** | 1<br>*7.1%*<br>** | 2<br>*13.3%*<br>** | -<br>-<br>** | 3<br>*10.3%*<br>** | -<br>-<br>** | 3<br>*8.6%* | 1<br>*5.6%*<br>** | 2<br>*6.7%* | -<br>-<br>** | 1<br>*5.9%*<br>** | 1<br>*3.3%* | 2<br>*11.1%*<br>** | -<br>- |
| Never | **7**<br>***14.6%*** | 2<br>*22.2%*<br>** | 4<br>*22.2%*<br>** | -<br>-<br>** | 1<br>*11.1%*<br>** | 3<br>*15.0%*<br>** | 3<br>*12.5%*<br>** | 4<br>*23.5%*<br>** | -<br>-<br>** | 3<br>*25.0%*<br>** | 3<br>*15.8%*<br>** | -<br>-<br>** | 4<br>*26.7%*<br>** | 6<br>*33.3%*<br>** | 1<br>*3.4%*<br>** | 2<br>*33.3%*<br>** | 5<br>*14.3%* | 1<br>*5.6%*<br>** | 6<br>*20.0%* | -<br>-<br>** | 1<br>*5.9%*<br>** | 5<br>*16.7%* | 2<br>*11.1%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **38**<br>***79.2%*** | 6<br>*66.7%*<br>** | 13<br>*72.2%*<br>** | 11<br>*100.0%*<br>** | 7<br>*77.8%*<br>** | 16<br>*80.0%*<br>** | 20<br>*83.3%*<br>** | 13<br>*76.5%*<br>** | 16<br>*88.9%*<br>** | 8<br>*66.7%*<br>** | 16<br>*84.2%*<br>** | 13<br>*92.9%*<br>** | 9<br>*60.0%*<br>** | 12<br>*66.7%*<br>** | 25<br>*86.2%*<br>** | 4<br>*66.7%*<br>** | 27<br>*77.1%* | 16<br>*88.9%*<br>** | 22<br>*73.3%* | 1<br>*100.0%*<br>** | 15<br>*88.2%*<br>** | 24<br>*80.0%* | 14<br>*77.8%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **26**<br>***54.2%*** | 4<br>*44.4%*<br>** | 6<br>*33.3%*<br>** | 10<br>*90.9%*<br>** | 5<br>*55.6%*<br>** | 9<br>*45.0%*<br>** | 15<br>*62.5%*<br>** | 9<br>*52.9%*<br>** | 11<br>*61.1%*<br>** | 5<br>*41.7%*<br>** | 11<br>*57.9%*<br>** | 9<br>*64.3%*<br>** | 6<br>*40.0%*<br>** | 6<br>*33.3%*<br>** | 20<br>*69.0%*<br>** | 3<br>*50.0%*<br>** | 18<br>*51.4%* | 11<br>*61.1%*<br>** | 15<br>*50.0%* | -<br>-<br>** | 11<br>*64.7%*<br>** | 15<br>*50.0%* | 11<br>*61.1%*<br>** | -<br>- |
| 3-Point Score | **2.33** | 2.11 | 2.06 | 2.91 | 2.33 | 2.25 | 2.46 | 2.29 | 2.50 | 2.08 | 2.42 | 2.57 | 2.00 | 2.00 | 2.55 | 2.17 | 2.29 | 2.50 | 2.23 | 2.00 | 2.53 | 2.30 | 2.39 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **51**<br>***100.0%*** | **11**<br>***100.0%*** | **18**<br>***100.0%*** | **12**<br>***100.0%*** | **9**<br>***100.0%*** | **22**<br>***100.0%*** | **25**<br>***100.0%*** | **19**<br>***100.0%*** | **19**<br>***100.0%*** | **12**<br>***100.0%*** | **21**<br>***100.0%*** | **15**<br>***100.0%*** | **15**<br>***100.0%*** | **18**<br>***100.0%*** | **31**<br>***100.0%*** | **7**<br>***100.0%*** | **37**<br>***100.0%*** | **18**<br>***100.0%*** | **33**<br>***100.0%*** | **1**<br>***100.0%*** | **17**<br>***100.0%*** | **33**<br>***100.0%*** | **18**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **49**<br>***100.0%*** | **10**<br>***100.0%*** | **18**<br>***100.0%*** | **11**<br>***100.0%*** | **9**<br>***100.0%*** | **20**<br>***100.0%*** | **25**<br>***100.0%*** | **17**<br>***100.0%*** | **19**<br>***100.0%*** | **12**<br>***100.0%*** | **19**<br>***100.0%*** | **15**<br>***100.0%*** | **15**<br>***100.0%*** | **18**<br>***100.0%*** | **29**<br>***100.0%*** | **6**<br>***100.0%*** | **36**<br>***100.0%*** | **18**<br>***100.0%*** | **31**<br>***100.0%*** | **1**<br>***100.0%*** | **17**<br>***100.0%*** | **31**<br>***100.0%*** | **18**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **2** | 1 | - | 1 | - | 2 | - | 2 | - | - | 2 | - | - | - | 2 | 1 | 1 | - | 2 | - | - | 2 | - | - |
| Yes | **37**<br>***75.5%*** | 8<br>*80.0%*<br>** | 13<br>*72.2%*<br>** | 10<br>*90.9%*<br>** | 6<br>*66.7%*<br>** | 14<br>*70.0%*<br>** | 21<br>*84.0%*<br>** | 15<br>*88.2%*<br>** | 13<br>*68.4%*<br>** | 8<br>*66.7%*<br>** | 17<br>*89.5%*<br>** | 11<br>*73.3%*<br>** | 9<br>*60.0%*<br>** | 15<br>*83.3%*<br>** | 20<br>*69.0%*<br>** | 4<br>*66.7%*<br>** | 28<br>*77.8%* | 12<br>*66.7%*<br>** | 25<br>*80.6%* | 1<br>*100.0%*<br>** | 11<br>*64.7%*<br>** | 28<br>*90.3%* | 9<br>*50.0%*<br>** | -<br>- |
| No | **12**<br>***24.5%*** | 2<br>*20.0%*<br>** | 5<br>*27.8%*<br>** | 1<br>*9.1%*<br>** | 3<br>*33.3%*<br>** | 6<br>*30.0%*<br>** | 4<br>*16.0%*<br>** | 2<br>*11.8%*<br>** | 6<br>*31.6%*<br>** | 4<br>*33.3%*<br>** | 2<br>*10.5%*<br>** | 4<br>*26.7%*<br>** | 6<br>*40.0%*<br>** | 3<br>*16.7%*<br>** | 9<br>*31.0%*<br>** | 2<br>*33.3%*<br>** | 8<br>*22.2%* | 6<br>*33.3%*<br>** | 6<br>*19.4%* | -<br>-<br>** | 6<br>*35.3%*<br>** | 3<br>*9.7%* | 9<br>*50.0%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **37**<br>***75.5%*** | 8<br>*80.0%*<br>** | 13<br>*72.2%*<br>** | 10<br>*90.9%*<br>** | 6<br>*66.7%*<br>** | 14<br>*70.0%*<br>** | 21<br>*84.0%*<br>** | 15<br>*88.2%*<br>** | 13<br>*68.4%*<br>** | 8<br>*66.7%*<br>** | 17<br>*89.5%*<br>** | 11<br>*73.3%*<br>** | 9<br>*60.0%*<br>** | 15<br>*83.3%*<br>** | 20<br>*69.0%*<br>** | 4<br>*66.7%*<br>** | 28<br>*77.8%* | 12<br>*66.7%*<br>** | 25<br>*80.6%* | 1<br>*100.0%*<br>** | 11<br>*64.7%*<br>** | 28<br>*90.3%* | 9<br>*50.0%*<br>** | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **516**<br>***100.0%*** | **90**<br>***100.0%*** | **136**<br>***100.0%*** | **153**<br>***100.0%*** | **126**<br>***100.0%*** | **299**<br>***100.0%*** | **198**<br>***100.0%*** | **286**<br>***100.0%*** | **143**<br>***100.0%*** | **79**<br>***100.0%*** | **210**<br>***100.0%*** | **143**<br>***100.0%*** | **160**<br>***100.0%*** | **141**<br>***100.0%*** | **364**<br>***100.0%*** | **75**<br>***100.0%*** | **384**<br>***100.0%*** | **136**<br>***100.0%*** | **376**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **357**<br>***100.0%*** | **159**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **9** | 1 | 1 | 1 | 5 | 6 | 2 | 4 | 2 | 3 | 3 | 4 | 2 | 2 | 6 | - | 8 | - | 7 | - | - | 4 | 5 | - |
| Yes | **73**<br>***14.1%*** | 15<br>*16.7%* | 20<br>*14.7%* | 22<br>*14.4%* | 14<br>*11.1%* | 46<br>*15.4%* | 24<br>*12.1%* | 27<br>*9.4%* | 23<br>*16.1%*<br>G | 23<br>*29.1%*<br>GH | 31<br>*14.8%* | 18<br>*12.6%* | 24<br>*15.0%* | 20<br>*14.2%* | 53<br>*14.6%* | 10<br>*13.3%* | 54<br>*14.1%* | 26<br>*19.1%*<br>R | 46<br>*12.2%* | 6<br>*20.7%*<br>** | 20<br>*18.7%* | 44<br>*12.3%* | 29<br>*18.2%*<br>u | -<br>- |
| No | **443**<br>***85.9%*** | 75<br>*83.3%* | 116<br>*85.3%* | 131<br>*85.6%* | 112<br>*88.9%* | 253<br>*84.6%* | 174<br>*87.9%* | 259<br>*90.6%*<br>HI | 120<br>*83.9%*<br>I | 56<br>*70.9%* | 179<br>*85.2%* | 125<br>*87.4%* | 136<br>*85.0%* | 121<br>*85.8%* | 311<br>*85.4%* | 65<br>*86.7%* | 330<br>*85.9%* | 110<br>*80.9%* | 330<br>*87.8%*<br>Q | 23<br>*79.3%*<br>** | 87<br>*81.3%* | 313<br>*87.7%*<br>v | 130<br>*81.8%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **73**<br>***14.1%*** | 15<br>*16.7%* | 20<br>*14.7%* | 22<br>*14.4%* | 14<br>*11.1%* | 46<br>*15.4%* | 24<br>*12.1%* | 27<br>*9.4%* | 23<br>*16.1%*<br>G | 23<br>*29.1%*<br>GH | 31<br>*14.8%* | 18<br>*12.6%* | 24<br>*15.0%* | 20<br>*14.2%* | 53<br>*14.6%* | 10<br>*13.3%* | 54<br>*14.1%* | 26<br>*19.1%*<br>R | 46<br>*12.2%* | 6<br>*20.7%*<br>** | 20<br>*18.7%* | 44<br>*12.3%* | 29<br>*18.2%*<br>u | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **73**<br>***100.0%*** | **15**<br>***100.0%*** | **20**<br>***100.0%*** | **22**<br>***100.0%*** | **14**<br>***100.0%*** | **46**<br>***100.0%*** | **24**<br>***100.0%*** | **27**<br>***100.0%*** | **23**<br>***100.0%*** | **23**<br>***100.0%*** | **31**<br>***100.0%*** | **18**<br>***100.0%*** | **24**<br>***100.0%*** | **20**<br>***100.0%*** | **53**<br>***100.0%*** | **10**<br>***100.0%*** | **54**<br>***100.0%*** | **26**<br>***100.0%*** | **46**<br>***100.0%*** | **6**<br>***100.0%*** | **20**<br>***100.0%*** | **44**<br>***100.0%*** | **29**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **70**<br>***100.0%*** | **14**<br>***100.0%*** | **19**<br>***100.0%*** | **21**<br>***100.0%*** | **14**<br>***100.0%*** | **43**<br>***100.0%*** | **24**<br>***100.0%*** | **26**<br>***100.0%*** | **22**<br>***100.0%*** | **22**<br>***100.0%*** | **29**<br>***100.0%*** | **18**<br>***100.0%*** | **23**<br>***100.0%*** | **18**<br>***100.0%*** | **52**<br>***100.0%*** | **9**<br>***100.0%*** | **52**<br>***100.0%*** | **26**<br>***100.0%*** | **43**<br>***100.0%*** | **6**<br>***100.0%*** | **20**<br>***100.0%*** | **41**<br>***100.0%*** | **29**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | 1 | 1 | 1 | - | 3 | - | 1 | 1 | 1 | 2 | - | 1 | 2 | 1 | 1 | 2 | - | 3 | - | - | 3 | - | - |
| Always | **42**<br>***60.0%*** | 9<br>*64.3%*<br>** | 10<br>*52.6%*<br>** | 10<br>*47.6%*<br>** | 11<br>*78.6%*<br>** | 27<br>*62.8%* | 13<br>*54.2%*<br>** | 17<br>*65.4%*<br>** | 17<br>*77.3%*<br>** | 8<br>*36.4%*<br>** | 19<br>*65.5%*<br>** | 12<br>*66.7%*<br>** | 11<br>*47.8%*<br>** | 8<br>*44.4%*<br>** | 34<br>*65.4%* | 6<br>*66.7%*<br>** | 31<br>*59.6%* | 17<br>*65.4%*<br>** | 24<br>*55.8%* | 4<br>*66.7%*<br>** | 13<br>*65.0%*<br>** | 27<br>*65.9%* | 15<br>*51.7%*<br>** | -<br>- |
| Usually | **11**<br>***15.7%*** | 1<br>*7.1%*<br>** | 5<br>*26.3%*<br>** | 4<br>*19.0%*<br>** | 1<br>*7.1%*<br>** | 6<br>*14.0%* | 5<br>*20.8%*<br>** | 4<br>*15.4%*<br>** | -<br>-<br>** | 7<br>*31.8%*<br>** | 5<br>*17.2%*<br>** | -<br>-<br>** | 6<br>*26.1%*<br>** | 3<br>*16.7%*<br>** | 8<br>*15.4%* | 1<br>*11.1%*<br>** | 9<br>*17.3%* | 3<br>*11.5%*<br>** | 8<br>*18.6%* | -<br>-<br>** | 3<br>*15.0%*<br>** | 6<br>*14.6%* | 5<br>*17.2%*<br>** | -<br>- |
| Sometimes | **11**<br>***15.7%*** | 2<br>*14.3%*<br>** | 2<br>*10.5%*<br>** | 6<br>*28.6%*<br>** | 1<br>*7.1%*<br>** | 6<br>*14.0%* | 4<br>*16.7%*<br>** | 3<br>*11.5%*<br>** | 4<br>*18.2%*<br>** | 4<br>*18.2%*<br>** | 3<br>*10.3%*<br>** | 5<br>*27.8%*<br>** | 3<br>*13.0%*<br>** | 2<br>*11.1%*<br>** | 9<br>*17.3%* | 1<br>*11.1%*<br>** | 7<br>*13.5%* | 4<br>*15.4%*<br>** | 7<br>*16.3%* | 1<br>*16.7%*<br>** | 3<br>*15.0%*<br>** | 6<br>*14.6%* | 5<br>*17.2%*<br>** | -<br>- |
| Never | **6**<br>***8.6%*** | 2<br>*14.3%*<br>** | 2<br>*10.5%*<br>** | 1<br>*4.8%*<br>** | 1<br>*7.1%*<br>** | 4<br>*9.3%* | 2<br>*8.3%*<br>** | 2<br>*7.7%*<br>** | 1<br>*4.5%*<br>** | 3<br>*13.6%*<br>** | 2<br>*6.9%*<br>** | 1<br>*5.6%*<br>** | 3<br>*13.0%*<br>** | 5<br>*27.8%*<br>** | 1<br>*1.9%* | 1<br>*11.1%*<br>** | 5<br>*9.6%* | 2<br>*7.7%*<br>** | 4<br>*9.3%* | 1<br>*16.7%*<br>** | 1<br>*5.0%*<br>** | 2<br>*4.9%* | 4<br>*13.8%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **53**<br>***75.7%*** | 10<br>*71.4%*<br>** | 15<br>*78.9%*<br>** | 14<br>*66.7%*<br>** | 12<br>*85.7%*<br>** | 33<br>*76.7%* | 18<br>*75.0%*<br>** | 21<br>*80.8%*<br>** | 17<br>*77.3%*<br>** | 15<br>*68.2%*<br>** | 24<br>*82.8%*<br>** | 12<br>*66.7%*<br>** | 17<br>*73.9%*<br>** | 11<br>*61.1%*<br>** | 42<br>*80.8%* | 7<br>*77.8%*<br>** | 40<br>*76.9%* | 20<br>*76.9%*<br>** | 32<br>*74.4%* | 4<br>*66.7%*<br>** | 16<br>*80.0%*<br>** | 33<br>*80.5%* | 20<br>*69.0%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **42**<br>***60.0%*** | 9<br>*64.3%*<br>** | 10<br>*52.6%*<br>** | 10<br>*47.6%*<br>** | 11<br>*78.6%*<br>** | 27<br>*62.8%* | 13<br>*54.2%*<br>** | 17<br>*65.4%*<br>** | 17<br>*77.3%*<br>** | 8<br>*36.4%*<br>** | 19<br>*65.5%*<br>** | 12<br>*66.7%*<br>** | 11<br>*47.8%*<br>** | 8<br>*44.4%*<br>** | 34<br>*65.4%* | 6<br>*66.7%*<br>** | 31<br>*59.6%* | 17<br>*65.4%*<br>** | 24<br>*55.8%* | 4<br>*66.7%*<br>** | 13<br>*65.0%*<br>** | 27<br>*65.9%* | 15<br>*51.7%*<br>** | -<br>- |
| 3-Point Score | **2.36** | 2.36 | 2.32 | 2.14 | 2.64 | 2.40 | 2.29 | 2.46 | 2.55 | 2.05 | 2.48 | 2.33 | 2.22 | 2.06 | 2.46 | 2.44 | 2.37 | 2.42 | 2.30 | 2.33 | 2.45 | 2.46 | 2.21 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **73**<br>***100.0%*** | **15**<br>***100.0%*** | **20**<br>***100.0%*** | **22**<br>***100.0%*** | **14**<br>***100.0%*** | **46**<br>***100.0%*** | **24**<br>***100.0%*** | **27**<br>***100.0%*** | **23**<br>***100.0%*** | **23**<br>***100.0%*** | **31**<br>***100.0%*** | **18**<br>***100.0%*** | **24**<br>***100.0%*** | **20**<br>***100.0%*** | **53**<br>***100.0%*** | **10**<br>***100.0%*** | **54**<br>***100.0%*** | **26**<br>***100.0%*** | **46**<br>***100.0%*** | **6**<br>***100.0%*** | **20**<br>***100.0%*** | **44**<br>***100.0%*** | **29**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **70**<br>***100.0%*** | **14**<br>***100.0%*** | **19**<br>***100.0%*** | **21**<br>***100.0%*** | **14**<br>***100.0%*** | **43**<br>***100.0%*** | **24**<br>***100.0%*** | **26**<br>***100.0%*** | **22**<br>***100.0%*** | **22**<br>***100.0%*** | **29**<br>***100.0%*** | **18**<br>***100.0%*** | **23**<br>***100.0%*** | **18**<br>***100.0%*** | **52**<br>***100.0%*** | **9**<br>***100.0%*** | **52**<br>***100.0%*** | **26**<br>***100.0%*** | **43**<br>***100.0%*** | **6**<br>***100.0%*** | **20**<br>***100.0%*** | **41**<br>***100.0%*** | **29**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | 1 | 1 | 1 | - | 3 | - | 1 | 1 | 1 | 2 | - | 1 | 2 | 1 | 1 | 2 | - | 3 | - | - | 3 | - | - |
| Yes | **46**<br>***65.7%*** | 8<br>*57.1%*<br>** | 15<br>*78.9%*<br>** | 14<br>*66.7%*<br>** | 7<br>*50.0%*<br>** | 24<br>*55.8%* | 19<br>*79.2%*<br>** | 16<br>*61.5%*<br>** | 18<br>*81.8%*<br>** | 12<br>*54.5%*<br>** | 20<br>*69.0%*<br>** | 12<br>*66.7%*<br>** | 14<br>*60.9%*<br>** | 10<br>*55.6%*<br>** | 36<br>*69.2%* | 7<br>*77.8%*<br>** | 34<br>*65.4%* | 19<br>*73.1%*<br>** | 26<br>*60.5%* | 6<br>*100.0%*<br>** | 13<br>*65.0%*<br>** | 26<br>*63.4%* | 20<br>*69.0%*<br>** | -<br>- |
| No | **24**<br>***34.3%*** | 6<br>*42.9%*<br>** | 4<br>*21.1%*<br>** | 7<br>*33.3%*<br>** | 7<br>*50.0%*<br>** | 19<br>*44.2%* | 5<br>*20.8%*<br>** | 10<br>*38.5%*<br>** | 4<br>*18.2%*<br>** | 10<br>*45.5%*<br>** | 9<br>*31.0%*<br>** | 6<br>*33.3%*<br>** | 9<br>*39.1%*<br>** | 8<br>*44.4%*<br>** | 16<br>*30.8%* | 2<br>*22.2%*<br>** | 18<br>*34.6%* | 7<br>*26.9%*<br>** | 17<br>*39.5%* | -<br>-<br>** | 7<br>*35.0%*<br>** | 15<br>*36.6%* | 9<br>*31.0%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **46**<br>***65.7%*** | 8<br>*57.1%*<br>** | 15<br>*78.9%*<br>** | 14<br>*66.7%*<br>** | 7<br>*50.0%*<br>** | 24<br>*55.8%* | 19<br>*79.2%*<br>** | 16<br>*61.5%*<br>** | 18<br>*81.8%*<br>** | 12<br>*54.5%*<br>** | 20<br>*69.0%*<br>** | 12<br>*66.7%*<br>** | 14<br>*60.9%*<br>** | 10<br>*55.6%*<br>** | 36<br>*69.2%* | 7<br>*77.8%*<br>** | 34<br>*65.4%* | 19<br>*73.1%*<br>** | 26<br>*60.5%* | 6<br>*100.0%*<br>** | 13<br>*65.0%*<br>** | 26<br>*63.4%* | 20<br>*69.0%*<br>** | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **522**<br>***100.0%*** | **90**<br>***100.0%*** | **137**<br>***100.0%*** | **153**<br>***100.0%*** | **130**<br>***100.0%*** | **302**<br>***100.0%*** | **200**<br>***100.0%*** | **288**<br>***100.0%*** | **145**<br>***100.0%*** | **81**<br>***100.0%*** | **211**<br>***100.0%*** | **147**<br>***100.0%*** | **161**<br>***100.0%*** | **141**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **390**<br>***100.0%*** | **135**<br>***100.0%*** | **382**<br>***100.0%*** | **29**<br>***100.0%*** | **106**<br>***100.0%*** | **358**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | 1 | - | 1 | 1 | 3 | - | 2 | - | 1 | 2 | - | 1 | 2 | - | - | 2 | 1 | 1 | - | 1 | 3 | - | - |
| Yes | **195**<br>***37.4%*** | 34<br>*37.8%* | 46<br>*33.6%* | 59<br>*38.6%* | 49<br>*37.7%* | 124<br>*41.1%*<br>F | 63<br>*31.5%* | 98<br>*34.0%* | 57<br>*39.3%* | 37<br>*45.7%*<br>g | 35<br>*16.6%* | 58<br>*39.5%*<br>J | 100<br>*62.1%*<br>JK | 58<br>*41.1%* | 131<br>*35.4%* | 35<br>*46.7%*<br>P | 135<br>*34.6%* | 54<br>*40.0%* | 138<br>*36.1%* | 13<br>*44.8%*<br>** | 41<br>*38.7%* | 140<br>*39.1%* | 55<br>*33.5%* | -<br>- |
| No | **327**<br>***62.6%*** | 56<br>*62.2%* | 91<br>*66.4%* | 94<br>*61.4%* | 81<br>*62.3%* | 178<br>*58.9%* | 137<br>*68.5%*<br>E | 190<br>*66.0%*<br>i | 88<br>*60.7%* | 44<br>*54.3%* | 176<br>*83.4%*<br>KL | 89<br>*60.5%*<br>L | 61<br>*37.9%* | 83<br>*58.9%* | 239<br>*64.6%* | 40<br>*53.3%* | 255<br>*65.4%*<br>O | 81<br>*60.0%* | 244<br>*63.9%* | 16<br>*55.2%*<br>** | 65<br>*61.3%* | 218<br>*60.9%* | 109<br>*66.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **195**<br>***37.4%*** | 34<br>*37.8%* | 46<br>*33.6%* | 59<br>*38.6%* | 49<br>*37.7%* | 124<br>*41.1%*<br>F | 63<br>*31.5%* | 98<br>*34.0%* | 57<br>*39.3%* | 37<br>*45.7%*<br>g | 35<br>*16.6%* | 58<br>*39.5%*<br>J | 100<br>*62.1%*<br>JK | 58<br>*41.1%* | 131<br>*35.4%* | 35<br>*46.7%*<br>P | 135<br>*34.6%* | 54<br>*40.0%* | 138<br>*36.1%* | 13<br>*44.8%*<br>** | 41<br>*38.7%* | 140<br>*39.1%* | 55<br>*33.5%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **195**<br>***100.0%*** | **34**<br>***100.0%*** | **46**<br>***100.0%*** | **59**<br>***100.0%*** | **49**<br>***100.0%*** | **124**<br>***100.0%*** | **63**<br>***100.0%*** | **98**<br>***100.0%*** | **57**<br>***100.0%*** | **37**<br>***100.0%*** | **35**<br>***100.0%*** | **58**<br>***100.0%*** | **100**<br>***100.0%*** | **58**<br>***100.0%*** | **131**<br>***100.0%*** | **35**<br>***100.0%*** | **135**<br>***100.0%*** | **54**<br>***100.0%*** | **138**<br>***100.0%*** | **13**<br>***100.0%*** | **41**<br>***100.0%*** | **140**<br>***100.0%*** | **55**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **192**<br>***100.0%*** | **32**<br>***100.0%*** | **45**<br>***100.0%*** | **59**<br>***100.0%*** | **49**<br>***100.0%*** | **122**<br>***100.0%*** | **63**<br>***100.0%*** | **96**<br>***100.0%*** | **57**<br>***100.0%*** | **36**<br>***100.0%*** | **35**<br>***100.0%*** | **56**<br>***100.0%*** | **99**<br>***100.0%*** | **56**<br>***100.0%*** | **130**<br>***100.0%*** | **35**<br>***100.0%*** | **133**<br>***100.0%*** | **54**<br>***100.0%*** | **135**<br>***100.0%*** | **13**<br>***100.0%*** | **41**<br>***100.0%*** | **138**<br>***100.0%*** | **54**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | 2 | 1 | - | - | 2 | - | 2 | - | 1 | - | 2 | 1 | 2 | 1 | - | 2 | - | 3 | - | - | 2 | 1 | - |
| Always | **103**<br>***53.6%*** | 18<br>*56.3%* | 21<br>*46.7%* | 29<br>*49.2%* | 30<br>*61.2%* | 70<br>*57.4%* | 30<br>*47.6%* | 54<br>*56.3%* | 30<br>*52.6%* | 17<br>*47.2%* | 18<br>*51.4%* | 33<br>*58.9%* | 52<br>*52.5%* | 24<br>*42.9%* | 75<br>*57.7%*<br>m | 17<br>*48.6%* | 75<br>*56.4%* | 33<br>*61.1%* | 69<br>*51.1%* | 9<br>*69.2%*<br>** | 24<br>*58.5%* | 70<br>*50.7%* | 33<br>*61.1%* | -<br>- |
| Usually | **37**<br>***19.3%*** | 5<br>*15.6%* | 8<br>*17.8%* | 11<br>*18.6%* | 12<br>*24.5%* | 21<br>*17.2%* | 14<br>*22.2%* | 19<br>*19.8%* | 12<br>*21.1%* | 5<br>*13.9%* | 5<br>*14.3%* | 13<br>*23.2%* | 17<br>*17.2%* | 7<br>*12.5%* | 28<br>*21.5%* | 6<br>*17.1%* | 25<br>*18.8%* | 9<br>*16.7%* | 27<br>*20.0%* | -<br>-<br>** | 9<br>*22.0%* | 27<br>*19.6%* | 10<br>*18.5%* | -<br>- |
| Sometimes | **30**<br>***15.6%*** | 3<br>*9.4%* | 8<br>*17.8%* | 15<br>*25.4%*<br>aD | 4<br>*8.2%* | 19<br>*15.6%* | 11<br>*17.5%* | 11<br>*11.5%* | 10<br>*17.5%* | 9<br>*25.0%*<br>g | 8<br>*22.9%* | 7<br>*12.5%* | 15<br>*15.2%* | 10<br>*17.9%* | 20<br>*15.4%* | 6<br>*17.1%* | 21<br>*15.8%* | 9<br>*16.7%* | 20<br>*14.8%* | 3<br>*23.1%*<br>** | 6<br>*14.6%* | 20<br>*14.5%* | 10<br>*18.5%* | -<br>- |
| Never | **22**<br>***11.5%*** | 6<br>*18.8%*<br>cd | 8<br>*17.8%*<br>cd | 4<br>*6.8%* | 3<br>*6.1%* | 12<br>*9.8%* | 8<br>*12.7%* | 12<br>*12.5%* | 5<br>*8.8%* | 5<br>*13.9%* | 4<br>*11.4%* | 3<br>*5.4%* | 15<br>*15.2%*<br>k | 15<br>*26.8%*<br>N | 7<br>*5.4%* | 6<br>*17.1%* | 12<br>*9.0%* | 3<br>*5.6%* | 19<br>*14.1%* | 1<br>*7.7%*<br>** | 2<br>*4.9%* | 21<br>*15.2%*<br>V | 1<br>*1.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **140**<br>***72.9%*** | 23<br>*71.9%* | 29<br>*64.4%* | 40<br>*67.8%* | 42<br>*85.7%*<br>BC | 91<br>*74.6%* | 44<br>*69.8%* | 73<br>*76.0%*<br>i | 42<br>*73.7%* | 22<br>*61.1%* | 23<br>*65.7%* | 46<br>*82.1%*<br>jl | 69<br>*69.7%* | 31<br>*55.4%* | 103<br>*79.2%*<br>M | 23<br>*65.7%* | 100<br>*75.2%* | 42<br>*77.8%* | 96<br>*71.1%* | 9<br>*69.2%*<br>** | 33<br>*80.5%* | 97<br>*70.3%* | 43<br>*79.6%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **103**<br>***53.6%*** | 18<br>*56.3%* | 21<br>*46.7%* | 29<br>*49.2%* | 30<br>*61.2%* | 70<br>*57.4%* | 30<br>*47.6%* | 54<br>*56.3%* | 30<br>*52.6%* | 17<br>*47.2%* | 18<br>*51.4%* | 33<br>*58.9%* | 52<br>*52.5%* | 24<br>*42.9%* | 75<br>*57.7%*<br>m | 17<br>*48.6%* | 75<br>*56.4%* | 33<br>*61.1%* | 69<br>*51.1%* | 9<br>*69.2%*<br>** | 24<br>*58.5%* | 70<br>*50.7%* | 33<br>*61.1%* | -<br>- |
| 3-Point Score | **2.27** | 2.28 | 2.11 | 2.17 | 2.47 | 2.32 | 2.17 | 2.32 | 2.26 | 2.08 | 2.17 | 2.41 | 2.22 | 1.98 | 2.37 | 2.14 | 2.32 | 2.39 | 2.22 | 2.38 | 2.39 | 2.21 | 2.41 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **195** *100.0%* | **34** *100.0%* | **46** *100.0%* | **59** *100.0%* | **49** *100.0%* | **124** *100.0%* | **63** *100.0%* | **98** *100.0%* | **57** *100.0%* | **37** *100.0%* | **35** *100.0%* | **58** *100.0%* | **100** *100.0%* | **58** *100.0%* | **131** *100.0%* | **35** *100.0%* | **135** *100.0%* | **54** *100.0%* | **138** *100.0%* | **13** *100.0%* | **41** *100.0%* | **140** *100.0%* | **55** *100.0%* | **-** **-** |
| **Total Valid Responses** | **191** *100.0%* | **32** *100.0%* | **46** *100.0%* | **58** *100.0%* | **48** *100.0%* | **123** *100.0%* | **61** *100.0%* | **96** *100.0%* | **56** *100.0%* | **36** *100.0%* | **35** *100.0%* | **56** *100.0%* | **98** *100.0%* | **56** *100.0%* | **129** *100.0%* | **35** *100.0%* | **132** *100.0%* | **54** *100.0%* | **134** *100.0%* | **13** *100.0%* | **41** *100.0%* | **137** *100.0%* | **54** *100.0%* | **-** **-** |
| No Answer | **4** | 2 | - | 1 | 1 | 1 | 2 | 2 | 1 | 1 | - | 2 | 2 | 2 | 2 | - | 3 | - | 4 | - | - | 3 | 1 | - |
| Yes | **119** *62.3%* | 18 *56.3%* | 30 *65.2%* | 35 *60.3%* | 30 *62.5%* | 75 *61.0%* | 40 *65.6%* | 60 *62.5%* | 33 *58.9%* | 25 *69.4%* | 26 *74.3%* k | 31 *55.4%* | 60 *61.2%* | 30 *53.6%* | 85 *65.9%* | 21 *60.0%* | 88 *66.7%* | 37 *68.5%* | 81 *60.4%* | 8 *61.5%* ** | 29 *70.7%* | 82 *59.9%* | 37 *68.5%* | - - |
| No | **72** *37.7%* | 14 *43.8%* | 16 *34.8%* | 23 *39.7%* | 18 *37.5%* | 48 *39.0%* | 21 *34.4%* | 36 *37.5%* | 23 *41.1%* | 11 *30.6%* | 9 *25.7%* | 25 *44.6%* j | 38 *38.8%* | 26 *46.4%* | 44 *34.1%* | 14 *40.0%* | 44 *33.3%* | 17 *31.5%* | 53 *39.6%* | 5 *38.5%* ** | 12 *29.3%* | 55 *40.1%* | 17 *31.5%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **119** *62.3%* | 18 *56.3%* | 30 *65.2%* | 35 *60.3%* | 30 *62.5%* | 75 *61.0%* | 40 *65.6%* | 60 *62.5%* | 33 *58.9%* | 25 *69.4%* | 26 *74.3%* k | 31 *55.4%* | 60 *61.2%* | 30 *53.6%* | 85 *65.9%* | 21 *60.0%* | 88 *66.7%* | 37 *68.5%* | 81 *60.4%* | 8 *61.5%* ** | 29 *70.7%* | 82 *59.9%* | 37 *68.5%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **512**<br>***100.0%*** | **89**<br>***100.0%*** | **137**<br>***100.0%*** | **150**<br>***100.0%*** | **126**<br>***100.0%*** | **295**<br>***100.0%*** | **199**<br>***100.0%*** | **285**<br>***100.0%*** | **142**<br>***100.0%*** | **77**<br>***100.0%*** | **210**<br>***100.0%*** | **143**<br>***100.0%*** | **156**<br>***100.0%*** | **137**<br>***100.0%*** | **364**<br>***100.0%*** | **75**<br>***100.0%*** | **384**<br>***100.0%*** | **135**<br>***100.0%*** | **373**<br>***100.0%*** | **28**<br>***100.0%*** | **107**<br>***100.0%*** | **350**<br>***100.0%*** | **162**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **13** | 2 | - | 4 | 5 | 10 | 1 | 5 | 3 | 5 | 3 | 4 | 6 | 6 | 6 | - | 8 | 1 | 10 | 1 | - | 11 | 2 | - |
| Yes | **156**<br>***30.5%*** | 31<br>*34.8%* | 44<br>*32.1%* | 41<br>*27.3%* | 36<br>*28.6%* | 84<br>*28.5%* | 66<br>*33.2%* | 77<br>*27.0%* | 50<br>*35.2%*<br>g | 28<br>*36.4%* | 59<br>*28.1%* | 31<br>*21.7%* | 64<br>*41.0%*<br>JK | 37<br>*27.0%* | 117<br>*32.1%* | 22<br>*29.3%* | 128<br>*33.3%* | 54<br>*40.0%*<br>R | 102<br>*27.3%* | 9<br>*32.1%*<br>** | 45<br>*42.1%* | 105<br>*30.0%* | 51<br>*31.5%* | -<br>- |
| No | **356**<br>***69.5%*** | 58<br>*65.2%* | 93<br>*67.9%* | 109<br>*72.7%* | 90<br>*71.4%* | 211<br>*71.5%* | 133<br>*66.8%* | 208<br>*73.0%*<br>h | 92<br>*64.8%* | 49<br>*63.6%* | 151<br>*71.9%*<br>L | 112<br>*78.3%*<br>L | 92<br>*59.0%* | 100<br>*73.0%* | 247<br>*67.9%* | 53<br>*70.7%* | 256<br>*66.7%* | 81<br>*60.0%* | 271<br>*72.7%*<br>Q | 19<br>*67.9%*<br>** | 62<br>*57.9%* | 245<br>*70.0%* | 111<br>*68.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **156**<br>***30.5%*** | 31<br>*34.8%* | 44<br>*32.1%* | 41<br>*27.3%* | 36<br>*28.6%* | 84<br>*28.5%* | 66<br>*33.2%* | 77<br>*27.0%* | 50<br>*35.2%*<br>g | 28<br>*36.4%* | 59<br>*28.1%* | 31<br>*21.7%* | 64<br>*41.0%*<br>JK | 37<br>*27.0%* | 117<br>*32.1%* | 22<br>*29.3%* | 128<br>*33.3%* | 54<br>*40.0%*<br>R | 102<br>*27.3%* | 9<br>*32.1%*<br>** | 45<br>*42.1%* | 105<br>*30.0%* | 51<br>*31.5%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q29. (CC-CCC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 28
Level: Top

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q29. (CC-CCC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **156** *100.0%* | **31** *100.0%* | **44** *100.0%* | **41** *100.0%* | **36** *100.0%* | **84** *100.0%* | **66** *100.0%* | **77** *100.0%* | **50** *100.0%* | **28** *100.0%* | **59** *100.0%* | **31** *100.0%* | **64** *100.0%* | **37** *100.0%* | **117** *100.0%* | **22** *100.0%* | **128** *100.0%* | **54** *100.0%* | **102** *100.0%* | **9** *100.0%* | **45** *100.0%* | **105** *100.0%* | **51** *100.0%* | **-** **-** |
| **Total Valid Responses** | **154** *100.0%* | **31** *100.0%* | **44** *100.0%* | **39** *100.0%* | **36** *100.0%* | **84** *100.0%* | **64** *100.0%* | **75** *100.0%* | **50** *100.0%* | **28** *100.0%* | **58** *100.0%* | **31** *100.0%* | **63** *100.0%* | **36** *100.0%* | **116** *100.0%* | **22** *100.0%* | **126** *100.0%* | **54** *100.0%* | **100** *100.0%* | **9** *100.0%* | **45** *100.0%* | **104** *100.0%* | **50** *100.0%* | **-** **-** |
| No Answer | **2** | - | - | 2 | - | - | 2 | 2 | - | - | 1 | - | 1 | 1 | 1 | - | 2 | - | 2 | - | - | 1 | 1 | - |
| Yes | **91** *59.1%* | 16 *51.6%* | 32 *72.7%* aD | 24 *61.5%* | 18 *50.0%* | 52 *61.9%* | 36 *56.3%* | 46 *61.3%* | 27 *54.0%* | 17 *60.7%* ** | 36 *62.1%* | 15 *48.4%* | 38 *60.3%* | 24 *66.7%* | 66 *56.9%* | 12 *54.5%* ** | 76 *60.3%* | 40 *74.1%* R | 51 *51.0%* | 7 *77.8%* ** | 33 *73.3%* | 62 *59.6%* | 29 *58.0%* | - - |
| No | **63** *40.9%* | 15 *48.4%* b | 12 *27.3%* | 15 *38.5%* | 18 *50.0%* B | 32 *38.1%* | 28 *43.8%* | 29 *38.7%* | 23 *46.0%* | 11 *39.3%* ** | 22 *37.9%* | 16 *51.6%* | 25 *39.7%* | 12 *33.3%* | 50 *43.1%* | 10 *45.5%* ** | 50 *39.7%* | 14 *25.9%* | 49 *49.0%* Q | 2 *22.2%* ** | 12 *26.7%* | 42 *40.4%* | 21 *42.0%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **91** *59.1%* | 16 *51.6%* | 32 *72.7%* aD | 24 *61.5%* | 18 *50.0%* | 52 *61.9%* | 36 *56.3%* | 46 *61.3%* | 27 *54.0%* | 17 *60.7%* ** | 36 *62.1%* | 15 *48.4%* | 38 *60.3%* | 24 *66.7%* | 66 *56.9%* | 12 *54.5%* ** | 76 *60.3%* | 40 *74.1%* R | 51 *51.0%* | 7 *77.8%* ** | 33 *73.3%* | 62 *59.6%* | 29 *58.0%* | - - |
| 3-Point Score | **2.18** | 2.03 | 2.45 | 2.23 | 2.00 | 2.24 | 2.13 | 2.23 | 2.08 | 2.21 | 2.24 | 1.97 | 2.21 | 2.33 | 2.14 | 2.09 | 2.21 | 2.48 | 2.02 | 2.56 | 2.47 | 2.19 | 2.16 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **521**<br>***100.0%*** | **89**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **129**<br>***100.0%*** | **301**<br>***100.0%*** | **200**<br>***100.0%*** | **287**<br>***100.0%*** | **145**<br>***100.0%*** | **81**<br>***100.0%*** | **213**<br>***100.0%*** | **144**<br>***100.0%*** | **161**<br>***100.0%*** | **143**<br>***100.0%*** | **366**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **135**<br>***100.0%*** | **380**<br>***100.0%*** | **29**<br>***100.0%*** | **106**<br>***100.0%*** | **357**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **4** | 2 | - | - | 2 | 4 | - | 3 | - | 1 | - | 3 | 1 | - | 4 | - | - | 1 | 3 | - | 1 | 4 | - | - |
| Yes | **479**<br>***91.9%*** | 82<br>*92.1%* | 127<br>*92.7%* | 136<br>*88.3%* | 123<br>*95.3%*<br>C | 272<br>*90.4%* | 192<br>*96.0%*<br>E | 268<br>*93.4%* | 129<br>*89.0%* | 74<br>*91.4%* | 201<br>*94.4%*<br>I | 132<br>*91.7%* | 143<br>*88.8%* | 125<br>*87.4%* | 342<br>*93.4%*<br>M | 75<br>*100.0%* | 392<br>*100.0%* | 128<br>*94.8%* | 345<br>*90.8%* | 27<br>*93.1%*<br>** | 101<br>*95.3%* | 323<br>*90.5%* | 156<br>*95.1%*<br>u | -<br>- |
| No | **42**<br>***8.1%*** | 7<br>*7.9%* | 10<br>*7.3%* | 18<br>*11.7%*<br>D | 6<br>*4.7%* | 29<br>*9.6%*<br>F | 8<br>*4.0%* | 19<br>*6.6%* | 16<br>*11.0%* | 7<br>*8.6%* | 12<br>*5.6%* | 12<br>*8.3%* | 18<br>*11.2%*<br>j | 18<br>*12.6%*<br>N | 24<br>*6.6%* | -<br>- | -<br>- | 7<br>*5.2%* | 35<br>*9.2%* | 2<br>*6.9%*<br>** | 5<br>*4.7%* | 34<br>*9.5%*<br>v | 8<br>*4.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **479**<br>***91.9%*** | 82<br>*92.1%* | 127<br>*92.7%* | 136<br>*88.3%* | 123<br>*95.3%*<br>C | 272<br>*90.4%* | 192<br>*96.0%*<br>E | 268<br>*93.4%* | 129<br>*89.0%* | 74<br>*91.4%* | 201<br>*94.4%*<br>I | 132<br>*91.7%* | 143<br>*88.8%* | 125<br>*87.4%* | 342<br>*93.4%*<br>M | 75<br>*100.0%* | 392<br>*100.0%* | 128<br>*94.8%* | 345<br>*90.8%* | 27<br>*93.1%*<br>** | 101<br>*95.3%* | 323<br>*90.5%* | 156<br>*95.1%*<br>u | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **479**<br>***100.0%*** | **82**<br>***100.0%*** | **127**<br>***100.0%*** | **136**<br>***100.0%*** | **123**<br>***100.0%*** | **272**<br>***100.0%*** | **192**<br>***100.0%*** | **268**<br>***100.0%*** | **129**<br>***100.0%*** | **74**<br>***100.0%*** | **201**<br>***100.0%*** | **132**<br>***100.0%*** | **143**<br>***100.0%*** | **125**<br>***100.0%*** | **342**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **128**<br>***100.0%*** | **345**<br>***100.0%*** | **27**<br>***100.0%*** | **101**<br>***100.0%*** | **323**<br>***100.0%*** | **156**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **455**<br>***100.0%*** | **75**<br>***100.0%*** | **121**<br>***100.0%*** | **130**<br>***100.0%*** | **118**<br>***100.0%*** | **257**<br>***100.0%*** | **184**<br>***100.0%*** | **251**<br>***100.0%*** | **126**<br>***100.0%*** | **71**<br>***100.0%*** | **192**<br>***100.0%*** | **125**<br>***100.0%*** | **135**<br>***100.0%*** | **118**<br>***100.0%*** | **326**<br>***100.0%*** | **73**<br>***100.0%*** | **379**<br>***100.0%*** | **123**<br>***100.0%*** | **326**<br>***100.0%*** | **27**<br>***100.0%*** | **96**<br>***100.0%*** | **303**<br>***100.0%*** | **152**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **24** | 7 | 6 | 6 | 5 | 15 | 8 | 17 | 3 | 3 | 9 | 7 | 8 | 7 | 16 | 2 | 13 | 5 | 19 | - | 5 | 20 | 4 | - |
| None | **37**<br>***8.1%*** | 5<br>*6.7%* | 5<br>*4.1%* | 11<br>*8.5%* | 14<br>*11.9%*<br>B | 19<br>*7.4%* | 16<br>*8.7%* | 24<br>*9.6%* | 6<br>*4.8%* | 4<br>*5.6%* | 12<br>*6.3%* | 12<br>*9.6%* | 13<br>*9.6%* | 11<br>*9.3%* | 26<br>*8.0%* | 10<br>*13.7%*<br>p | 27<br>*7.1%* | 4<br>*3.3%* | 33<br>*10.1%*<br>Q | 1<br>*3.7%*<br>** | 3<br>*3.1%* | 23<br>*7.6%* | 14<br>*9.2%* | -<br>- |
| 1 time | **83**<br>***18.2%*** | 6<br>*8.0%* | 18<br>*14.9%* | 32<br>*24.6%*<br>Ab | 26<br>*22.0%*<br>A | 32<br>*12.5%* | 51<br>*27.7%*<br>E | 55<br>*21.9%*<br>hl | 18<br>*14.3%* | 7<br>*9.9%* | 39<br>*20.3%* | 22<br>*17.6%* | 20<br>*14.8%* | 18<br>*15.3%* | 61<br>*18.7%* | 13<br>*17.8%* | 70<br>*18.5%* | 18<br>*14.6%* | 64<br>*19.6%* | 4<br>*14.8%*<br>** | 14<br>*14.6%* | 55<br>*18.2%* | 28<br>*18.4%* | -<br>- |
| 2 | **103**<br>***22.6%*** | 20<br>*26.7%* | 25<br>*20.7%* | 30<br>*23.1%* | 25<br>*21.2%* | 52<br>*20.2%* | 46<br>*25.0%* | 62<br>*24.7%* | 30<br>*23.8%* | 11<br>*15.5%* | 42<br>*21.9%* | 32<br>*25.6%* | 28<br>*20.7%* | 25<br>*21.2%* | 73<br>*22.4%* | 20<br>*27.4%* | 83<br>*21.9%* | 21<br>*17.1%* | 81<br>*24.8%*<br>q | 5<br>*18.5%*<br>** | 16<br>*16.7%* | 71<br>*23.4%* | 32<br>*21.1%* | -<br>- |
| 3 | **95**<br>***20.9%*** | 17<br>*22.7%* | 32<br>*26.4%* | 24<br>*18.5%* | 22<br>*18.6%* | 63<br>*24.5%*<br>f | 32<br>*17.4%* | 48<br>*19.1%* | 30<br>*23.8%* | 16<br>*22.5%* | 41<br>*21.4%* | 25<br>*20.0%* | 29<br>*21.5%* | 28<br>*23.7%* | 66<br>*20.2%* | 7<br>*9.6%* | 86<br>*22.7%*<br>O | 25<br>*20.3%* | 69<br>*21.2%* | 5<br>*18.5%*<br>** | 20<br>*20.8%* | 67<br>*22.1%* | 28<br>*18.4%* | -<br>- |
| 4 | **52**<br>***11.4%*** | 8<br>*10.7%* | 17<br>*14.0%* | 13<br>*10.0%* | 12<br>*10.2%* | 35<br>*13.6%*<br>F | 13<br>*7.1%* | 23<br>*9.2%* | 21<br>*16.7%*<br>G | 8<br>*11.3%* | 21<br>*10.9%* | 15<br>*12.0%* | 16<br>*11.9%* | 11<br>*9.3%* | 40<br>*12.3%* | 5<br>*6.8%* | 47<br>*12.4%* | 24<br>*19.5%*<br>R | 27<br>*8.3%* | 6<br>*22.2%*<br>** | 18<br>*18.8%* | 36<br>*11.9%* | 16<br>*10.5%* | -<br>- |
| 5 to 9 | **66**<br>***14.5%*** | 14<br>*18.7%* | 19<br>*15.7%* | 16<br>*12.3%* | 15<br>*12.7%* | 42<br>*16.3%* | 21<br>*11.4%* | 32<br>*12.7%* | 16<br>*12.7%* | 18<br>*25.4%*<br>GH | 29<br>*15.1%* | 18<br>*14.4%* | 19<br>*14.1%* | 21<br>*17.8%* | 45<br>*13.8%* | 14<br>*19.2%* | 51<br>*13.5%* | 23<br>*18.7%*<br>r | 41<br>*12.6%* | 2<br>*7.4%*<br>** | 21<br>*21.9%* | 42<br>*13.9%* | 24<br>*15.8%* | -<br>- |
| 10 or more times | **19**<br>***4.2%*** | 5<br>*6.7%* | 5<br>*4.1%* | 4<br>*3.1%* | 4<br>*3.4%* | 14<br>*5.4%* | 5<br>*2.7%* | 7<br>*2.8%* | 5<br>*4.0%* | 7<br>*9.9%*<br>Gh | 8<br>*4.2%*<br>k | 1<br>*0.8%* | 10<br>*7.4%*<br>K | 4<br>*3.4%* | 15<br>*4.6%* | 4<br>*5.5%* | 15<br>*4.0%* | 8<br>*6.5%* | 11<br>*3.4%* | 4<br>*14.8%*<br>** | 4<br>*4.2%* | 9<br>*3.0%* | 10<br>*6.6%*<br>u | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 1 or more times | **418**<br>***91.9%*** | 70<br>*93.3%* | 116<br>*95.9%*<br>D | 119<br>*91.5%* | 104<br>*88.1%* | 238<br>*92.6%* | 168<br>*91.3%* | 227<br>*90.4%* | 120<br>*95.2%* | 67<br>*94.4%* | 180<br>*93.8%* | 113<br>*90.4%* | 122<br>*90.4%* | 107<br>*90.7%* | 300<br>*92.0%* | 63<br>*86.3%* | 352<br>*92.9%*<br>o | 119<br>*96.7%*<br>R | 293<br>*89.9%* | 26<br>*96.3%*<br>** | 93<br>*96.9%* | 280<br>*92.4%* | 138<br>*90.8%* | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418**<br>***100.0%*** | **70**<br>***100.0%*** | **116**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **238**<br>***100.0%*** | **168**<br>***100.0%*** | **227**<br>***100.0%*** | **120**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **113**<br>***100.0%*** | **122**<br>***100.0%*** | **107**<br>***100.0%*** | **300**<br>***100.0%*** | **63**<br>***100.0%*** | **352**<br>***100.0%*** | **119**<br>***100.0%*** | **293**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **280**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **415**<br>***100.0%*** | **70**<br>***100.0%*** | **114**<br>***100.0%*** | **119**<br>***100.0%*** | **103**<br>***100.0%*** | **236**<br>***100.0%*** | **167**<br>***100.0%*** | **227**<br>***100.0%*** | **118**<br>***100.0%*** | **66**<br>***100.0%*** | **180**<br>***100.0%*** | **111**<br>***100.0%*** | **121**<br>***100.0%*** | **106**<br>***100.0%*** | **299**<br>***100.0%*** | **63**<br>***100.0%*** | **350**<br>***100.0%*** | **119**<br>***100.0%*** | **290**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **278**<br>***100.0%*** | **137**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | - | 2 | - | 1 | 2 | 1 | - | 2 | 1 | - | 2 | 1 | 1 | 1 | - | 2 | - | 3 | - | - | 2 | 1 | - |
| Always | **328**<br>***79.0%*** | 60<br>*85.7%*<br>c | 91<br>*79.8%* | 89<br>*74.8%* | 83<br>*80.6%* | 184<br>*78.0%* | 137<br>*82.0%* | 188<br>*82.8%*<br>I | 90<br>*76.3%* | 46<br>*69.7%* | 147<br>*81.7%*<br>I | 90<br>*81.1%* | 88<br>*72.7%* | 69<br>*65.1%* | 250<br>*83.6%*<br>M | 23<br>*36.5%* | 304<br>*86.9%*<br>O | 92<br>*77.3%* | 231<br>*79.7%* | 14<br>*53.8%*<br>** | 78<br>*83.9%* | 220<br>*79.1%* | 108<br>*78.8%* | -<br>- |
| Usually | **53**<br>***12.8%*** | 4<br>*5.7%* | 15<br>*13.2%* | 17<br>*14.3%*<br>a | 16<br>*15.5%*<br>A | 34<br>*14.4%* | 17<br>*10.2%* | 25<br>*11.0%* | 15<br>*12.7%* | 13<br>*19.7%*<br>g | 20<br>*11.1%* | 14<br>*12.6%* | 19<br>*15.7%* | 26<br>*24.5%*<br>N | 27<br>*9.0%* | 15<br>*23.8%*<br>P | 38<br>*10.9%* | 16<br>*13.4%* | 37<br>*12.8%* | 7<br>*26.9%*<br>** | 9<br>*9.7%* | 38<br>*13.7%* | 15<br>*10.9%* | -<br>- |
| Sometimes | **31**<br>***7.5%*** | 6<br>*8.6%* | 8<br>*7.0%* | 12<br>*10.1%*<br>D | 3<br>*2.9%* | 17<br>*7.2%* | 12<br>*7.2%* | 12<br>*5.3%* | 12<br>*10.2%*<br>g | 7<br>*10.6%* | 11<br>*6.1%* | 6<br>*5.4%* | 14<br>*11.6%*<br>jk | 10<br>*9.4%* | 20<br>*6.7%* | 23<br>*36.5%*<br>P | 7<br>*2.0%* | 10<br>*8.4%* | 20<br>*6.9%* | 4<br>*15.4%*<br>** | 6<br>*6.5%* | 18<br>*6.5%* | 13<br>*9.5%* | -<br>- |
| Never | **3**<br>***0.7%*** | -<br>- | -<br>- | 1<br>*0.8%* | 1<br>*1.0%* | 1<br>*0.4%* | 1<br>*0.6%* | 2<br>*0.9%* | 1<br>*0.8%* | -<br>- | 2<br>*1.1%* | 1<br>*0.9%* | -<br>- | 1<br>*0.9%* | 2<br>*0.7%* | 2<br>*3.2%*<br>P | 1<br>*0.3%* | 1<br>*0.8%* | 2<br>*0.7%* | 1<br>*3.8%*<br>** | -<br>- | 2<br>*0.7%* | 1<br>*0.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **381**<br>***91.8%*** | 64<br>*91.4%* | 106<br>*93.0%* | 106<br>*89.1%* | 99<br>*96.1%*<br>c | 218<br>*92.4%* | 154<br>*92.2%* | 213<br>*93.8%* | 105<br>*89.0%* | 59<br>*89.4%* | 167<br>*92.8%* | 104<br>*93.7%* | 107<br>*88.4%* | 95<br>*89.6%* | 277<br>*92.6%* | 38<br>*60.3%* | 342<br>*97.7%*<br>O | 108<br>*90.8%* | 268<br>*92.4%* | 21<br>*80.8%*<br>** | 87<br>*93.5%* | 258<br>*92.8%* | 123<br>*89.8%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **328**<br>***79.0%*** | 60<br>*85.7%*<br>c | 91<br>*79.8%* | 89<br>*74.8%* | 83<br>*80.6%* | 184<br>*78.0%* | 137<br>*82.0%* | 188<br>*82.8%*<br>I | 90<br>*76.3%* | 46<br>*69.7%* | 147<br>*81.7%*<br>I | 90<br>*81.1%* | 88<br>*72.7%* | 69<br>*65.1%* | 250<br>*83.6%*<br>M | 23<br>*36.5%* | 304<br>*86.9%*<br>O | 92<br>*77.3%* | 231<br>*79.7%* | 14<br>*53.8%*<br>** | 78<br>*83.9%* | 220<br>*79.1%* | 108<br>*78.8%* | -<br>- |
| 3-Point Score | **2.71** | 2.77 | 2.73 | 2.64 | 2.77 | 2.70 | 2.74 | 2.77 | 2.65 | 2.59 | 2.74 | 2.75 | 2.61 | 2.55 | 2.76 | 1.97 | 2.85 | 2.68 | 2.72 | 2.35 | 2.77 | 2.72 | 2.69 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q33. (HWDC) In the last 6 months, how often did your childs personal doctor listen carefully to you?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418**<br>***100.0%*** | **70**<br>***100.0%*** | **116**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **238**<br>***100.0%*** | **168**<br>***100.0%*** | **227**<br>***100.0%*** | **120**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **113**<br>***100.0%*** | **122**<br>***100.0%*** | **107**<br>***100.0%*** | **300**<br>***100.0%*** | **63**<br>***100.0%*** | **352**<br>***100.0%*** | **119**<br>***100.0%*** | **293**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **280**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **414**<br>***100.0%*** | **69**<br>***100.0%*** | **114**<br>***100.0%*** | **119**<br>***100.0%*** | **103**<br>***100.0%*** | **236**<br>***100.0%*** | **166**<br>***100.0%*** | **226**<br>***100.0%*** | **117**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **111**<br>***100.0%*** | **120**<br>***100.0%*** | **106**<br>***100.0%*** | **297**<br>***100.0%*** | **62**<br>***100.0%*** | **350**<br>***100.0%*** | **118**<br>***100.0%*** | **290**<br>***100.0%*** | **26**<br>***100.0%*** | **92**<br>***100.0%*** | **276**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **4** | 1 | 2 | - | 1 | 2 | 2 | 1 | 3 | - | - | 2 | 2 | 1 | 3 | 1 | 2 | 1 | 3 | - | 1 | 4 | - | - |
| Always | **340**<br>***82.1%*** | 63<br>*91.3%*<br>bC | 92<br>*80.7%* | 90<br>*75.6%* | 88<br>*85.4%*<br>c | 199<br>*84.3%* | 132<br>*79.5%* | 194<br>*85.8%*<br>I | 93<br>*79.5%* | 50<br>*74.6%* | 158<br>*87.8%*<br>kL | 89<br>*80.2%* | 90<br>*75.0%* | 73<br>*68.9%* | 257<br>*86.5%*<br>M | 27<br>*43.5%* | 312<br>*89.1%*<br>O | 98<br>*83.1%* | 236<br>*81.4%* | 16<br>*61.5%*<br>** | 82<br>*89.1%* | 225<br>*81.5%* | 115<br>*83.3%* | -<br>- |
| Usually | **52**<br>***12.6%*** | 3<br>*4.3%* | 15<br>*13.2%*<br>a | 19<br>*16.0%*<br>A | 14<br>*13.6%*<br>A | 23<br>*9.7%* | 27<br>*16.3%*<br>e | 25<br>*11.1%* | 15<br>*12.8%* | 11<br>*16.4%* | 17<br>*9.4%* | 17<br>*15.3%* | 18<br>*15.0%* | 24<br>*22.6%*<br>N | 27<br>*9.1%* | 20<br>*32.3%*<br>P | 31<br>*8.9%* | 13<br>*11.0%* | 39<br>*13.4%* | 4<br>*15.4%*<br>** | 9<br>*9.8%* | 38<br>*13.8%* | 14<br>*10.1%* | -<br>- |
| Sometimes | **20**<br>***4.8%*** | 3<br>*4.3%* | 6<br>*5.3%*<br>d | 9<br>*7.6%*<br>D | 1<br>*1.0%* | 12<br>*5.1%* | 7<br>*4.2%* | 6<br>*2.7%* | 9<br>*7.7%*<br>G | 5<br>*7.5%*<br>g | 4<br>*2.2%* | 5<br>*4.5%* | 11<br>*9.2%*<br>J | 8<br>*7.5%* | 12<br>*4.0%* | 13<br>*21.0%*<br>P | 7<br>*2.0%* | 7<br>*5.9%* | 13<br>*4.5%* | 6<br>*23.1%*<br>** | 1<br>*1.1%* | 13<br>*4.7%* | 7<br>*5.1%* | -<br>- |
| Never | **2**<br>***0.5%*** | -<br>- | 1<br>*0.9%* | 1<br>*0.8%* | -<br>- | 2<br>*0.8%* | -<br>- | 1<br>*0.4%* | -<br>- | 1<br>*1.5%* | 1<br>*0.6%* | -<br>- | 1<br>*0.8%* | 1<br>*0.9%* | 1<br>*0.3%* | 2<br>*3.2%*<br>P | -<br>- | -<br>- | 2<br>*0.7%* | -<br>-<br>** | -<br>- | -<br>- | 2<br>*1.4%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **392**<br>***94.7%*** | 66<br>*95.7%* | 107<br>*93.9%* | 109<br>*91.6%* | 102<br>*99.0%*<br>BC | 222<br>*94.1%* | 159<br>*95.8%* | 219<br>*96.9%*<br>hI | 108<br>*92.3%* | 61<br>*91.0%* | 175<br>*97.2%*<br>L | 106<br>*95.5%* | 108<br>*90.0%* | 97<br>*91.5%* | 284<br>*95.6%* | 47<br>*75.8%* | 343<br>*98.0%*<br>O | 111<br>*94.1%* | 275<br>*94.8%* | 20<br>*76.9%*<br>** | 91<br>*98.9%* | 263<br>*95.3%* | 129<br>*93.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **340**<br>***82.1%*** | 63<br>*91.3%*<br>bC | 92<br>*80.7%* | 90<br>*75.6%* | 88<br>*85.4%*<br>c | 199<br>*84.3%* | 132<br>*79.5%* | 194<br>*85.8%*<br>I | 93<br>*79.5%* | 50<br>*74.6%* | 158<br>*87.8%*<br>kL | 89<br>*80.2%* | 90<br>*75.0%* | 73<br>*68.9%* | 257<br>*86.5%*<br>M | 27<br>*43.5%* | 312<br>*89.1%*<br>O | 98<br>*83.1%* | 236<br>*81.4%* | 16<br>*61.5%*<br>** | 82<br>*89.1%* | 225<br>*81.5%* | 115<br>*83.3%* | -<br>- |
| 3-Point Score | **2.77** | 2.87 | 2.75 | 2.67 | 2.84 | 2.78 | 2.75 | 2.83 | 2.72 | 2.66 | 2.85 | 2.76 | 2.65 | 2.60 | 2.82 | 2.19 | 2.87 | 2.77 | 2.76 | 2.38 | 2.88 | 2.77 | 2.77 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q34. (HWDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418**<br>***100.0%*** | **70**<br>***100.0%*** | **116**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **238**<br>***100.0%*** | **168**<br>***100.0%*** | **227**<br>***100.0%*** | **120**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **113**<br>***100.0%*** | **122**<br>***100.0%*** | **107**<br>***100.0%*** | **300**<br>***100.0%*** | **63**<br>***100.0%*** | **352**<br>***100.0%*** | **119**<br>***100.0%*** | **293**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **280**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **412**<br>***100.0%*** | **70**<br>***100.0%*** | **113**<br>***100.0%*** | **116**<br>***100.0%*** | **104**<br>***100.0%*** | **237**<br>***100.0%*** | **163**<br>***100.0%*** | **224**<br>***100.0%*** | **117**<br>***100.0%*** | **67**<br>***100.0%*** | **179**<br>***100.0%*** | **110**<br>***100.0%*** | **120**<br>***100.0%*** | **105**<br>***100.0%*** | **297**<br>***100.0%*** | **62**<br>***100.0%*** | **348**<br>***100.0%*** | **118**<br>***100.0%*** | **288**<br>***100.0%*** | **26**<br>***100.0%*** | **92**<br>***100.0%*** | **274**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **6** | - | 3 | 3 | - | 1 | 5 | 3 | 3 | - | 1 | 3 | 2 | 2 | 3 | 1 | 4 | 1 | 5 | - | 1 | 6 | - | - |
| Always | **345**<br>***83.7%*** | 65<br>*92.9%*<br>BC | 92<br>*81.4%* | 90<br>*77.6%* | 92<br>*88.5%*<br>C | 198<br>*83.5%* | 138<br>*84.7%* | 194<br>*86.6%* | 94<br>*80.3%* | 54<br>*80.6%* | 155<br>*86.6%* | 91<br>*82.7%* | 96<br>*80.0%* | 75<br>*71.4%* | 261<br>*87.9%*<br>M | 30<br>*48.4%* | 314<br>*90.2%*<br>O | 99<br>*83.9%* | 240<br>*83.3%* | 16<br>*61.5%*<br>** | 83<br>*90.2%* | 222<br>*81.0%* | 123<br>*89.1%*<br>U | -<br>- |
| Usually | **42**<br>***10.2%*** | 4<br>*5.7%* | 15<br>*13.3%* | 12<br>*10.3%* | 10<br>*9.6%* | 21<br>*8.9%* | 20<br>*12.3%* | 18<br>*8.0%* | 17<br>*14.5%*<br>g | 6<br>*9.0%* | 16<br>*8.9%* | 15<br>*13.6%* | 11<br>*9.2%* | 20<br>*19.0%*<br>N | 21<br>*7.1%* | 13<br>*21.0%*<br>P | 28<br>*8.0%* | 11<br>*9.3%* | 31<br>*10.8%* | 4<br>*15.4%*<br>** | 7<br>*7.6%* | 34<br>*12.4%*<br>V | 8<br>*5.8%* | -<br>- |
| Sometimes | **25**<br>***6.1%*** | 1<br>*1.4%* | 6<br>*5.3%* | 14<br>*12.1%*<br>AbD | 2<br>*1.9%* | 18<br>*7.6%*<br>f | 5<br>*3.1%* | 12<br>*5.4%* | 6<br>*5.1%* | 7<br>*10.4%* | 8<br>*4.5%* | 4<br>*3.6%* | 13<br>*10.8%*<br>JK | 10<br>*9.5%* | 15<br>*5.1%* | 19<br>*30.6%*<br>P | 6<br>*1.7%* | 8<br>*6.8%* | 17<br>*5.9%* | 6<br>*23.1%*<br>** | 2<br>*2.2%* | 18<br>*6.6%* | 7<br>*5.1%* | -<br>- |
| Never | **-**<br>**-** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **387**<br>***93.9%*** | 69<br>*98.6%*<br>C | 107<br>*94.7%*<br>c | 102<br>*87.9%* | 102<br>*98.1%*<br>C | 219<br>*92.4%* | 158<br>*96.9%*<br>e | 212<br>*94.6%* | 111<br>*94.9%* | 60<br>*89.6%* | 171<br>*95.5%*<br>L | 106<br>*96.4%*<br>L | 107<br>*89.2%* | 95<br>*90.5%* | 282<br>*94.9%* | 43<br>*69.4%* | 342<br>*98.3%*<br>O | 110<br>*93.2%* | 271<br>*94.1%* | 20<br>*76.9%*<br>** | 90<br>*97.8%* | 256<br>*93.4%* | 131<br>*94.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **345**<br>***83.7%*** | 65<br>*92.9%*<br>BC | 92<br>*81.4%* | 90<br>*77.6%* | 92<br>*88.5%*<br>C | 198<br>*83.5%* | 138<br>*84.7%* | 194<br>*86.6%* | 94<br>*80.3%* | 54<br>*80.6%* | 155<br>*86.6%* | 91<br>*82.7%* | 96<br>*80.0%* | 75<br>*71.4%* | 261<br>*87.9%*<br>M | 30<br>*48.4%* | 314<br>*90.2%*<br>O | 99<br>*83.9%* | 240<br>*83.3%* | 16<br>*61.5%*<br>** | 83<br>*90.2%* | 222<br>*81.0%* | 123<br>*89.1%*<br>U | -<br>- |
| 3-Point Score | **2.78** | 2.91 | 2.76 | 2.66 | 2.87 | 2.76 | 2.82 | 2.81 | 2.75 | 2.70 | 2.82 | 2.79 | 2.69 | 2.62 | 2.83 | 2.18 | 2.89 | 2.77 | 2.77 | 2.38 | 2.88 | 2.74 | 2.84 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q35. Is your child able to talk with doctors about his or her health care?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418**<br>***100.0%*** | **70**<br>***100.0%*** | **116**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **238**<br>***100.0%*** | **168**<br>***100.0%*** | **227**<br>***100.0%*** | **120**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **113**<br>***100.0%*** | **122**<br>***100.0%*** | **107**<br>***100.0%*** | **300**<br>***100.0%*** | **63**<br>***100.0%*** | **352**<br>***100.0%*** | **119**<br>***100.0%*** | **293**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **280**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **415**<br>***100.0%*** | **70**<br>***100.0%*** | **114**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **237**<br>***100.0%*** | **167**<br>***100.0%*** | **226**<br>***100.0%*** | **118**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **112**<br>***100.0%*** | **120**<br>***100.0%*** | **106**<br>***100.0%*** | **298**<br>***100.0%*** | **62**<br>***100.0%*** | **351**<br>***100.0%*** | **118**<br>***100.0%*** | **291**<br>***100.0%*** | **26**<br>***100.0%*** | **92**<br>***100.0%*** | **278**<br>***100.0%*** | **137**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | - | 2 | - | - | 1 | 1 | 1 | 2 | - | - | 1 | 2 | 1 | 2 | 1 | 1 | 1 | 2 | - | 1 | 2 | 1 | - |
| Yes | **315**<br>***75.9%*** | 42<br>*60.0%* | 82<br>*71.9%*<br>a | 89<br>*74.8%*<br>A | 96<br>*92.3%*<br>ABC | 182<br>*76.8%* | 125<br>*74.9%* | 167<br>*73.9%* | 97<br>*82.2%*<br>gi | 47<br>*70.1%* | 123<br>*68.3%* | 95<br>*84.8%*<br>J | 94<br>*78.3%*<br>j | 79<br>*74.5%* | 225<br>*75.5%* | 46<br>*74.2%* | 267<br>*76.1%* | 88<br>*74.6%* | 223<br>*76.6%* | 22<br>*84.6%*<br>** | 66<br>*71.7%* | 212<br>*76.3%* | 103<br>*75.2%* | -<br>- |
| No | **100**<br>***24.1%*** | 28<br>*40.0%*<br>bCD | 32<br>*28.1%*<br>D | 30<br>*25.2%*<br>D | 8<br>*7.7%* | 55<br>*23.2%* | 42<br>*25.1%* | 59<br>*26.1%*<br>h | 21<br>*17.8%* | 20<br>*29.9%*<br>h | 57<br>*31.7%*<br>Kl | 17<br>*15.2%* | 26<br>*21.7%* | 27<br>*25.5%* | 73<br>*24.5%* | 16<br>*25.8%* | 84<br>*23.9%* | 30<br>*25.4%* | 68<br>*23.4%* | 4<br>*15.4%*<br>** | 26<br>*28.3%* | 66<br>*23.7%* | 34<br>*24.8%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **315**<br>***75.9%*** | 42<br>*60.0%* | 82<br>*71.9%*<br>a | 89<br>*74.8%*<br>A | 96<br>*92.3%*<br>ABC | 182<br>*76.8%* | 125<br>*74.9%* | 167<br>*73.9%* | 97<br>*82.2%*<br>gi | 47<br>*70.1%* | 123<br>*68.3%* | 95<br>*84.8%*<br>J | 94<br>*78.3%*<br>j | 79<br>*74.5%* | 225<br>*75.5%* | 46<br>*74.2%* | 267<br>*76.1%* | 88<br>*74.6%* | 223<br>*76.6%* | 22<br>*84.6%*<br>** | 66<br>*71.7%* | 212<br>*76.3%* | 103<br>*75.2%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **315**<br>***100.0%*** | **42**<br>***100.0%*** | **82**<br>***100.0%*** | **89**<br>***100.0%*** | **96**<br>***100.0%*** | **182**<br>***100.0%*** | **125**<br>***100.0%*** | **167**<br>***100.0%*** | **97**<br>***100.0%*** | **47**<br>***100.0%*** | **123**<br>***100.0%*** | **95**<br>***100.0%*** | **94**<br>***100.0%*** | **79**<br>***100.0%*** | **225**<br>***100.0%*** | **46**<br>***100.0%*** | **267**<br>***100.0%*** | **88**<br>***100.0%*** | **223**<br>***100.0%*** | **22**<br>***100.0%*** | **66**<br>***100.0%*** | **212**<br>***100.0%*** | **103**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **309**<br>***100.0%*** | **41**<br>***100.0%*** | **77**<br>***100.0%*** | **89**<br>***100.0%*** | **96**<br>***100.0%*** | **180**<br>***100.0%*** | **121**<br>***100.0%*** | **163**<br>***100.0%*** | **95**<br>***100.0%*** | **47**<br>***100.0%*** | **118**<br>***100.0%*** | **95**<br>***100.0%*** | **93**<br>***100.0%*** | **76**<br>***100.0%*** | **222**<br>***100.0%*** | **44**<br>***100.0%*** | **263**<br>***100.0%*** | **87**<br>***100.0%*** | **218**<br>***100.0%*** | **22**<br>***100.0%*** | **65**<br>***100.0%*** | **206**<br>***100.0%*** | **103**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **6** | 1 | 5 | - | - | 2 | 4 | 4 | 2 | - | 5 | - | 1 | 3 | 3 | 2 | 4 | 1 | 5 | - | 1 | 6 | - | - |
| Always | **228**<br>***73.8%*** | 34<br>*82.9%*<br>c | 53<br>*68.8%* | 60<br>*67.4%* | 77<br>*80.2%*<br>bC | 135<br>*75.0%* | 88<br>*72.7%* | 126<br>*77.3%* | 66<br>*69.5%* | 32<br>*68.1%* | 90<br>*76.3%* | 71<br>*74.7%* | 64<br>*68.8%* | 43<br>*56.6%* | 175<br>*78.8%*<br>M | 17<br>*38.6%* | 209<br>*79.5%*<br>O | 64<br>*73.6%* | 160<br>*73.4%* | 13<br>*59.1%*<br>** | 51<br>*78.5%* | 153<br>*74.3%* | 75<br>*72.8%* | -<br>- |
| Usually | **53**<br>***17.2%*** | 4<br>*9.8%* | 15<br>*19.5%* | 19<br>*21.3%* | 14<br>*14.6%* | 27<br>*15.0%* | 24<br>*19.8%* | 25<br>*15.3%* | 20<br>*21.1%* | 8<br>*17.0%* | 19<br>*16.1%* | 17<br>*17.9%* | 17<br>*18.3%* | 21<br>*27.6%*<br>N | 31<br>*14.0%* | 13<br>*29.5%*<br>P | 40<br>*15.2%* | 11<br>*12.6%* | 42<br>*19.3%* | 3<br>*13.6%*<br>** | 8<br>*12.3%* | 36<br>*17.5%* | 17<br>*16.5%* | -<br>- |
| Sometimes | **22**<br>***7.1%*** | 3<br>*7.3%* | 7<br>*9.1%*<br>d | 9<br>*10.1%*<br>d | 3<br>*3.1%* | 13<br>*7.2%* | 9<br>*7.4%* | 10<br>*6.1%* | 7<br>*7.4%* | 5<br>*10.6%* | 6<br>*5.1%* | 6<br>*6.3%* | 10<br>*10.8%* | 11<br>*14.5%*<br>N | 11<br>*5.0%* | 10<br>*22.7%*<br>P | 12<br>*4.6%* | 10<br>*11.5%*<br>r | 12<br>*5.5%* | 5<br>*22.7%*<br>** | 5<br>*7.7%* | 13<br>*6.3%* | 9<br>*8.7%* | -<br>- |
| Never | **6**<br>***1.9%*** | -<br>- | 2<br>*2.6%* | 1<br>*1.1%* | 2<br>*2.1%* | 5<br>*2.8%*<br>f | -<br>- | 2<br>*1.2%* | 2<br>*2.1%* | 2<br>*4.3%* | 3<br>*2.5%* | 1<br>*1.1%* | 2<br>*2.2%* | 1<br>*1.3%* | 5<br>*2.3%* | 4<br>*9.1%*<br>P | 2<br>*0.8%* | 2<br>*2.3%* | 4<br>*1.8%* | 1<br>*4.5%*<br>** | 1<br>*1.5%* | 4<br>*1.9%* | 2<br>*1.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **281**<br>***90.9%*** | 38<br>*92.7%* | 68<br>*88.3%* | 79<br>*88.8%* | 91<br>*94.8%* | 162<br>*90.0%* | 112<br>*92.6%* | 151<br>*92.6%* | 86<br>*90.5%* | 40<br>*85.1%* | 109<br>*92.4%* | 88<br>*92.6%* | 81<br>*87.1%* | 64<br>*84.2%* | 206<br>*92.8%*<br>M | 30<br>*68.2%* | 249<br>*94.7%*<br>O | 75<br>*86.2%* | 202<br>*92.7%*<br>q | 16<br>*72.7%*<br>** | 59<br>*90.8%* | 189<br>*91.7%* | 92<br>*89.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **228**<br>***73.8%*** | 34<br>*82.9%*<br>c | 53<br>*68.8%* | 60<br>*67.4%* | 77<br>*80.2%*<br>bC | 135<br>*75.0%* | 88<br>*72.7%* | 126<br>*77.3%* | 66<br>*69.5%* | 32<br>*68.1%* | 90<br>*76.3%* | 71<br>*74.7%* | 64<br>*68.8%* | 43<br>*56.6%* | 175<br>*78.8%*<br>M | 17<br>*38.6%* | 209<br>*79.5%*<br>O | 64<br>*73.6%* | 160<br>*73.4%* | 13<br>*59.1%*<br>** | 51<br>*78.5%* | 153<br>*74.3%* | 75<br>*72.8%* | -<br>- |
| 3-Point Score | **2.65** | 2.76 | 2.57 | 2.56 | 2.75 | 2.65 | 2.65 | 2.70 | 2.60 | 2.53 | 2.69 | 2.67 | 2.56 | 2.41 | 2.72 | 2.07 | 2.74 | 2.60 | 2.66 | 2.32 | 2.69 | 2.66 | 2.62 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q37. (HWDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418**<br>***100.0%*** | **70**<br>***100.0%*** | **116**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **238**<br>***100.0%*** | **168**<br>***100.0%*** | **227**<br>***100.0%*** | **120**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **113**<br>***100.0%*** | **122**<br>***100.0%*** | **107**<br>***100.0%*** | **300**<br>***100.0%*** | **63**<br>***100.0%*** | **352**<br>***100.0%*** | **119**<br>***100.0%*** | **293**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **280**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **413**<br>***100.0%*** | **68**<br>***100.0%*** | **113**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **235**<br>***100.0%*** | **166**<br>***100.0%*** | **226**<br>***100.0%*** | **118**<br>***100.0%*** | **65**<br>***100.0%*** | **177**<br>***100.0%*** | **113**<br>***100.0%*** | **120**<br>***100.0%*** | **105**<br>***100.0%*** | **297**<br>***100.0%*** | **60**<br>***100.0%*** | **351**<br>***100.0%*** | **118**<br>***100.0%*** | **289**<br>***100.0%*** | **26**<br>***100.0%*** | **92**<br>***100.0%*** | **275**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **5** | 2 | 3 | - | - | 3 | 2 | 1 | 2 | 2 | 3 | - | 2 | 2 | 3 | 3 | 1 | 1 | 4 | - | 1 | 5 | - | - |
| Always | **289**<br>***70.0%*** | 51<br>*75.0%* | 79<br>*69.9%* | 78<br>*65.5%* | 76<br>*73.1%* | 168<br>*71.5%* | 115<br>*69.3%* | 172<br>*76.1%*<br>HI | 76<br>*64.4%* | 38<br>*58.5%* | 139<br>*78.5%*<br>KL | 75<br>*66.4%* | 72<br>*60.0%* | 58<br>*55.2%* | 221<br>*74.4%*<br>M | 19<br>*31.7%* | 269<br>*76.6%*<br>O | 80<br>*67.8%* | 204<br>*70.6%* | 13<br>*50.0%*<br>** | 67<br>*72.8%* | 189<br>*68.7%* | 100<br>*72.5%* | -<br>- |
| Usually | **75**<br>***18.2%*** | 10<br>*14.7%* | 19<br>*16.8%* | 24<br>*20.2%* | 20<br>*19.2%* | 33<br>*14.0%* | 38<br>*22.9%*<br>E | 36<br>*15.9%* | 28<br>*23.7%*<br>g | 10<br>*15.4%* | 27<br>*15.3%* | 23<br>*20.4%* | 25<br>*20.8%* | 26<br>*24.8%*<br>n | 49<br>*16.5%* | 14<br>*23.3%* | 60<br>*17.1%* | 24<br>*20.3%* | 50<br>*17.3%* | 5<br>*19.2%*<br>** | 19<br>*20.7%* | 56<br>*20.4%* | 19<br>*13.8%* | -<br>- |
| Sometimes | **34**<br>***8.2%*** | 5<br>*7.4%* | 11<br>*9.7%* | 11<br>*9.2%* | 6<br>*5.8%* | 22<br>*9.4%* | 11<br>*6.6%* | 11<br>*4.9%* | 12<br>*10.2%*<br>g | 11<br>*16.9%*<br>G | 7<br>*4.0%* | 10<br>*8.8%*<br>j | 17<br>*14.2%*<br>J | 17<br>*16.2%*<br>N | 16<br>*5.4%* | 18<br>*30.0%*<br>P | 16<br>*4.6%* | 9<br>*7.6%* | 25<br>*8.7%* | 5<br>*19.2%*<br>** | 4<br>*4.3%* | 23<br>*8.4%* | 11<br>*8.0%* | -<br>- |
| Never | **15**<br>***3.6%*** | 2<br>*2.9%* | 4<br>*3.5%* | 6<br>*5.0%* | 2<br>*1.9%* | 12<br>*5.1%*<br>F | 2<br>*1.2%* | 7<br>*3.1%* | 2<br>*1.7%* | 6<br>*9.2%*<br>GH | 4<br>*2.3%* | 5<br>*4.4%* | 6<br>*5.0%* | 4<br>*3.8%* | 11<br>*3.7%* | 9<br>*15.0%*<br>P | 6<br>*1.7%* | 5<br>*4.2%* | 10<br>*3.5%* | 3<br>*11.5%*<br>** | 2<br>*2.2%* | 7<br>*2.5%* | 8<br>*5.8%*<br>u | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **364**<br>***88.1%*** | 61<br>*89.7%* | 98<br>*86.7%* | 102<br>*85.7%* | 96<br>*92.3%* | 201<br>*85.5%* | 153<br>*92.2%*<br>E | 208<br>*92.0%*<br>I | 104<br>*88.1%*<br>I | 48<br>*73.8%* | 166<br>*93.8%*<br>KL | 98<br>*86.7%* | 97<br>*80.8%* | 84<br>*80.0%* | 270<br>*90.9%*<br>M | 33<br>*55.0%* | 329<br>*93.7%*<br>O | 104<br>*88.1%* | 254<br>*87.9%* | 18<br>*69.2%*<br>** | 86<br>*93.5%* | 245<br>*89.1%* | 119<br>*86.2%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **289**<br>***70.0%*** | 51<br>*75.0%* | 79<br>*69.9%* | 78<br>*65.5%* | 76<br>*73.1%* | 168<br>*71.5%* | 115<br>*69.3%* | 172<br>*76.1%*<br>HI | 76<br>*64.4%* | 38<br>*58.5%* | 139<br>*78.5%*<br>KL | 75<br>*66.4%* | 72<br>*60.0%* | 58<br>*55.2%* | 221<br>*74.4%*<br>M | 19<br>*31.7%* | 269<br>*76.6%*<br>O | 80<br>*67.8%* | 204<br>*70.6%* | 13<br>*50.0%*<br>** | 67<br>*72.8%* | 189<br>*68.7%* | 100<br>*72.5%* | -<br>- |
| 3-Point Score | **2.58** | 2.65 | 2.57 | 2.51 | 2.65 | 2.57 | 2.61 | 2.68 | 2.53 | 2.32 | 2.72 | 2.53 | 2.41 | 2.35 | 2.65 | 1.87 | 2.70 | 2.56 | 2.58 | 2.19 | 2.66 | 2.58 | 2.59 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418** *100.0%* | **70** *100.0%* | **116** *100.0%* | **119** *100.0%* | **104** *100.0%* | **238** *100.0%* | **168** *100.0%* | **227** *100.0%* | **120** *100.0%* | **67** *100.0%* | **180** *100.0%* | **113** *100.0%* | **122** *100.0%* | **107** *100.0%* | **300** *100.0%* | **63** *100.0%* | **352** *100.0%* | **119** *100.0%* | **293** *100.0%* | **26** *100.0%* | **93** *100.0%* | **280** *100.0%* | **138** *100.0%* | **-** **-** |
| **Total Valid Responses** | **415** *100.0%* | **69** *100.0%* | **115** *100.0%* | **119** *100.0%* | **103** *100.0%* | **237** *100.0%* | **166** *100.0%* | **226** *100.0%* | **119** *100.0%* | **66** *100.0%* | **179** *100.0%* | **113** *100.0%* | **120** *100.0%* | **107** *100.0%* | **297** *100.0%* | **62** *100.0%* | **351** *100.0%* | **119** *100.0%* | **290** *100.0%* | **26** *100.0%* | **93** *100.0%* | **277** *100.0%* | **138** *100.0%* | **-** **-** |
| No Answer | **3** | 1 | 1 | - | 1 | 1 | 2 | 1 | 1 | 1 | 1 | - | 2 | - | 3 | 1 | 1 | - | 3 | - | - | 3 | - | - |
| Yes | **347** *83.6%* | 58 *84.1%* | 98 *85.2%* | 98 *82.4%* | 86 *83.5%* | 202 *85.2%* | 136 *81.9%* | 191 *84.5%* | 93 *78.2%* | 59 *89.4%* h | 156 *87.2%* | 91 *80.5%* | 97 *80.8%* | 84 *78.5%* | 254 *85.5%* m | 39 *62.9%* | 307 *87.5%* O | 104 *87.4%* | 237 *81.7%* | 22 *84.6%* ** | 82 *88.2%* | 232 *83.8%* | 115 *83.3%* | - - |
| No | **68** *16.4%* | 11 *15.9%* | 17 *14.8%* | 21 *17.6%* | 17 *16.5%* | 35 *14.8%* | 30 *18.1%* | 35 *15.5%* | 26 *21.8%* i | 7 *10.6%* | 23 *12.8%* | 22 *19.5%* | 23 *19.2%* | 23 *21.5%* n | 43 *14.5%* | 23 *37.1%* P | 44 *12.5%* | 15 *12.6%* | 53 *18.3%* | 4 *15.4%* ** | 11 *11.8%* | 45 *16.2%* | 23 *16.7%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **347** *83.6%* | 58 *84.1%* | 98 *85.2%* | 98 *82.4%* | 86 *83.5%* | 202 *85.2%* | 136 *81.9%* | 191 *84.5%* | 93 *78.2%* | 59 *89.4%* h | 156 *87.2%* | 91 *80.5%* | 97 *80.8%* | 84 *78.5%* | 254 *85.5%* m | 39 *62.9%* | 307 *87.5%* O | 104 *87.4%* | 237 *81.7%* | 22 *84.6%* ** | 82 *88.2%* | 232 *83.8%* | 115 *83.3%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418** *100.0%* | **70** *100.0%* | **116** *100.0%* | **119** *100.0%* | **104** *100.0%* | **238** *100.0%* | **168** *100.0%* | **227** *100.0%* | **120** *100.0%* | **67** *100.0%* | **180** *100.0%* | **113** *100.0%* | **122** *100.0%* | **107** *100.0%* | **300** *100.0%* | **63** *100.0%* | **352** *100.0%* | **119** *100.0%* | **293** *100.0%* | **26** *100.0%* | **93** *100.0%* | **280** *100.0%* | **138** *100.0%* | **-** **-** |
| **Total Valid Responses** | **412** *100.0%* | **66** *100.0%* | **115** *100.0%* | **119** *100.0%* | **103** *100.0%* | **235** *100.0%* | **165** *100.0%* | **224** *100.0%* | **119** *100.0%* | **65** *100.0%* | **178** *100.0%* | **112** *100.0%* | **119** *100.0%* | **106** *100.0%* | **296** *100.0%* | **62** *100.0%* | **348** *100.0%* | **118** *100.0%* | **289** *100.0%* | **26** *100.0%* | **92** *100.0%* | **274** *100.0%* | **138** *100.0%* | **-** **-** |
| No Answer | **6** | 4 | 1 | - | 1 | 3 | 3 | 3 | 1 | 2 | 2 | 1 | 3 | 1 | 4 | 1 | 4 | 1 | 4 | - | 1 | 6 | - | - |
| Yes | **186** *45.1%* | 31 *47.0%* | 45 *39.1%* | 51 *42.9%* | 53 *51.5%* b | 100 *42.6%* | 80 *48.5%* | 87 *38.8%* | 64 *53.8%* G | 33 *50.8%* g | 74 *41.6%* | 44 *39.3%* | 65 *54.6%* JK | 48 *45.3%* | 133 *44.9%* | 26 *41.9%* | 158 *45.4%* | 65 *55.1%* R | 120 *41.5%* | 15 *57.7%* ** | 50 *54.3%* | 125 *45.6%* | 61 *44.2%* | - - |
| No | **226** *54.9%* | 35 *53.0%* | 70 *60.9%* d | 68 *57.1%* | 50 *48.5%* | 135 *57.4%* | 85 *51.5%* | 137 *61.2%* Hi | 55 *46.2%* | 32 *49.2%* | 104 *58.4%* L | 68 *60.7%* L | 54 *45.4%* | 58 *54.7%* | 163 *55.1%* | 36 *58.1%* | 190 *54.6%* | 53 *44.9%* | 169 *58.5%* Q | 11 *42.3%* ** | 42 *45.7%* | 149 *54.4%* | 77 *55.8%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **186** *45.1%* | 31 *47.0%* | 45 *39.1%* | 51 *42.9%* | 53 *51.5%* b | 100 *42.6%* | 80 *48.5%* | 87 *38.8%* | 64 *53.8%* G | 33 *50.8%* g | 74 *41.6%* | 44 *39.3%* | 65 *54.6%* JK | 48 *45.3%* | 133 *44.9%* | 26 *41.9%* | 158 *45.4%* | 65 *55.1%* R | 120 *41.5%* | 15 *57.7%* ** | 50 *54.3%* | 125 *45.6%* | 61 *44.2%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **186** *100.0%* | **31** *100.0%* | **45** *100.0%* | **51** *100.0%* | **53** *100.0%* | **100** *100.0%* | **80** *100.0%* | **87** *100.0%* | **64** *100.0%* | **33** *100.0%* | **74** *100.0%* | **44** *100.0%* | **65** *100.0%* | **48** *100.0%* | **133** *100.0%* | **26** *100.0%* | **158** *100.0%* | **65** *100.0%* | **120** *100.0%* | **15** *100.0%* | **50** *100.0%* | **125** *100.0%* | **61** *100.0%* | **-** **-** |
| **Total Valid Responses** | **182** *100.0%* | **31** *100.0%* | **45** *100.0%* | **49** *100.0%* | **51** *100.0%* | **96** *100.0%* | **80** *100.0%* | **87** *100.0%* | **61** *100.0%* | **32** *100.0%* | **74** *100.0%* | **43** *100.0%* | **62** *100.0%* | **46** *100.0%* | **131** *100.0%* | **26** *100.0%* | **154** *100.0%* | **64** *100.0%* | **118** *100.0%* | **14** *100.0%* | **50** *100.0%* | **123** *100.0%* | **59** *100.0%* | **-** **-** |
| No Answer | **4** | - | - | 2 | 2 | 4 | - | - | 3 | 1 | - | 1 | 3 | 2 | 2 | - | 4 | 1 | 2 | 1 | - | 2 | 2 | - |
| Always | **106** *58.2%* | 20 *64.5%* | 27 *60.0%* | 27 *55.1%* | 29 *56.9%* | 60 *62.5%* | 42 *52.5%* | 54 *62.1%* | 31 *50.8%* | 20 *62.5%* | 43 *58.1%* | 24 *55.8%* | 38 *61.3%* | 22 *47.8%* | 81 *61.8%* m | 6 *23.1%* ** | 99 *64.3%* | 39 *60.9%* | 67 *56.8%* | 8 *57.1%* ** | 31 *62.0%* | 73 *59.3%* | 33 *55.9%* | - - |
| Usually | **34** *18.7%* | 6 *19.4%* b | 3 *6.7%* | 12 *24.5%* B | 11 *21.6%* B | 15 *15.6%* | 18 *22.5%* | 13 *14.9%* | 16 *26.2%* g | 5 *15.6%* | 15 *20.3%* | 11 *25.6%* | 8 *12.9%* | 7 *15.2%* | 25 *19.1%* | 2 *7.7%* ** | 32 *20.8%* | 10 *15.6%* | 24 *20.3%* | 3 *21.4%* ** | 7 *14.0%* | 20 *16.3%* | 14 *23.7%* | - - |
| Sometimes | **27** *14.8%* | 1 *3.2%* | 10 *22.2%* A | 8 *16.3%* a | 8 *15.7%* a | 14 *14.6%* | 13 *16.3%* | 14 *16.1%* | 6 *9.8%* | 6 *18.8%* | 13 *17.6%* | 6 *14.0%* | 7 *11.3%* | 9 *19.6%* | 18 *13.7%* | 12 *46.2%* ** | 15 *9.7%* | 10 *15.6%* | 17 *14.4%* | 3 *21.4%* ** | 7 *14.0%* | 18 *14.6%* | 9 *15.3%* | - - |
| Never | **15** *8.2%* | 4 *12.9%* | 5 *11.1%* | 2 *4.1%* | 3 *5.9%* | 7 *7.3%* | 7 *8.8%* | 6 *6.9%* | 8 *13.1%* | 1 *3.1%* | 3 *4.1%* | 2 *4.7%* | 9 *14.5%* J | 8 *17.4%* N | 7 *5.3%* | 6 *23.1%* ** | 8 *5.2%* | 5 *7.8%* | 10 *8.5%* | - - ** | 5 *10.0%* | 12 *9.8%* | 3 *5.1%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **140** *76.9%* | 26 *83.9%* b | 30 *66.7%* | 39 *79.6%* | 40 *78.4%* | 75 *78.1%* | 60 *75.0%* | 67 *77.0%* | 47 *77.0%* | 25 *78.1%* | 58 *78.4%* | 35 *81.4%* | 46 *74.2%* | 29 *63.0%* | 106 *80.9%* M | 8 *30.8%* ** | 131 *85.1%* | 49 *76.6%* | 91 *77.1%* | 11 *78.6%* ** | 38 *76.0%* | 93 *75.6%* | 47 *79.7%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always | **106** *58.2%* | 20 *64.5%* | 27 *60.0%* | 27 *55.1%* | 29 *56.9%* | 60 *62.5%* | 42 *52.5%* | 54 *62.1%* | 31 *50.8%* | 20 *62.5%* | 43 *58.1%* | 24 *55.8%* | 38 *61.3%* | 22 *47.8%* | 81 *61.8%* m | 6 *23.1%* ** | 99 *64.3%* | 39 *60.9%* | 67 *56.8%* | 8 *57.1%* ** | 31 *62.0%* | 73 *59.3%* | 33 *55.9%* | - - |
| 3-Point Score | **2.35** | 2.48 | 2.27 | 2.35 | 2.35 | 2.41 | 2.28 | 2.39 | 2.28 | 2.41 | 2.36 | 2.37 | 2.35 | 2.11 | 2.43 | 1.54 | 2.49 | 2.38 | 2.34 | 2.36 | 2.38 | 2.35 | 2.36 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 childs personal doctor?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **479**<br>*100.0%* | **82**<br>*100.0%* | **127**<br>*100.0%* | **136**<br>*100.0%* | **123**<br>*100.0%* | **272**<br>*100.0%* | **192**<br>*100.0%* | **268**<br>*100.0%* | **129**<br>*100.0%* | **74**<br>*100.0%* | **201**<br>*100.0%* | **132**<br>*100.0%* | **143**<br>*100.0%* | **125**<br>*100.0%* | **342**<br>*100.0%* | **75**<br>*100.0%* | **392**<br>*100.0%* | **128**<br>*100.0%* | **345**<br>*100.0%* | **27**<br>*100.0%* | **101**<br>*100.0%* | **323**<br>*100.0%* | **156**<br>*100.0%* | **-**<br>**-** |
| **Total Valid Responses** | **467**<br>*100.0%* | **78**<br>*100.0%* | **124**<br>*100.0%* | **133**<br>*100.0%* | **121**<br>*100.0%* | **264**<br>*100.0%* | **188**<br>*100.0%* | **259**<br>*100.0%* | **127**<br>*100.0%* | **74**<br>*100.0%* | **198**<br>*100.0%* | **130**<br>*100.0%* | **136**<br>*100.0%* | **121**<br>*100.0%* | **334**<br>*100.0%* | **75**<br>*100.0%* | **392**<br>*100.0%* | **126**<br>*100.0%* | **335**<br>*100.0%* | **27**<br>*100.0%* | **99**<br>*100.0%* | **313**<br>*100.0%* | **154**<br>*100.0%* | **-**<br>**-** |
| No Answer | **12** | 4 | 3 | 3 | 2 | 8 | 4 | 9 | 2 | - | 3 | 2 | 7 | 4 | 8 | - | - | 2 | 10 | - | 2 | 10 | 2 | - |
| 10 - Best personal doctor possible | **271**<br>*58.0%* | 49<br>*62.8%* | 65<br>*52.4%* | 71<br>*53.4%* | 76<br>*62.8%* | 158<br>*59.8%* | 103<br>*54.8%* | 163<br>*62.9%*<br>H | 62<br>*48.8%* | 44<br>*59.5%* | 127<br>*64.1%*<br>L | 72<br>*55.4%* | 70<br>*51.5%* | 48<br>*39.7%* | 214<br>*64.1%*<br>M | -<br>- | 271<br>*69.1%*<br>O | 81<br>*64.3%*<br>r | 185<br>*55.2%* | 15<br>*55.6%*<br>** | 66<br>*66.7%* | 174<br>*55.6%* | 97<br>*63.0%* | -<br>- |
| 9 | **68**<br>*14.6%* | 10<br>*12.8%* | 19<br>*15.3%* | 22<br>*16.5%* | 17<br>*14.0%* | 37<br>*14.0%* | 30<br>*16.0%* | 36<br>*13.9%* | 25<br>*19.7%*<br>I | 5<br>*6.8%* | 29<br>*14.6%* | 19<br>*14.6%* | 19<br>*14.0%* | 13<br>*10.7%* | 53<br>*15.9%* | -<br>- | 68<br>*17.3%*<br>O | 12<br>*9.5%* | 55<br>*16.4%*<br>q | 1<br>*3.7%*<br>** | 11<br>*11.1%* | 49<br>*15.7%* | 19<br>*12.3%* | -<br>- |
| 8 | **53**<br>*11.3%* | 8<br>*10.3%* | 17<br>*13.7%* | 16<br>*12.0%* | 12<br>*9.9%* | 23<br>*8.7%* | 28<br>*14.9%*<br>E | 26<br>*10.0%* | 16<br>*12.6%* | 10<br>*13.5%* | 18<br>*9.1%* | 20<br>*15.4%*<br>j | 15<br>*11.0%* | 20<br>*16.5%*<br>n | 33<br>*9.9%* | -<br>- | 53<br>*13.5%*<br>O | 16<br>*12.7%* | 37<br>*11.0%* | 5<br>*18.5%*<br>** | 11<br>*11.1%* | 33<br>*10.5%* | 20<br>*13.0%* | -<br>- |
| 7 | **32**<br>*6.9%* | 7<br>*9.0%* | 10<br>*8.1%* | 6<br>*4.5%* | 8<br>*6.6%* | 18<br>*6.8%* | 13<br>*6.9%* | 13<br>*5.0%* | 12<br>*9.4%*<br>g | 6<br>*8.1%* | 10<br>*5.1%* | 8<br>*6.2%* | 14<br>*10.3%*<br>j | 18<br>*14.9%*<br>N | 14<br>*4.2%* | 32<br>*42.7%*<br>P | -<br>- | 6<br>*4.8%* | 26<br>*7.8%* | 1<br>*3.7%*<br>** | 5<br>*5.1%* | 24<br>*7.7%* | 8<br>*5.2%* | -<br>- |
| 6 | **14**<br>*3.0%* | 2<br>*2.6%* | 3<br>*2.4%* | 5<br>*3.8%* | 4<br>*3.3%* | 8<br>*3.0%* | 6<br>*3.2%* | 8<br>*3.1%* | 3<br>*2.4%* | 2<br>*2.7%* | 4<br>*2.0%* | 6<br>*4.6%* | 4<br>*2.9%* | 6<br>*5.0%* | 8<br>*2.4%* | 14<br>*18.7%*<br>P | -<br>- | 5<br>*4.0%* | 9<br>*2.7%* | 3<br>*11.1%*<br>** | 2<br>*2.0%* | 11<br>*3.5%* | 3<br>*1.9%* | -<br>- |
| 5 | **16**<br>*3.4%* | 1<br>*1.3%* | 7<br>*5.6%*<br>d | 6<br>*4.5%* | 2<br>*1.7%* | 11<br>*4.2%* | 5<br>*2.7%* | 8<br>*3.1%* | 5<br>*3.9%* | 3<br>*4.1%* | 7<br>*3.5%* | 1<br>*0.8%* | 8<br>*5.9%*<br>K | 9<br>*7.4%*<br>N | 6<br>*1.8%* | 16<br>*21.3%*<br>P | -<br>- | 5<br>*4.0%* | 11<br>*3.3%* | 2<br>*7.4%*<br>** | 3<br>*3.0%* | 13<br>*4.2%* | 3<br>*1.9%* | -<br>- |
| 4 | **4**<br>*0.9%* | 1<br>*1.3%* | 1<br>*0.8%* | 2<br>*1.5%* | -<br>- | 2<br>*0.8%* | 1<br>*0.5%* | 1<br>*0.4%* | 2<br>*1.6%* | 1<br>*1.4%* | -<br>- | 1<br>*0.8%* | 3<br>*2.2%*<br>J | 2<br>*1.7%* | 2<br>*0.6%* | 4<br>*5.3%*<br>P | -<br>- | -<br>- | 4<br>*1.2%* | -<br>-<br>** | -<br>- | 3<br>*1.0%* | 1<br>*0.6%* | -<br>- |
| 3 | **2**<br>*0.4%* | -<br>- | -<br>- | 1<br>*0.8%* | 1<br>*0.8%* | 2<br>*0.8%* | -<br>- | 2<br>*0.8%* | -<br>- | -<br>- | -<br>- | 2<br>*1.5%*<br>j | -<br>- | 1<br>*0.8%* | 1<br>*0.3%* | 2<br>*2.7%*<br>P | -<br>- | -<br>- | 2<br>*0.6%* | -<br>-<br>** | -<br>- | 2<br>*0.6%* | -<br>- | -<br>- |
| 2 | **3**<br>*0.6%* | -<br>- | 1<br>*0.8%* | 2<br>*1.5%* | -<br>- | 1<br>*0.4%* | 2<br>*1.1%* | 1<br>*0.4%* | 1<br>*0.8%* | 1<br>*1.4%* | 1<br>*0.5%* | 1<br>*0.8%* | 1<br>*0.7%* | 3<br>*2.5%*<br>N | -<br>- | 3<br>*4.0%*<br>P | -<br>- | -<br>- | 3<br>*0.9%* | -<br>-<br>** | -<br>- | 3<br>*1.0%* | -<br>- | -<br>- |
| 1 | **2**<br>*0.4%* | -<br>- | 1<br>*0.8%* | -<br>- | 1<br>*0.8%* | 2<br>*0.8%* | -<br>- | -<br>- | 1<br>*0.8%* | 1<br>*1.4%*<br>g | 1<br>*0.5%* | -<br>- | 1<br>*0.7%* | -<br>- | 2<br>*0.6%* | 2<br>*2.7%*<br>P | -<br>- | 1<br>*0.8%* | 1<br>*0.3%* | -<br>-<br>** | 1<br>*1.0%* | 1<br>*0.3%* | 1<br>*0.6%* | -<br>- |
| 0 - Worst personal doctor possible | **2**<br>*0.4%* | -<br>- | -<br>- | 2<br>*1.5%* | -<br>- | 2<br>*0.8%* | -<br>- | 1<br>*0.4%* | -<br>- | 1<br>*1.4%* | 1<br>*0.5%* | -<br>- | 1<br>*0.7%* | 1<br>*0.8%* | 1<br>*0.3%* | 2<br>*2.7%*<br>P | -<br>- | -<br>- | 2<br>*0.6%* | -<br>-<br>** | -<br>- | -<br>- | 2<br>*1.3%*<br>U | -<br>- |
| SUMMARY - 0-3 | **9**<br>*1.9%* | -<br>- | 2<br>*1.6%* | 5<br>*3.8%*<br>a | 2<br>*1.7%* | 7<br>*2.7%* | 2<br>*1.1%* | 4<br>*1.5%* | 2<br>*1.6%* | 3<br>*4.1%* | 3<br>*1.5%* | 3<br>*2.3%* | 3<br>*2.2%* | 5<br>*4.1%*<br>N | 4<br>*1.2%* | 9<br>*12.0%*<br>P | -<br>- | 1<br>*0.8%* | 8<br>*2.4%* | -<br>-<br>** | 1<br>*1.0%* | 6<br>*1.9%* | 3<br>*1.9%* | -<br>- |
| SUMMARY - 4-7 | **66**<br>*14.1%* | 11<br>*14.1%* | 21<br>*16.9%* | 19<br>*14.3%* | 14<br>*11.6%* | 39<br>*14.8%* | 25<br>*13.3%* | 30<br>*11.6%* | 22<br>*17.3%* | 12<br>*16.2%* | 21<br>*10.6%* | 16<br>*12.3%* | 29<br>*21.3%*<br>Jk | 35<br>*28.9%*<br>N | 30<br>*9.0%* | 66<br>*88.0%*<br>P | -<br>- | 16<br>*12.7%* | 50<br>*14.9%* | 6<br>*22.2%*<br>** | 10<br>*10.1%* | 51<br>*16.3%*<br>v | 15<br>*9.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 8-10 | **392**<br>*83.9%* | 67<br>*85.9%* | 101<br>*81.5%* | 109<br>*82.0%* | 105<br>*86.8%* | 218<br>*82.6%* | 161<br>*85.6%* | 225<br>*86.9%* | 103<br>*81.1%* | 59<br>*79.7%* | 174<br>*87.9%*<br>L | 111<br>*85.4%*<br>l | 104<br>*76.5%* | 81<br>*66.9%* | 300<br>*89.8%*<br>M | -<br>- | 392<br>*100.0%*<br>O | 109<br>*86.5%* | 277<br>*82.7%* | 21<br>*77.8%*<br>** | 88<br>*88.9%* | 256<br>*81.8%* | 136<br>*88.3%*<br>u | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 9-10 | **339**<br>*72.6%* | 59<br>*75.6%* | 84<br>*67.7%* | 93<br>*69.9%* | 93<br>*76.9%* | 195<br>*73.9%* | 133<br>*70.7%* | 199<br>*76.8%*<br>hi | 87<br>*68.5%* | 49<br>*66.2%* | 156<br>*78.8%*<br>kL | 91<br>*70.0%* | 89<br>*65.4%* | 61<br>*50.4%* | 267<br>*79.9%*<br>M | -<br>- | 339<br>*86.5%*<br>O | 93<br>*73.8%* | 240<br>*71.6%* | 16<br>*59.3%*<br>** | 77<br>*77.8%* | 223<br>*71.2%* | 116<br>*75.3%* | -<br>- |
| 3-Point Score | **2.63** | 2.71 | 2.57 | 2.56 | 2.70 | 2.63 | 2.63 | 2.69 | 2.59 | 2.54 | 2.72 | 2.62 | 2.52 | 2.32 | 2.74 | 1.43 | 2.86 | 2.65 | 2.62 | 2.41 | 2.72 | 2.61 | 2.69 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **479** *100.0%* | **82** *100.0%* | **127** *100.0%* | **136** *100.0%* | **123** *100.0%* | **272** *100.0%* | **192** *100.0%* | **268** *100.0%* | **129** *100.0%* | **74** *100.0%* | **201** *100.0%* | **132** *100.0%* | **143** *100.0%* | **125** *100.0%* | **342** *100.0%* | **75** *100.0%* | **392** *100.0%* | **128** *100.0%* | **345** *100.0%* | **27** *100.0%* | **101** *100.0%* | **323** *100.0%* | **156** *100.0%* | **-** **-** |
| **Total Valid Responses** | **462** *100.0%* | **78** *100.0%* | **125** *100.0%* | **131** *100.0%* | **118** *100.0%* | **262** *100.0%* | **185** *100.0%* | **259** *100.0%* | **123** *100.0%* | **72** *100.0%* | **194** *100.0%* | **129** *100.0%* | **136** *100.0%* | **120** *100.0%* | **330** *100.0%* | **74** *100.0%* | **385** *100.0%* | **125** *100.0%* | **331** *100.0%* | **27** *100.0%* | **98** *100.0%* | **309** *100.0%* | **153** *100.0%* | **-** **-** |
| No Answer | **17** | 4 | 2 | 5 | 5 | 10 | 7 | 9 | 6 | 2 | 7 | 3 | 7 | 5 | 12 | 1 | 7 | 3 | 14 | - | 3 | 14 | 3 | - |
| Yes | **311** *67.3%* | 47 *60.3%* | 79 *63.2%* | 91 *69.5%* | 86 *72.9%* a | 179 *68.3%* | 123 *66.5%* | 153 *59.1%* | 93 *75.6%* G | 59 *81.9%* G | 108 *55.7%* | 86 *66.7%* J | 114 *83.8%* JK | 89 *74.2%* n | 215 *65.2%* | 49 *66.2%* | 260 *67.5%* | 87 *69.6%* | 220 *66.5%* | 21 *77.8%* ** | 66 *67.3%* | 209 *67.6%* | 102 *66.7%* | - - |
| No | **151** *32.7%* | 31 *39.7%* d | 46 *36.8%* | 40 *30.5%* | 32 *27.1%* | 83 *31.7%* | 62 *33.5%* | 106 *40.9%* HI | 30 *24.4%* | 13 *18.1%* | 86 *44.3%* KL | 43 *33.3%* L | 22 *16.2%* | 31 *25.8%* | 115 *34.8%* m | 25 *33.8%* | 125 *32.5%* | 38 *30.4%* | 111 *33.5%* | 6 *22.2%* ** | 32 *32.7%* | 100 *32.4%* | 51 *33.3%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **311** *67.3%* | 47 *60.3%* | 79 *63.2%* | 91 *69.5%* | 86 *72.9%* a | 179 *68.3%* | 123 *66.5%* | 153 *59.1%* | 93 *75.6%* G | 59 *81.9%* G | 108 *55.7%* | 86 *66.7%* J | 114 *83.8%* JK | 89 *74.2%* n | 215 *65.2%* | 49 *66.2%* | 260 *67.5%* | 87 *69.6%* | 220 *66.5%* | 21 *77.8%* ** | 66 *67.3%* | 209 *67.6%* | 102 *66.7%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **311**<br>***100.0%*** | **47**<br>***100.0%*** | **79**<br>***100.0%*** | **91**<br>***100.0%*** | **86**<br>***100.0%*** | **179**<br>***100.0%*** | **123**<br>***100.0%*** | **153**<br>***100.0%*** | **93**<br>***100.0%*** | **59**<br>***100.0%*** | **108**<br>***100.0%*** | **86**<br>***100.0%*** | **114**<br>***100.0%*** | **89**<br>***100.0%*** | **215**<br>***100.0%*** | **49**<br>***100.0%*** | **260**<br>***100.0%*** | **87**<br>***100.0%*** | **220**<br>***100.0%*** | **21**<br>***100.0%*** | **66**<br>***100.0%*** | **209**<br>***100.0%*** | **102**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **307**<br>***100.0%*** | **47**<br>***100.0%*** | **78**<br>***100.0%*** | **90**<br>***100.0%*** | **84**<br>***100.0%*** | **177**<br>***100.0%*** | **121**<br>***100.0%*** | **151**<br>***100.0%*** | **91**<br>***100.0%*** | **59**<br>***100.0%*** | **107**<br>***100.0%*** | **86**<br>***100.0%*** | **111**<br>***100.0%*** | **88**<br>***100.0%*** | **212**<br>***100.0%*** | **48**<br>***100.0%*** | **257**<br>***100.0%*** | **86**<br>***100.0%*** | **217**<br>***100.0%*** | **21**<br>***100.0%*** | **65**<br>***100.0%*** | **206**<br>***100.0%*** | **101**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **4** | - | 1 | 1 | 2 | 2 | 2 | 2 | 2 | - | 1 | - | 3 | 1 | 3 | 1 | 3 | 1 | 3 | - | 1 | 3 | 1 | - |
| Yes | **282**<br>***91.9%*** | 44<br>*93.6%* | 70<br>*89.7%* | 85<br>*94.4%* | 75<br>*89.3%* | 161<br>*91.0%* | 112<br>*92.6%* | 144<br>*95.4%*<br>H | 78<br>*85.7%* | 54<br>*91.5%* | 103<br>*96.3%*<br>L | 81<br>*94.2%*<br>I | 95<br>*85.6%* | 73<br>*83.0%* | 202<br>*95.3%*<br>M | 35<br>*72.9%* | 245<br>*95.3%*<br>O | 80<br>*93.0%* | 198<br>*91.2%* | 19<br>*90.5%*<br>** | 61<br>*93.8%* | 187<br>*90.8%* | 95<br>*94.1%* | -<br>- |
| No | **25**<br>***8.1%*** | 3<br>*6.4%* | 8<br>*10.3%* | 5<br>*5.6%* | 9<br>*10.7%* | 16<br>*9.0%* | 9<br>*7.4%* | 7<br>*4.6%* | 13<br>*14.3%*<br>G | 5<br>*8.5%* | 4<br>*3.7%* | 5<br>*5.8%* | 16<br>*14.4%*<br>Jk | 15<br>*17.0%*<br>N | 10<br>*4.7%* | 13<br>*27.1%*<br>P | 12<br>*4.7%* | 6<br>*7.0%* | 19<br>*8.8%* | 2<br>*9.5%*<br>** | 4<br>*6.2%* | 19<br>*9.2%* | 6<br>*5.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **282**<br>***91.9%*** | 44<br>*93.6%* | 70<br>*89.7%* | 85<br>*94.4%* | 75<br>*89.3%* | 161<br>*91.0%* | 112<br>*92.6%* | 144<br>*95.4%*<br>H | 78<br>*85.7%* | 54<br>*91.5%* | 103<br>*96.3%*<br>L | 81<br>*94.2%*<br>I | 95<br>*85.6%* | 73<br>*83.0%* | 202<br>*95.3%*<br>M | 35<br>*72.9%* | 245<br>*95.3%*<br>O | 80<br>*93.0%* | 198<br>*91.2%* | 19<br>*90.5%*<br>** | 61<br>*93.8%* | 187<br>*90.8%* | 95<br>*94.1%* | -<br>- |
| 3-Point Score | **2.84** | 2.87 | 2.79 | 2.89 | 2.79 | 2.82 | 2.85 | 2.91 | 2.71 | 2.83 | 2.93 | 2.88 | 2.71 | 2.66 | 2.91 | 2.46 | 2.91 | 2.86 | 2.82 | 2.81 | 2.88 | 2.82 | 2.88 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **311**<br>***100.0%*** | **47**<br>***100.0%*** | **79**<br>***100.0%*** | **91**<br>***100.0%*** | **86**<br>***100.0%*** | **179**<br>***100.0%*** | **123**<br>***100.0%*** | **153**<br>***100.0%*** | **93**<br>***100.0%*** | **59**<br>***100.0%*** | **108**<br>***100.0%*** | **86**<br>***100.0%*** | **114**<br>***100.0%*** | **89**<br>***100.0%*** | **215**<br>***100.0%*** | **49**<br>***100.0%*** | **260**<br>***100.0%*** | **87**<br>***100.0%*** | **220**<br>***100.0%*** | **21**<br>***100.0%*** | **66**<br>***100.0%*** | **209**<br>***100.0%*** | **102**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **305**<br>***100.0%*** | **47**<br>***100.0%*** | **76**<br>***100.0%*** | **89**<br>***100.0%*** | **85**<br>***100.0%*** | **176**<br>***100.0%*** | **120**<br>***100.0%*** | **150**<br>***100.0%*** | **92**<br>***100.0%*** | **57**<br>***100.0%*** | **106**<br>***100.0%*** | **86**<br>***100.0%*** | **110**<br>***100.0%*** | **88**<br>***100.0%*** | **210**<br>***100.0%*** | **46**<br>***100.0%*** | **257**<br>***100.0%*** | **85**<br>***100.0%*** | **216**<br>***100.0%*** | **21**<br>***100.0%*** | **64**<br>***100.0%*** | **207**<br>***100.0%*** | **98**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **6** | - | 3 | 2 | 1 | 3 | 3 | 3 | 1 | 2 | 2 | - | 4 | 1 | 5 | 3 | 3 | 2 | 4 | - | 2 | 2 | 4 | - |
| Yes | **268**<br>***87.9%*** | 40<br>*85.1%* | 68<br>*89.5%* | 79<br>*88.8%* | 74<br>*87.1%* | 151<br>*85.8%* | 109<br>*90.8%* | 136<br>*90.7%* | 77<br>*83.7%* | 49<br>*86.0%* | 99<br>*93.4%*<br>L | 80<br>*93.0%*<br>L | 86<br>*78.2%* | 69<br>*78.4%* | 193<br>*91.9%*<br>M | 29<br>*63.0%* | 237<br>*92.2%*<br>O | 77<br>*90.6%* | 187<br>*86.6%* | 17<br>*81.0%*<br>** | 60<br>*93.8%* | 179<br>*86.5%* | 89<br>*90.8%* | -<br>- |
| No | **37**<br>***12.1%*** | 7<br>*14.9%* | 8<br>*10.5%* | 10<br>*11.2%* | 11<br>*12.9%* | 25<br>*14.2%* | 11<br>*9.2%* | 14<br>*9.3%* | 15<br>*16.3%* | 8<br>*14.0%* | 7<br>*6.6%* | 6<br>*7.0%* | 24<br>*21.8%*<br>JK | 19<br>*21.6%*<br>N | 17<br>*8.1%* | 17<br>*37.0%*<br>P | 20<br>*7.8%* | 8<br>*9.4%* | 29<br>*13.4%* | 4<br>*19.0%*<br>** | 4<br>*6.3%* | 28<br>*13.5%* | 9<br>*9.2%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **268**<br>***87.9%*** | 40<br>*85.1%* | 68<br>*89.5%* | 79<br>*88.8%* | 74<br>*87.1%* | 151<br>*85.8%* | 109<br>*90.8%* | 136<br>*90.7%* | 77<br>*83.7%* | 49<br>*86.0%* | 99<br>*93.4%*<br>L | 80<br>*93.0%*<br>L | 86<br>*78.2%* | 69<br>*78.4%* | 193<br>*91.9%*<br>M | 29<br>*63.0%* | 237<br>*92.2%*<br>O | 77<br>*90.6%* | 187<br>*86.6%* | 17<br>*81.0%*<br>** | 60<br>*93.8%* | 179<br>*86.5%* | 89<br>*90.8%* | -<br>- |
| 3-Point Score | **2.76** | 2.70 | 2.79 | 2.78 | 2.74 | 2.72 | 2.82 | 2.81 | 2.67 | 2.72 | 2.87 | 2.86 | 2.56 | 2.57 | 2.84 | 2.26 | 2.84 | 2.81 | 2.73 | 2.62 | 2.88 | 2.73 | 2.82 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | - - |
| **Total Valid Responses** | **519** *100.0%* | **89** *100.0%* | **136** *100.0%* | **154** *100.0%* | **129** *100.0%* | **300** *100.0%* | **200** *100.0%* | **287** *100.0%* | **145** *100.0%* | **79** *100.0%* | **211** *100.0%* | **146** *100.0%* | **159** *100.0%* | **142** *100.0%* | **366** *100.0%* | **74** *100.0%* | **387** *100.0%* | **136** *100.0%* | **379** *100.0%* | **29** *100.0%* | **107** *100.0%* | **356** *100.0%* | **163** *100.0%* | - - |
| No Answer | **6** | 2 | 1 | - | 2 | 5 | - | 3 | - | 3 | 2 | 1 | 3 | 1 | 4 | 1 | 5 | - | 4 | - | - | 5 | 1 | - |
| Yes | **169** *32.6%* | 33 *37.1%* C | 53 *39.0%* C | 34 *22.1%* | 44 *34.1%* C | 82 *27.3%* | 79 *39.5%* E | 81 *28.2%* | 52 *35.9%* | 35 *44.3%* G | 70 *33.2%* | 39 *26.7%* | 59 *37.1%* k | 48 *33.8%* | 119 *32.5%* | 27 *36.5%* | 134 *34.6%* | 62 *45.6%* R | 107 *28.2%* | 15 *51.7%* ** | 47 *43.9%* | 111 *31.2%* | 58 *35.6%* | - - |
| No | **350** *67.4%* | 56 *62.9%* | 83 *61.0%* | 120 *77.9%* ABD | 85 *65.9%* | 218 *72.7%* F | 121 *60.5%* | 206 *71.8%* I | 93 *64.1%* | 44 *55.7%* | 141 *66.8%* | 107 *73.3%* I | 100 *62.9%* | 94 *66.2%* | 247 *67.5%* | 47 *63.5%* | 253 *65.4%* | 74 *54.4%* | 272 *71.8%* Q | 14 *48.3%* ** | 60 *56.1%* | 245 *68.8%* | 105 *64.4%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **169** *32.6%* | 33 *37.1%* C | 53 *39.0%* C | 34 *22.1%* | 44 *34.1%* C | 82 *27.3%* | 79 *39.5%* E | 81 *28.2%* | 52 *35.9%* | 35 *44.3%* G | 70 *33.2%* | 39 *26.7%* | 59 *37.1%* k | 48 *33.8%* | 119 *32.5%* | 27 *36.5%* | 134 *34.6%* | 62 *45.6%* R | 107 *28.2%* | 15 *51.7%* ** | 47 *43.9%* | 111 *31.2%* | 58 *35.6%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 45
Level: Top

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **169**<br>***100.0%*** | **33**<br>***100.0%*** | **53**<br>***100.0%*** | **34**<br>***100.0%*** | **44**<br>***100.0%*** | **82**<br>***100.0%*** | **79**<br>***100.0%*** | **81**<br>***100.0%*** | **52**<br>***100.0%*** | **35**<br>***100.0%*** | **70**<br>***100.0%*** | **39**<br>***100.0%*** | **59**<br>***100.0%*** | **48**<br>***100.0%*** | **119**<br>***100.0%*** | **27**<br>***100.0%*** | **134**<br>***100.0%*** | **62**<br>***100.0%*** | **107**<br>***100.0%*** | **15**<br>***100.0%*** | **47**<br>***100.0%*** | **111**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **166**<br>***100.0%*** | **32**<br>***100.0%*** | **53**<br>***100.0%*** | **33**<br>***100.0%*** | **43**<br>***100.0%*** | **80**<br>***100.0%*** | **79**<br>***100.0%*** | **80**<br>***100.0%*** | **52**<br>***100.0%*** | **33**<br>***100.0%*** | **70**<br>***100.0%*** | **38**<br>***100.0%*** | **57**<br>***100.0%*** | **45**<br>***100.0%*** | **119**<br>***100.0%*** | **26**<br>***100.0%*** | **132**<br>***100.0%*** | **62**<br>***100.0%*** | **104**<br>***100.0%*** | **15**<br>***100.0%*** | **47**<br>***100.0%*** | **110**<br>***100.0%*** | **56**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | 1 | - | 1 | 1 | 2 | - | 1 | - | 2 | - | 1 | 2 | 3 | - | 1 | 2 | - | 3 | - | - | 1 | 2 | - |
| Always | **95**<br>***57.2%*** | 19<br>*59.4%* | 31<br>*58.5%* | 16<br>*48.5%* | 27<br>*62.8%* | 46<br>*57.5%* | 45<br>*57.0%* | 44<br>*55.0%* | 33<br>*63.5%* | 17<br>*51.5%* | 40<br>*57.1%* | 23<br>*60.5%* | 31<br>*54.4%* | 24<br>*53.3%* | 71<br>*59.7%* | 11<br>*42.3%*<br>** | 83<br>*62.9%* | 40<br>*64.5%* | 55<br>*52.9%* | 7<br>*46.7%*<br>** | 33<br>*70.2%* | 58<br>*52.7%* | 37<br>*66.1%* | -<br>- |
| Usually | **33**<br>***19.9%*** | 8<br>*25.0%* | 7<br>*13.2%* | 9<br>*27.3%* | 8<br>*18.6%* | 18<br>*22.5%* | 15<br>*19.0%* | 19<br>*23.8%* | 8<br>*15.4%* | 6<br>*18.2%* | 15<br>*21.4%* | 7<br>*18.4%* | 11<br>*19.3%* | 8<br>*17.8%* | 23<br>*19.3%* | 8<br>*30.8%*<br>** | 23<br>*17.4%* | 10<br>*16.1%* | 23<br>*22.1%* | 3<br>*20.0%*<br>** | 7<br>*14.9%* | 28<br>*25.5%*<br>V | 5<br>*8.9%* | -<br>- |
| Sometimes | **33**<br>***19.9%*** | 4<br>*12.5%* | 12<br>*22.6%* | 7<br>*21.2%* | 8<br>*18.6%* | 14<br>*17.5%* | 16<br>*20.3%* | 15<br>*18.8%* | 9<br>*17.3%* | 9<br>*27.3%* | 14<br>*20.0%* | 5<br>*13.2%* | 14<br>*24.6%* | 12<br>*26.7%* | 21<br>*17.6%* | 6<br>*23.1%*<br>** | 24<br>*18.2%* | 10<br>*16.1%* | 23<br>*22.1%* | 5<br>*33.3%*<br>** | 5<br>*10.6%* | 23<br>*20.9%* | 10<br>*17.9%* | -<br>- |
| Never | **5**<br>***3.0%*** | 1<br>*3.1%* | 3<br>*5.7%* | 1<br>*3.0%* | -<br>- | 2<br>*2.5%* | 3<br>*3.8%* | 2<br>*2.5%* | 2<br>*3.8%* | 1<br>*3.0%* | 1<br>*1.4%* | 3<br>*7.9%*<br>j | 1<br>*1.8%* | 1<br>*2.2%* | 4<br>*3.4%* | 1<br>*3.8%*<br>** | 2<br>*1.5%* | 2<br>*3.2%* | 3<br>*2.9%* | -<br>-<br>** | 2<br>*4.3%* | 1<br>*0.9%* | 4<br>*7.1%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **128**<br>***77.1%*** | 27<br>*84.4%* | 38<br>*71.7%* | 25<br>*75.8%* | 35<br>*81.4%* | 64<br>*80.0%* | 60<br>*75.9%* | 63<br>*78.8%* | 41<br>*78.8%* | 23<br>*69.7%* | 55<br>*78.6%* | 30<br>*78.9%* | 42<br>*73.7%* | 32<br>*71.1%* | 94<br>*79.0%* | 19<br>*73.1%*<br>** | 106<br>*80.3%* | 50<br>*80.6%* | 78<br>*75.0%* | 10<br>*66.7%*<br>** | 40<br>*85.1%* | 86<br>*78.2%* | 42<br>*75.0%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **95**<br>***57.2%*** | 19<br>*59.4%* | 31<br>*58.5%* | 16<br>*48.5%* | 27<br>*62.8%* | 46<br>*57.5%* | 45<br>*57.0%* | 44<br>*55.0%* | 33<br>*63.5%* | 17<br>*51.5%* | 40<br>*57.1%* | 23<br>*60.5%* | 31<br>*54.4%* | 24<br>*53.3%* | 71<br>*59.7%* | 11<br>*42.3%*<br>** | 83<br>*62.9%* | 40<br>*64.5%* | 55<br>*52.9%* | 7<br>*46.7%*<br>** | 33<br>*70.2%* | 58<br>*52.7%* | 37<br>*66.1%* | -<br>- |
| 3-Point Score | **2.34** | 2.44 | 2.30 | 2.24 | 2.44 | 2.38 | 2.33 | 2.34 | 2.42 | 2.21 | 2.36 | 2.39 | 2.28 | 2.24 | 2.39 | 2.15 | 2.43 | 2.45 | 2.28 | 2.13 | 2.55 | 2.31 | 2.41 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q47. How many specialists has your child seen in the last 6 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | 169<br>100.0% | 33<br>100.0% | 53<br>100.0% | 34<br>100.0% | 44<br>100.0% | 82<br>100.0% | 79<br>100.0% | 81<br>100.0% | 52<br>100.0% | 35<br>100.0% | 70<br>100.0% | 39<br>100.0% | 59<br>100.0% | 48<br>100.0% | 119<br>100.0% | 27<br>100.0% | 134<br>100.0% | 62<br>100.0% | 107<br>100.0% | 15<br>100.0% | 47<br>100.0% | 111<br>100.0% | 58<br>100.0% | -<br>- |
| **Total Valid Responses** | 167<br>100.0% | 32<br>100.0% | 53<br>100.0% | 33<br>100.0% | 44<br>100.0% | 81<br>100.0% | 78<br>100.0% | 80<br>100.0% | 51<br>100.0% | 35<br>100.0% | 70<br>100.0% | 37<br>100.0% | 59<br>100.0% | 48<br>100.0% | 117<br>100.0% | 27<br>100.0% | 133<br>100.0% | 61<br>100.0% | 106<br>100.0% | 15<br>100.0% | 46<br>100.0% | 109<br>100.0% | 58<br>100.0% | -<br>- |
| No Answer | 2 | 1 | - | 1 | - | 1 | 1 | 1 | 1 | - | - | 2 | - | - | 2 | - | 1 | 1 | 1 | - | 1 | 2 | - | - |
| None | 9<br>5.4% | 1<br>3.1% | 1<br>1.9% | 4<br>12.1%<br>b | 2<br>4.5% | 3<br>3.7% | 4<br>5.1% | 4<br>5.0% | 2<br>3.9% | 3<br>8.6% | 3<br>4.3% | 2<br>5.4% | 4<br>6.8% | 4<br>8.3% | 5<br>4.3% | 3<br>11.1%<br>** | 4<br>3.0% | 3<br>4.9% | 6<br>5.7% | 1<br>6.7%<br>** | 2<br>4.3% | 3<br>2.8% | 6<br>10.3%<br>U | -<br>- |
| 1 specialist | 98<br>58.7% | 19<br>59.4% | 32<br>60.4% | 16<br>48.5% | 29<br>65.9% | 50<br>61.7% | 45<br>57.7% | 52<br>65.0% | 27<br>52.9% | 18<br>51.4% | 43<br>61.4% | 23<br>62.2% | 31<br>52.5% | 28<br>58.3% | 69<br>59.0% | 13<br>48.1%<br>** | 82<br>61.7% | 35<br>57.4% | 63<br>59.4% | 8<br>53.3%<br>** | 27<br>58.7% | 64<br>58.7% | 34<br>58.6% | -<br>- |
| 2 | 36<br>21.6% | 8<br>25.0% | 13<br>24.5% | 5<br>15.2% | 10<br>22.7% | 16<br>19.8% | 20<br>25.6% | 16<br>20.0% | 15<br>29.4% | 5<br>14.3% | 15<br>21.4% | 10<br>27.0% | 11<br>18.6% | 7<br>14.6% | 28<br>23.9% | 7<br>25.9%<br>** | 29<br>21.8% | 13<br>21.3% | 23<br>21.7% | 3<br>20.0%<br>** | 10<br>21.7% | 26<br>23.9% | 10<br>17.2% | -<br>- |
| 3 | 15<br>9.0% | 2<br>6.3% | 7<br>13.2% | 4<br>12.1% | 2<br>4.5% | 7<br>8.6% | 7<br>9.0% | 6<br>7.5% | 3<br>5.9% | 6<br>17.1%<br>h | 6<br>8.6% | 1<br>2.7% | 8<br>13.6%<br>k | 6<br>12.5% | 9<br>7.7% | 3<br>11.1%<br>** | 10<br>7.5% | 5<br>8.2% | 10<br>9.4% | 1<br>6.7%<br>** | 4<br>8.7% | 10<br>9.2% | 5<br>8.6% | -<br>- |
| 4 | 7<br>4.2% | 1<br>3.1% | -<br>- | 4<br>12.1%<br>Bd | 1<br>2.3% | 4<br>4.9% | 2<br>2.6% | 1<br>1.3% | 3<br>5.9% | 3<br>8.6%<br>g | 2<br>2.9% | 1<br>2.7% | 4<br>6.8% | 3<br>6.3% | 4<br>3.4% | 1<br>3.7%<br>** | 6<br>4.5% | 3<br>4.9% | 4<br>3.8% | 2<br>13.3%<br>** | 1<br>2.2% | 4<br>3.7% | 3<br>5.2% | -<br>- |
| 5 or more specialists | 2<br>1.2% | 1<br>3.1% | -<br>- | -<br>- | -<br>- | 1<br>1.2% | -<br>- | 1<br>1.3% | 1<br>2.0% | -<br>- | 1<br>1.4% | -<br>- | 1<br>1.7% | -<br>- | 2<br>1.7% | -<br>-<br>** | 2<br>1.5% | 2<br>3.3%<br>r | -<br>- | -<br>-<br>** | 2<br>4.3% | 2<br>1.8% | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 1 or more specialist | 158<br>94.6% | 31<br>96.9% | 52<br>98.1%<br>c | 29<br>87.9% | 42<br>95.5% | 78<br>96.3% | 74<br>94.9% | 76<br>95.0% | 49<br>96.1% | 32<br>91.4% | 67<br>95.7% | 35<br>94.6% | 55<br>93.2% | 44<br>91.7% | 112<br>95.7% | 24<br>88.9%<br>** | 129<br>97.0% | 58<br>95.1% | 100<br>94.3% | 14<br>93.3%<br>** | 44<br>95.7% | 106<br>97.2%<br>V | 52<br>89.7% | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q48. 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **158** *100.0%* | **31** *100.0%* | **52** *100.0%* | **29** *100.0%* | **42** *100.0%* | **78** *100.0%* | **74** *100.0%* | **76** *100.0%* | **49** *100.0%* | **32** *100.0%* | **67** *100.0%* | **35** *100.0%* | **55** *100.0%* | **44** *100.0%* | **112** *100.0%* | **24** *100.0%* | **129** *100.0%* | **58** *100.0%* | **100** *100.0%* | **14** *100.0%* | **44** *100.0%* | **106** *100.0%* | **52** *100.0%* | **-** **-** |
| **Total Valid Responses** | **157** *100.0%* | **31** *100.0%* | **52** *100.0%* | **29** *100.0%* | **41** *100.0%* | **77** *100.0%* | **74** *100.0%* | **76** *100.0%* | **49** *100.0%* | **31** *100.0%* | **67** *100.0%* | **34** *100.0%* | **55** *100.0%* | **44** *100.0%* | **111** *100.0%* | **24** *100.0%* | **128** *100.0%* | **57** *100.0%* | **100** *100.0%* | **14** *100.0%* | **43** *100.0%* | **105** *100.0%* | **52** *100.0%* | **-** **-** |
| No Answer | **1** | - | - | - | 1 | 1 | - | - | - | 1 | - | 1 | - | - | 1 | - | 1 | 1 | - | - | 1 | 1 | - | - |
| 10 - Best specialist possible | **92** *58.6%* | 22 *71.0%* | 32 *61.5%* | 14 *48.3%* ** | 22 *53.7%* | 50 *64.9%* f | 38 *51.4%* | 46 *60.5%* | 28 *57.1%* | 17 *54.8%* | 43 *64.2%* | 19 *55.9%* | 29 *52.7%* | 19 *43.2%* | 72 *64.9%* M | 8 *33.3%* ** | 84 *65.6%* | 33 *57.9%* | 59 *59.0%* | 6 *42.9%* ** | 27 *62.8%* | 62 *59.0%* | 30 *57.7%* | - - |
| 9 | **21** *13.4%* | 2 *6.5%* | 4 *7.7%* | 6 *20.7%* ** | 8 *19.5%* b | 9 *11.7%* | 12 *16.2%* | 10 *13.2%* | 8 *16.3%* | 3 *9.7%* | 10 *14.9%* | 4 *11.8%* | 7 *12.7%* | 5 *11.4%* | 16 *14.4%* | 5 *20.8%* ** | 16 *12.5%* | 7 *12.3%* | 14 *14.0%* | 2 *14.3%* ** | 5 *11.6%* | 16 *15.2%* | 5 *9.6%* | - - |
| 8 | **19** *12.1%* | 3 *9.7%* | 6 *11.5%* | 3 *10.3%* ** | 7 *17.1%* | 6 *7.8%* | 13 *17.6%* e | 7 *9.2%* | 7 *14.3%* | 5 *16.1%* | 7 *10.4%* | 7 *20.6%* | 5 *9.1%* | 7 *15.9%* | 11 *9.9%* | 5 *20.8%* ** | 12 *9.4%* | 6 *10.5%* | 13 *13.0%* | 2 *14.3%* ** | 4 *9.3%* | 11 *10.5%* | 8 *15.4%* | - - |
| 7 | **6** *3.8%* | 2 *6.5%* | 3 *5.8%* | 1 *3.4%* ** | - - | 1 *1.3%* | 5 *6.8%* e | 3 *3.9%* | 2 *4.1%* | 1 *3.2%* | 1 *1.5%* | - - | 5 *9.1%* jk | 3 *6.8%* | 3 *2.7%* | 2 *8.3%* ** | 3 *2.3%* | 2 *3.5%* | 4 *4.0%* | - - ** | 2 *4.7%* | 3 *2.9%* | 3 *5.8%* | - - |
| 6 | **4** *2.5%* | 1 *3.2%* | 1 *1.9%* | 1 *3.4%* ** | 1 *2.4%* | 3 *3.9%* f | - - | 2 *2.6%* | 1 *2.0%* | 1 *3.2%* | 2 *3.0%* | - - | 2 *3.6%* | 3 *6.8%* N | 1 *0.9%* | 1 *4.2%* ** | 2 *1.6%* | 3 *5.3%* | 1 *1.0%* | 2 *14.3%* ** | 1 *2.3%* | 3 *2.9%* | 1 *1.9%* | - - |
| 5 | **6** *3.8%* | - - | 2 *3.8%* | 2 *6.9%* ** | 1 *2.4%* | 3 *3.9%* | 2 *2.7%* | 4 *5.3%* | 1 *2.0%* | 1 *3.2%* | 3 *4.5%* | 3 *8.8%* L | - - | 2 *4.5%* | 4 *3.6%* | 2 *8.3%* ** | 3 *2.3%* | 3 *5.3%* | 3 *3.0%* | 2 *14.3%* ** | 1 *2.3%* | 4 *3.8%* | 2 *3.8%* | - - |
| 4 | **1** *0.6%* | - - | - - | - - ** | 1 *2.4%* | 1 *1.3%* | - - | 1 *1.3%* | - - | - - | - - | 1 *2.9%* | - - | - - | 1 *0.9%* | - - ** | 1 *0.8%* | - - | 1 *1.0%* | - - ** | - - | 1 *1.0%* | - - | - - |
| 3 | **2** *1.3%* | - - | 1 *1.9%* | 1 *3.4%* ** | - - | 1 *1.3%* | 1 *1.4%* | - - | 1 *2.0%* | 1 *3.2%* | - - | - - | 2 *3.6%* | 1 *2.3%* | 1 *0.9%* | - - ** | 2 *1.6%* | - - | 2 *2.0%* | - - ** | - - | 1 *1.0%* | 1 *1.9%* | - - |
| 2 | **4** *2.5%* | 1 *3.2%* | 2 *3.8%* | 1 *3.4%* ** | - - | 1 *1.3%* | 3 *4.1%* | 2 *2.6%* | 1 *2.0%* | 1 *3.2%* | 1 *1.5%* | - - | 3 *5.5%* | 3 *6.8%* N | 1 *0.9%* | - - ** | 4 *3.1%* | 2 *3.5%* | 2 *2.0%* | - - ** | 2 *4.7%* | 3 *2.9%* | 1 *1.9%* | - - |
| 1 | **1** *0.6%* | - - | - - | - - ** | 1 *2.4%* | 1 *1.3%* | - - | 1 *1.3%* | - - | - - | - - | - - | 1 *1.8%* | - - | 1 *0.9%* | - - ** | 1 *0.8%* | 1 *1.8%* | - - | - - ** | 1 *2.3%* | 1 *1.0%* | - - | - - |
| 0 - Worst specialist possible | **1** *0.6%* | - - | 1 *1.9%* | - - ** | - - | 1 *1.3%* | - - | - - | - - | 1 *3.2%* | - - | - - | 1 *1.8%* | 1 *2.3%* | - - | 1 *4.2%* ** | - - | - - | 1 *1.0%* | - - ** | - - | - - | 1 *1.9%* | - - |
| SUMMARY - 0-3 | **8** *5.1%* | 1 *3.2%* | 4 *7.7%* | 2 *6.9%* ** | 1 *2.4%* | 4 *5.2%* | 4 *5.4%* | 3 *3.9%* | 2 *4.1%* | 3 *9.7%* | 1 *1.5%* | - - | 7 *12.7%* JK | 5 *11.4%* N | 3 *2.7%* | 1 *4.2%* ** | 7 *5.5%* | 3 *5.3%* | 5 *5.0%* | - - ** | 3 *7.0%* | 5 *4.8%* | 3 *5.8%* | - - |
| SUMMARY - 4-7 | **17** *10.8%* | 3 *9.7%* | 6 *11.5%* | 4 *13.8%* ** | 3 *7.3%* | 8 *10.4%* | 7 *9.5%* | 10 *13.2%* | 4 *8.2%* | 3 *9.7%* | 6 *9.0%* | 4 *11.8%* | 7 *12.7%* | 8 *18.2%* n | 9 *8.1%* | 5 *20.8%* ** | 9 *7.0%* | 8 *14.0%* | 9 *9.0%* | 4 *28.6%* ** | 4 *9.3%* | 11 *10.5%* | 6 *11.5%* | - - |
| HEDIS/CAHPS SUMMARY RATE - 8-10 | **132** *84.1%* | 27 *87.1%* | 42 *80.8%* | 23 *79.3%* ** | 37 *90.2%* | 65 *84.4%* | 63 *85.1%* | 63 *82.9%* | 43 *87.8%* | 25 *80.6%* | 60 *89.6%* L | 30 *88.2%* | 41 *74.5%* | 31 *70.5%* | 99 *89.2%* M | 18 *75.0%* ** | 112 *87.5%* | 46 *80.7%* | 86 *86.0%* | 10 *71.4%* ** | 36 *83.7%* | 89 *84.8%* | 43 *82.7%* | - - |
| HEDIS/CAHPS SUMMARY RATE - 9-10 | **113** *72.0%* | 24 *77.4%* | 36 *69.2%* | 20 *69.0%* ** | 30 *73.2%* | 59 *76.6%* | 50 *67.6%* | 56 *73.7%* | 36 *73.5%* | 20 *64.5%* | 53 *79.1%* l | 23 *67.6%* | 36 *65.5%* | 24 *54.5%* | 88 *79.3%* M | 13 *54.2%* ** | 100 *78.1%* | 40 *70.2%* | 73 *73.0%* | 8 *57.1%* ** | 32 *74.4%* | 78 *74.3%* | 35 *67.3%* | - - |
| 3-Point Score | **2.60** | 2.71 | 2.56 | 2.52 | 2.63 | 2.62 | 2.59 | 2.61 | 2.65 | 2.48 | 2.70 | 2.56 | 2.49 | 2.32 | 2.71 | 2.38 | 2.68 | 2.54 | 2.63 | 2.29 | 2.63 | 2.62 | 2.56 | - |

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- Column Percentage
- Statistical Test Results

Statistics:
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  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q49. In the last 6 months, did you get information or help from customer service at your childs health plan?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **519** *100.0%* | **91** *100.0%* | **136** *100.0%* | **152** *100.0%* | **129** *100.0%* | **302** *100.0%* | **198** *100.0%* | **288** *100.0%* | **143** *100.0%* | **80** *100.0%* | **209** *100.0%* | **146** *100.0%* | **161** *100.0%* | **143** *100.0%* | **366** *100.0%* | **75** *100.0%* | **386** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **358** *100.0%* | **161** *100.0%* | **-** **-** |
| No Answer | **6** | - | 1 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 4 | 1 | 1 | - | 4 | - | 6 | - | - | - | - | 3 | 3 | - |
| Yes | **136** *26.2%* | 25 *27.5%* | 45 *33.1%* C | 30 *19.7%* | 31 *24.0%* | 79 *26.2%* | 52 *26.3%* | 74 *25.7%* | 36 *25.2%* | 25 *31.3%* | 57 *27.3%* | 34 *23.3%* | 43 *26.7%* | 22 *15.4%* | 114 *31.1%* M | 17 *22.7%* | 109 *28.2%* | 136 *100.0%* R | - - | 29 *100.0%* ** | 107 *100.0%* | 78 *21.8%* | 58 *36.0%* U | - - |
| No | **383** *73.8%* | 66 *72.5%* | 91 *66.9%* | 122 *80.3%* B | 98 *76.0%* | 223 *73.8%* | 146 *73.7%* | 214 *74.3%* | 107 *74.8%* | 55 *68.8%* | 152 *72.7%* | 112 *76.7%* | 118 *73.3%* | 121 *84.6%* N | 252 *68.9%* | 58 *77.3%* | 277 *71.8%* | - - | 383 *100.0%* Q | - - ** | - - | 280 *78.2%* V | 103 *64.0%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **136** *26.2%* | 25 *27.5%* | 45 *33.1%* C | 30 *19.7%* | 31 *24.0%* | 79 *26.2%* | 52 *26.3%* | 74 *25.7%* | 36 *25.2%* | 25 *31.3%* | 57 *27.3%* | 34 *23.3%* | 43 *26.7%* | 22 *15.4%* | 114 *31.1%* M | 17 *22.7%* | 109 *28.2%* | 136 *100.0%* R | - - | 29 *100.0%* ** | 107 *100.0%* | 78 *21.8%* | 58 *36.0%* U | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
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Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 49
Level: Top

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **136**<br>***100.0%*** | **25**<br>***100.0%*** | **45**<br>***100.0%*** | **30**<br>***100.0%*** | **31**<br>***100.0%*** | **79**<br>***100.0%*** | **52**<br>***100.0%*** | **74**<br>***100.0%*** | **36**<br>***100.0%*** | **25**<br>***100.0%*** | **57**<br>***100.0%*** | **34**<br>***100.0%*** | **43**<br>***100.0%*** | **22**<br>***100.0%*** | **114**<br>***100.0%*** | **17**<br>***100.0%*** | **109**<br>***100.0%*** | **136**<br>***100.0%*** | **-**<br>**-** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **78**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **136**<br>***100.0%*** | **25**<br>***100.0%*** | **45**<br>***100.0%*** | **30**<br>***100.0%*** | **31**<br>***100.0%*** | **79**<br>***100.0%*** | **52**<br>***100.0%*** | **74**<br>***100.0%*** | **36**<br>***100.0%*** | **25**<br>***100.0%*** | **57**<br>***100.0%*** | **34**<br>***100.0%*** | **43**<br>***100.0%*** | **22**<br>***100.0%*** | **114**<br>***100.0%*** | **17**<br>***100.0%*** | **109**<br>***100.0%*** | **136**<br>***100.0%*** | **-**<br>**-** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **78**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **-** | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Always | **72**<br>***52.9%*** | 16<br>*64.0%*<br>** | 21<br>*46.7%* | 16<br>*53.3%* | 15<br>*48.4%* | 45<br>*57.0%* | 23<br>*44.2%* | 41<br>*55.4%* | 15<br>*41.7%* | 15<br>*60.0%*<br>** | 36<br>*63.2%*<br>K | 14<br>*41.2%* | 21<br>*48.8%* | 5<br>*22.7%*<br>** | 67<br>*58.8%* | 3<br>*17.6%*<br>** | 63<br>*57.8%* | 72<br>*52.9%* | -<br>- | -<br>-<br>** | 72<br>*67.3%* | 45<br>*57.7%* | 27<br>*46.6%* | -<br>- |
| Usually | **35**<br>***25.7%*** | 7<br>*28.0%*<br>** | 13<br>*28.9%* | 8<br>*26.7%* | 7<br>*22.6%* | 18<br>*22.8%* | 17<br>*32.7%* | 20<br>*27.0%* | 11<br>*30.6%* | 4<br>*16.0%*<br>** | 16<br>*28.1%* | 8<br>*23.5%* | 10<br>*23.3%* | 7<br>*31.8%*<br>** | 28<br>*24.6%* | 8<br>*47.1%*<br>** | 25<br>*22.9%* | 35<br>*25.7%* | -<br>- | -<br>-<br>** | 35<br>*32.7%* | 18<br>*23.1%* | 17<br>*29.3%* | -<br>- |
| Sometimes | **29**<br>***21.3%*** | 2<br>*8.0%*<br>** | 11<br>*24.4%* | 6<br>*20.0%* | 9<br>*29.0%* | 16<br>*20.3%* | 12<br>*23.1%* | 13<br>*17.6%* | 10<br>*27.8%* | 6<br>*24.0%*<br>** | 5<br>*8.8%* | 12<br>*35.3%*<br>J | 12<br>*27.9%*<br>J | 10<br>*45.5%*<br>** | 19<br>*16.7%* | 6<br>*35.3%*<br>** | 21<br>*19.3%* | 29<br>*21.3%* | -<br>- | 29<br>*100.0%*<br>** | -<br>- | 15<br>*19.2%* | 14<br>*24.1%* | -<br>- |
| Never | **-**<br>**-** | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **107**<br>***78.7%*** | 23<br>*92.0%*<br>** | 34<br>*75.6%* | 24<br>*80.0%* | 22<br>*71.0%* | 63<br>*79.7%* | 40<br>*76.9%* | 61<br>*82.4%* | 26<br>*72.2%* | 19<br>*76.0%*<br>** | 52<br>*91.2%*<br>KL | 22<br>*64.7%* | 31<br>*72.1%* | 12<br>*54.5%*<br>** | 95<br>*83.3%* | 11<br>*64.7%*<br>** | 88<br>*80.7%* | 107<br>*78.7%* | -<br>- | -<br>-<br>** | 107<br>*100.0%* | 63<br>*80.8%* | 44<br>*75.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **72**<br>***52.9%*** | 16<br>*64.0%*<br>** | 21<br>*46.7%* | 16<br>*53.3%* | 15<br>*48.4%* | 45<br>*57.0%* | 23<br>*44.2%* | 41<br>*55.4%* | 15<br>*41.7%* | 15<br>*60.0%*<br>** | 36<br>*63.2%*<br>K | 14<br>*41.2%* | 21<br>*48.8%* | 5<br>*22.7%*<br>** | 67<br>*58.8%* | 3<br>*17.6%*<br>** | 63<br>*57.8%* | 72<br>*52.9%* | -<br>- | -<br>-<br>** | 72<br>*67.3%* | 45<br>*57.7%* | 27<br>*46.6%* | -<br>- |
| 3-Point Score | **2.32** | 2.56 | 2.22 | 2.33 | 2.19 | 2.37 | 2.21 | 2.38 | 2.14 | 2.36 | 2.54 | 2.06 | 2.21 | 1.77 | 2.42 | 1.82 | 2.39 | 2.32 | - | 1.00 | 2.67 | 2.38 | 2.22 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **136**<br>***100.0%*** | **25**<br>***100.0%*** | **45**<br>***100.0%*** | **30**<br>***100.0%*** | **31**<br>***100.0%*** | **79**<br>***100.0%*** | **52**<br>***100.0%*** | **74**<br>***100.0%*** | **36**<br>***100.0%*** | **25**<br>***100.0%*** | **57**<br>***100.0%*** | **34**<br>***100.0%*** | **43**<br>***100.0%*** | **22**<br>***100.0%*** | **114**<br>***100.0%*** | **17**<br>***100.0%*** | **109**<br>***100.0%*** | **136**<br>***100.0%*** | **-**<br>**-** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **78**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **136**<br>***100.0%*** | **25**<br>***100.0%*** | **45**<br>***100.0%*** | **30**<br>***100.0%*** | **31**<br>***100.0%*** | **79**<br>***100.0%*** | **52**<br>***100.0%*** | **74**<br>***100.0%*** | **36**<br>***100.0%*** | **25**<br>***100.0%*** | **57**<br>***100.0%*** | **34**<br>***100.0%*** | **43**<br>***100.0%*** | **22**<br>***100.0%*** | **114**<br>***100.0%*** | **17**<br>***100.0%*** | **109**<br>***100.0%*** | **136**<br>***100.0%*** | **-**<br>**-** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **78**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **-** | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Always | **108**<br>***79.4%*** | 19<br>*76.0%*<br>** | 39<br>*86.7%*<br>d | 24<br>*80.0%* | 22<br>*71.0%* | 64<br>*81.0%* | 40<br>*76.9%* | 61<br>*82.4%* | 27<br>*75.0%* | 19<br>*76.0%*<br>** | 48<br>*84.2%* | 24<br>*70.6%* | 34<br>*79.1%* | 13<br>*59.1%*<br>** | 95<br>*83.3%* | 10<br>*58.8%*<br>** | 89<br>*81.7%* | 108<br>*79.4%* | -<br>- | 17<br>*58.6%*<br>** | 91<br>*85.0%* | 56<br>*71.8%* | 52<br>*89.7%*<br>U | -<br>- |
| Usually | **21**<br>***15.4%*** | 5<br>*20.0%*<br>** | 5<br>*11.1%* | 3<br>*10.0%* | 8<br>*25.8%*<br>b | 12<br>*15.2%* | 9<br>*17.3%* | 11<br>*14.9%* | 6<br>*16.7%* | 4<br>*16.0%*<br>** | 8<br>*14.0%* | 7<br>*20.6%* | 6<br>*14.0%* | 7<br>*31.8%*<br>** | 14<br>*12.3%* | 5<br>*29.4%*<br>** | 16<br>*14.7%* | 21<br>*15.4%* | -<br>- | 7<br>*24.1%*<br>** | 14<br>*13.1%* | 16<br>*20.5%*<br>v | 5<br>*8.6%* | -<br>- |
| Sometimes | **6**<br>***4.4%*** | 1<br>*4.0%*<br>** | 1<br>*2.2%* | 2<br>*6.7%* | 1<br>*3.2%* | 2<br>*2.5%* | 3<br>*5.8%* | 2<br>*2.7%* | 3<br>*8.3%* | 1<br>*4.0%*<br>** | 1<br>*1.8%* | 3<br>*8.8%* | 2<br>*4.7%* | 2<br>*9.1%*<br>** | 4<br>*3.5%* | 2<br>*11.8%*<br>** | 3<br>*2.8%* | 6<br>*4.4%* | -<br>- | 5<br>*17.2%*<br>** | 1<br>*0.9%* | 5<br>*6.4%* | 1<br>*1.7%* | -<br>- |
| Never | **1**<br>***0.7%*** | -<br>-<br>** | -<br>- | 1<br>*3.3%* | -<br>- | 1<br>*1.3%* | -<br>- | -<br>- | -<br>- | 1<br>*4.0%*<br>** | -<br>- | -<br>- | 1<br>*2.3%* | -<br>-<br>** | 1<br>*0.9%* | -<br>-<br>** | 1<br>*0.9%* | 1<br>*0.7%* | -<br>- | -<br>-<br>** | 1<br>*0.9%* | 1<br>*1.3%* | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **129**<br>***94.9%*** | 24<br>*96.0%*<br>** | 44<br>*97.8%* | 27<br>*90.0%* | 30<br>*96.8%* | 76<br>*96.2%* | 49<br>*94.2%* | 72<br>*97.3%* | 33<br>*91.7%* | 23<br>*92.0%*<br>** | 56<br>*98.2%* | 31<br>*91.2%* | 40<br>*93.0%* | 20<br>*90.9%*<br>** | 109<br>*95.6%* | 15<br>*88.2%*<br>** | 105<br>*96.3%* | 129<br>*94.9%* | -<br>- | 24<br>*82.8%*<br>** | 105<br>*98.1%* | 72<br>*92.3%* | 57<br>*98.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **108**<br>***79.4%*** | 19<br>*76.0%*<br>** | 39<br>*86.7%*<br>d | 24<br>*80.0%* | 22<br>*71.0%* | 64<br>*81.0%* | 40<br>*76.9%* | 61<br>*82.4%* | 27<br>*75.0%* | 19<br>*76.0%*<br>** | 48<br>*84.2%* | 24<br>*70.6%* | 34<br>*79.1%* | 13<br>*59.1%*<br>** | 95<br>*83.3%* | 10<br>*58.8%*<br>** | 89<br>*81.7%* | 108<br>*79.4%* | -<br>- | 17<br>*58.6%*<br>** | 91<br>*85.0%* | 56<br>*71.8%* | 52<br>*89.7%*<br>U | -<br>- |
| 3-Point Score | **2.74** | 2.72 | 2.84 | 2.70 | 2.68 | 2.77 | 2.71 | 2.80 | 2.67 | 2.68 | 2.82 | 2.62 | 2.72 | 2.50 | 2.79 | 2.47 | 2.78 | 2.74 | - | 2.41 | 2.83 | 2.64 | 2.88 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
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2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q52. In the last 6 months, did your childs health plan give you any forms to fill out?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **512**<br>***100.0%*** | **88**<br>***100.0%*** | **137**<br>***100.0%*** | **149**<br>***100.0%*** | **127**<br>***100.0%*** | **299**<br>***100.0%*** | **194**<br>***100.0%*** | **283**<br>***100.0%*** | **143**<br>***100.0%*** | **78**<br>***100.0%*** | **207**<br>***100.0%*** | **143**<br>***100.0%*** | **159**<br>***100.0%*** | **143**<br>***100.0%*** | **360**<br>***100.0%*** | **75**<br>***100.0%*** | **380**<br>***100.0%*** | **133**<br>***100.0%*** | **378**<br>***100.0%*** | **29**<br>***100.0%*** | **104**<br>***100.0%*** | **354**<br>***100.0%*** | **158**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **13** | 3 | - | 5 | 4 | 6 | 6 | 7 | 2 | 4 | 6 | 4 | 3 | - | 10 | - | 12 | 3 | 5 | - | 3 | 7 | 6 | - |
| Yes | **122**<br>***23.8%*** | 24<br>*27.3%* | 34<br>*24.8%* | 34<br>*22.8%* | 26<br>*20.5%* | 71<br>*23.7%* | 44<br>*22.7%* | 69<br>*24.4%* | 27<br>*18.9%* | 23<br>*29.5%*<br>h | 48<br>*23.2%* | 27<br>*18.9%* | 46<br>*28.9%*<br>K | 27<br>*18.9%* | 94<br>*26.1%*<br>m | 20<br>*26.7%* | 91<br>*23.9%* | 52<br>*39.1%*<br>R | 69<br>*18.3%* | 11<br>*37.9%*<br>** | 41<br>*39.4%* | 76<br>*21.5%* | 46<br>*29.1%*<br>u | -<br>- |
| No | **390**<br>***76.2%*** | 64<br>*72.7%* | 103<br>*75.2%* | 115<br>*77.2%* | 101<br>*79.5%* | 228<br>*76.3%* | 150<br>*77.3%* | 214<br>*75.6%* | 116<br>*81.1%*<br>i | 55<br>*70.5%* | 159<br>*76.8%* | 116<br>*81.1%*<br>L | 113<br>*71.1%* | 116<br>*81.1%*<br>n | 266<br>*73.9%* | 55<br>*73.3%* | 289<br>*76.1%* | 81<br>*60.9%* | 309<br>*81.7%*<br>Q | 18<br>*62.1%*<br>** | 63<br>*60.6%* | 278<br>*78.5%*<br>v | 112<br>*70.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **122**<br>***23.8%*** | 24<br>*27.3%* | 34<br>*24.8%* | 34<br>*22.8%* | 26<br>*20.5%* | 71<br>*23.7%* | 44<br>*22.7%* | 69<br>*24.4%* | 27<br>*18.9%* | 23<br>*29.5%*<br>h | 48<br>*23.2%* | 27<br>*18.9%* | 46<br>*28.9%*<br>K | 27<br>*18.9%* | 94<br>*26.1%*<br>m | 20<br>*26.7%* | 91<br>*23.9%* | 52<br>*39.1%*<br>R | 69<br>*18.3%* | 11<br>*37.9%*<br>** | 41<br>*39.4%* | 76<br>*21.5%* | 46<br>*29.1%*<br>u | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q53. (FOF) In the last 6 months, how often were the forms from your childs health plan easy to fill out?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **512**<br>***100.0%*** | **88**<br>***100.0%*** | **137**<br>***100.0%*** | **149**<br>***100.0%*** | **127**<br>***100.0%*** | **299**<br>***100.0%*** | **194**<br>***100.0%*** | **283**<br>***100.0%*** | **143**<br>***100.0%*** | **78**<br>***100.0%*** | **207**<br>***100.0%*** | **143**<br>***100.0%*** | **159**<br>***100.0%*** | **143**<br>***100.0%*** | **360**<br>***100.0%*** | **75**<br>***100.0%*** | **380**<br>***100.0%*** | **133**<br>***100.0%*** | **378**<br>***100.0%*** | **29**<br>***100.0%*** | **104**<br>***100.0%*** | **354**<br>***100.0%*** | **158**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **505**<br>***100.0%*** | **86**<br>***100.0%*** | **136**<br>***100.0%*** | **147**<br>***100.0%*** | **125**<br>***100.0%*** | **295**<br>***100.0%*** | **191**<br>***100.0%*** | **279**<br>***100.0%*** | **142**<br>***100.0%*** | **77**<br>***100.0%*** | **205**<br>***100.0%*** | **141**<br>***100.0%*** | **156**<br>***100.0%*** | **141**<br>***100.0%*** | **355**<br>***100.0%*** | **75**<br>***100.0%*** | **375**<br>***100.0%*** | **132**<br>***100.0%*** | **372**<br>***100.0%*** | **29**<br>***100.0%*** | **103**<br>***100.0%*** | **350**<br>***100.0%*** | **155**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **7** | 2 | 1 | 2 | 2 | 4 | 3 | 4 | 1 | 1 | 2 | 2 | 3 | 2 | 5 | - | 5 | 1 | 6 | - | 1 | 4 | 3 | - |
| Always | **460**<br>***91.1%*** | 79<br>*91.9%* | 124<br>*91.2%* | 136<br>*92.5%* | 111<br>*88.8%* | 266<br>*90.2%* | 176<br>*92.1%* | 253<br>*90.7%* | 132<br>*93.0%* | 68<br>*88.3%* | 190<br>*92.7%*<br>I | 131<br>*92.9%* | 136<br>*87.2%* | 125<br>*88.7%* | 326<br>*91.8%* | 60<br>*80.0%* | 349<br>*93.1%*<br>O | 114<br>*86.4%* | 345<br>*92.7%*<br>Q | 24<br>*82.8%*<br>** | 90<br>*87.4%* | 322<br>*92.0%* | 138<br>*89.0%* | -<br>- |
| Usually | **31**<br>***6.1%*** | 5<br>*5.8%* | 7<br>*5.1%* | 7<br>*4.8%* | 12<br>*9.6%* | 18<br>*6.1%* | 13<br>*6.8%* | 18<br>*6.5%* | 7<br>*4.9%* | 6<br>*7.8%* | 9<br>*4.4%* | 6<br>*4.3%* | 16<br>*10.3%*<br>JK | 11<br>*7.8%* | 20<br>*5.6%* | 9<br>*12.0%*<br>P | 21<br>*5.6%* | 10<br>*7.6%* | 21<br>*5.6%* | 1<br>*3.4%*<br>** | 9<br>*8.7%* | 17<br>*4.9%* | 14<br>*9.0%*<br>u | -<br>- |
| Sometimes | **9**<br>***1.8%*** | 1<br>*1.2%* | 3<br>*2.2%* | 3<br>*2.0%* | 1<br>*0.8%* | 7<br>*2.4%* | 1<br>*0.5%* | 4<br>*1.4%* | 3<br>*2.1%* | 2<br>*2.6%* | 3<br>*1.5%* | 4<br>*2.8%* | 2<br>*1.3%* | 2<br>*1.4%* | 7<br>*2.0%* | 2<br>*2.7%* | 4<br>*1.1%* | 7<br>*5.3%*<br>R | 2<br>*0.5%* | 4<br>*13.8%*<br>** | 3<br>*2.9%* | 7<br>*2.0%* | 2<br>*1.3%* | -<br>- |
| Never | **5**<br>***1.0%*** | 1<br>*1.2%* | 2<br>*1.5%* | 1<br>*0.7%* | 1<br>*0.8%* | 4<br>*1.4%* | 1<br>*0.5%* | 4<br>*1.4%* | -<br>- | 1<br>*1.3%* | 3<br>*1.5%* | -<br>- | 2<br>*1.3%* | 3<br>*2.1%* | 2<br>*0.6%* | 4<br>*5.3%*<br>P | 1<br>*0.3%* | 1<br>*0.8%* | 4<br>*1.1%* | -<br>-<br>** | 1<br>*1.0%* | 4<br>*1.1%* | 1<br>*0.6%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **491**<br>***97.2%*** | 84<br>*97.7%* | 131<br>*96.3%* | 143<br>*97.3%* | 123<br>*98.4%* | 284<br>*96.3%* | 189<br>*99.0%*<br>e | 271<br>*97.1%* | 139<br>*97.9%* | 74<br>*96.1%* | 199<br>*97.1%* | 137<br>*97.2%* | 152<br>*97.4%* | 136<br>*96.5%* | 346<br>*97.5%* | 69<br>*92.0%* | 370<br>*98.7%*<br>O | 124<br>*93.9%* | 366<br>*98.4%*<br>Q | 25<br>*86.2%*<br>** | 99<br>*96.1%* | 339<br>*96.9%* | 152<br>*98.1%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **460**<br>***91.1%*** | 79<br>*91.9%* | 124<br>*91.2%* | 136<br>*92.5%* | 111<br>*88.8%* | 266<br>*90.2%* | 176<br>*92.1%* | 253<br>*90.7%* | 132<br>*93.0%* | 68<br>*88.3%* | 190<br>*92.7%*<br>I | 131<br>*92.9%* | 136<br>*87.2%* | 125<br>*88.7%* | 326<br>*91.8%* | 60<br>*80.0%* | 349<br>*93.1%*<br>O | 114<br>*86.4%* | 345<br>*92.7%*<br>Q | 24<br>*82.8%*<br>** | 90<br>*87.4%* | 322<br>*92.0%* | 138<br>*89.0%* | -<br>- |
| 3-Point Score | **2.88** | 2.90 | 2.88 | 2.90 | 2.87 | 2.86 | 2.91 | 2.88 | 2.91 | 2.84 | 2.90 | 2.90 | 2.85 | 2.85 | 2.89 | 2.72 | 2.92 | 2.80 | 2.91 | 2.69 | 2.83 | 2.89 | 2.87 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 childs health plan?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **513** *100.0%* | **88** *100.0%* | **137** *100.0%* | **152** *100.0%* | **125** *100.0%* | **298** *100.0%* | **195** *100.0%* | **284** *100.0%* | **141** *100.0%* | **80** *100.0%* | **208** *100.0%* | **144** *100.0%* | **158** *100.0%* | **143** *100.0%* | **370** *100.0%* | **74** *100.0%* | **381** *100.0%* | **136** *100.0%* | **373** *100.0%* | **29** *100.0%* | **107** *100.0%* | **349** *100.0%* | **164** *100.0%* | **-** **-** |
| No Answer | **12** | 3 | - | 2 | 6 | 7 | 5 | 6 | 4 | 2 | 5 | 3 | 4 | - | - | 1 | 11 | - | 10 | - | - | 12 | - | - |
| 10 - Best health plan possible | **213** *41.5%* | 39 *44.3%* | 57 *41.6%* | 60 *39.5%* | 52 *41.6%* | 136 *45.6%* F | 71 *36.4%* | 137 *48.2%* HI | 51 *36.2%* | 24 *30.0%* | 103 *49.5%* L | 60 *41.7%* l | 49 *31.0%* | - - | 213 *57.6%* M | 8 *10.8%* | 185 *48.6%* O | 71 *52.2%* R | 139 *37.3%* | 10 *34.5%* ** | 61 *57.0%* | 135 *38.7%* | 78 *47.6%* u | - - |
| 9 | **70** *13.6%* | 14 *15.9%* | 16 *11.7%* | 14 *9.2%* | 24 *19.2%* bC | 41 *13.8%* | 27 *13.8%* | 38 *13.4%* | 19 *13.5%* | 11 *13.8%* | 27 *13.0%* | 21 *14.6%* | 21 *13.3%* | - - | 70 *18.9%* M | 10 *13.5%* | 55 *14.4%* | 21 *15.4%* | 48 *12.9%* | 3 *10.3%* ** | 18 *16.8%* | 52 *14.9%* | 18 *11.0%* | - - |
| 8 | **87** *17.0%* | 10 *11.4%* | 21 *15.3%* | 28 *18.4%* | 25 *20.0%* a | 42 *14.1%* | 39 *20.0%* e | 42 *14.8%* | 33 *23.4%* Gi | 11 *13.8%* | 29 *13.9%* | 27 *18.8%* | 31 *19.6%* | - - | 87 *23.5%* M | 16 *21.6%* | 60 *15.7%* | 22 *16.2%* | 65 *17.4%* | 6 *20.7%* ** | 16 *15.0%* | 55 *15.8%* | 32 *19.5%* | - - |
| 7 | **52** *10.1%* | 10 *11.4%* d | 12 *8.8%* | 24 *15.8%* bD | 6 *4.8%* | 31 *10.4%* | 21 *10.8%* | 24 *8.5%* | 17 *12.1%* | 10 *12.5%* | 17 *8.2%* | 18 *12.5%* | 16 *10.1%* | 52 *36.4%* N | - - | 15 *20.3%* P | 30 *7.9%* | 6 *4.4%* | 46 *12.3%* Q | 2 *6.9%* ** | 4 *3.7%* | 39 *11.2%* | 13 *7.9%* | - - |
| 6 | **22** *4.3%* | 5 *5.7%* | 6 *4.4%* | 6 *3.9%* | 5 *4.0%* | 13 *4.4%* | 8 *4.1%* | 12 *4.2%* | 4 *2.8%* | 4 *5.0%* | 13 *6.3%* k | 3 *2.1%* | 6 *3.8%* | 22 *15.4%* N | - - | 5 *6.8%* | 14 *3.7%* | 3 *2.2%* | 19 *5.1%* | 1 *3.4%* ** | 2 *1.9%* | 16 *4.6%* | 6 *3.7%* | - - |
| 5 | **36** *7.0%* | 7 *8.0%* | 9 *6.6%* | 12 *7.9%* | 8 *6.4%* | 21 *7.0%* | 13 *6.7%* | 15 *5.3%* | 11 *7.8%* | 10 *12.5%* G | 11 *5.3%* | 8 *5.6%* | 17 *10.8%* j | 36 *25.2%* N | - - | 12 *16.2%* P | 19 *5.0%* | 6 *4.4%* | 30 *8.0%* | 5 *17.2%* ** | 1 *0.9%* | 27 *7.7%* | 9 *5.5%* | - - |
| 4 | **10** *1.9%* | 1 *1.1%* | 6 *4.4%* D | 3 *2.0%* | - - | 3 *1.0%* | 7 *3.6%* E | 6 *2.1%* | 2 *1.4%* | 2 *2.5%* | 2 *1.0%* | 4 *2.8%* | 4 *2.5%* | 10 *7.0%* N | - - | 2 *2.7%* | 7 *1.8%* | 5 *3.7%* r | 5 *1.3%* | 1 *3.4%* ** | 4 *3.7%* | 7 *2.0%* | 3 *1.8%* | - - |
| 3 | **7** *1.4%* | - - | 2 *1.5%* | 2 *1.3%* | 3 *2.4%* | 1 *0.3%* | 6 *3.1%* E | 4 *1.4%* | 2 *1.4%* | 1 *1.3%* | 2 *1.0%* | 2 *1.4%* | 3 *1.9%* | 7 *4.9%* N | - - | 2 *2.7%* | 4 *1.0%* | 1 *0.7%* | 6 *1.6%* | 1 *3.4%* ** | - - | 5 *1.4%* | 2 *1.2%* | - - |
| 2 | **4** *0.8%* | 1 *1.1%* | 1 *0.7%* | - - | 1 *0.8%* | 3 *1.0%* | - - | 1 *0.4%* | 1 *0.7%* | 2 *2.5%* g | 1 *0.5%* | - - | 3 *1.9%* k | 4 *2.8%* N | - - | 2 *2.7%* p | 2 *0.5%* | 1 *0.7%* | 3 *0.8%* | - - ** | 1 *0.9%* | 4 *1.1%* | - - | - - |
| 1 | **-** **-** | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - ** | - - | - - | - - | - - |
| 0 - Worst health plan possible | **12** *2.3%* | 1 *1.1%* | 7 *5.1%* D | 3 *2.0%* | 1 *0.8%* | 7 *2.3%* | 3 *1.5%* | 5 *1.8%* | 1 *0.7%* | 5 *6.3%* GH | 3 *1.4%* | 1 *0.7%* | 8 *5.1%* JK | 12 *8.4%* N | - - | 2 *2.7%* | 5 *1.3%* | - - | 12 *3.2%* Q | - - ** | - - | 9 *2.6%* | 3 *1.8%* | - - |
| SUMMARY - 0-3 | **23** *4.5%* | 2 *2.3%* | 10 *7.3%* | 5 *3.3%* | 5 *4.0%* | 11 *3.7%* | 9 *4.6%* | 10 *3.5%* | 4 *2.8%* | 8 *10.0%* GH | 6 *2.9%* | 3 *2.1%* | 14 *8.9%* JK | 23 *16.1%* N | - - | 6 *8.1%* P | 11 *2.9%* | 2 *1.5%* | 21 *5.6%* Q | 1 *3.4%* ** | 1 *0.9%* | 18 *5.2%* | 5 *3.0%* | - - |
| SUMMARY - 4-7 | **120** *23.4%* | 23 *26.1%* D | 33 *24.1%* d | 45 *29.6%* D | 19 *15.2%* | 68 *22.8%* | 49 *25.1%* | 57 *20.1%* | 34 *24.1%* | 26 *32.5%* G | 43 *20.7%* | 33 *22.9%* | 43 *27.2%* | 120 *83.9%* N | - - | 34 *45.9%* P | 70 *18.4%* | 20 *14.7%* | 100 *26.8%* Q | 9 *31.0%* ** | 11 *10.3%* | 89 *25.5%* | 31 *18.9%* | - - |
| HEDIS/CAHPS SUMMARY RATE - 8-10 | **370** *72.1%* | 63 *71.6%* | 94 *68.6%* | 102 *67.1%* | 101 *80.8%* BC | 219 *73.5%* | 137 *70.3%* | 217 *76.4%* I | 103 *73.0%* I | 46 *57.5%* | 159 *76.4%* L | 108 *75.0%* L | 101 *63.9%* | - - | 370 *100.0%* M | 34 *45.9%* | 300 *78.7%* O | 114 *83.8%* R | 252 *67.6%* | 19 *65.5%* ** | 95 *88.8%* | 242 *69.3%* | 128 *78.0%* U | - - |
| HEDIS/CAHPS SUMMARY RATE - 9-10 | **283** *55.2%* | 53 *60.2%* c | 73 *53.3%* | 74 *48.7%* | 76 *60.8%* C | 177 *59.4%* F | 98 *50.3%* | 175 *61.6%* HI | 70 *49.6%* | 35 *43.8%* | 130 *62.5%* L | 81 *56.3%* L | 70 *44.3%* | - - | 283 *76.5%* M | 18 *24.3%* | 240 *63.0%* O | 92 *67.6%* R | 187 *50.1%* | 13 *44.8%* ** | 79 *73.8%* | 187 *53.6%* | 96 *58.5%* | - - |
| 3-Point Score | **2.37** | 2.43 | 2.31 | 2.32 | 2.46 | 2.43 | 2.31 | 2.46 | 2.35 | 2.14 | 2.47 | 2.44 | 2.18 | 1.36 | 2.76 | 1.91 | 2.50 | 2.56 | 2.30 | 2.17 | 2.66 | 2.34 | 2.45 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q55. In the last 6 months, did you get or refill any prescription medicines for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **522** *100.0%* | **90** *100.0%* | **136** *100.0%* | **153** *100.0%* | **131** *100.0%* | **304** *100.0%* | **198** *100.0%* | **289** *100.0%* | **143** *100.0%* | **82** *100.0%* | **212** *100.0%* | **146** *100.0%* | **161** *100.0%* | **143** *100.0%* | **367** *100.0%* | **75** *100.0%* | **389** *100.0%* | **134** *100.0%* | **382** *100.0%* | **28** *100.0%* | **106** *100.0%* | **359** *100.0%* | **163** *100.0%* | **-** **-** |
| No Answer | **3** | 1 | 1 | 1 | - | 1 | 2 | 1 | 2 | - | 1 | 1 | 1 | - | 3 | - | 3 | 2 | 1 | 1 | 1 | 2 | 1 | - |
| Yes | **435** *83.3%* | 74 *82.2%* | 115 *84.6%* | 128 *83.7%* | 109 *83.2%* | 250 *82.2%* | 172 *86.9%* | 235 *81.3%* | 125 *87.4%* | 70 *85.4%* | 178 *84.0%* | 123 *84.2%* | 131 *81.4%* | 121 *84.6%* | 305 *83.1%* | 63 *84.0%* | 335 *86.1%* | 110 *82.1%* | 319 *83.5%* | 20 *71.4%* ** | 90 *84.9%* | 301 *83.8%* | 134 *82.2%* | - - |
| No | **87** *16.7%* | 16 *17.8%* | 21 *15.4%* | 25 *16.3%* | 22 *16.8%* | 54 *17.8%* | 26 *13.1%* | 54 *18.7%* | 18 *12.6%* | 12 *14.6%* | 34 *16.0%* | 23 *15.8%* | 30 *18.6%* | 22 *15.4%* | 62 *16.9%* | 12 *16.0%* | 54 *13.9%* | 24 *17.9%* | 63 *16.5%* | 8 *28.6%* ** | 16 *15.1%* | 58 *16.2%* | 29 *17.8%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **435** *83.3%* | 74 *82.2%* | 115 *84.6%* | 128 *83.7%* | 109 *83.2%* | 250 *82.2%* | 172 *86.9%* | 235 *81.3%* | 125 *87.4%* | 70 *85.4%* | 178 *84.0%* | 123 *84.2%* | 131 *81.4%* | 121 *84.6%* | 305 *83.1%* | 63 *84.0%* | 335 *86.1%* | 110 *82.1%* | 319 *83.5%* | 20 *71.4%* ** | 90 *84.9%* | 301 *83.8%* | 134 *82.2%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **435**<br>***100.0%*** | **74**<br>***100.0%*** | **115**<br>***100.0%*** | **128**<br>***100.0%*** | **109**<br>***100.0%*** | **250**<br>***100.0%*** | **172**<br>***100.0%*** | **235**<br>***100.0%*** | **125**<br>***100.0%*** | **70**<br>***100.0%*** | **178**<br>***100.0%*** | **123**<br>***100.0%*** | **131**<br>***100.0%*** | **121**<br>***100.0%*** | **305**<br>***100.0%*** | **63**<br>***100.0%*** | **335**<br>***100.0%*** | **110**<br>***100.0%*** | **319**<br>***100.0%*** | **20**<br>***100.0%*** | **90**<br>***100.0%*** | **301**<br>***100.0%*** | **134**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **426**<br>***100.0%*** | **72**<br>***100.0%*** | **113**<br>***100.0%*** | **126**<br>***100.0%*** | **106**<br>***100.0%*** | **246**<br>***100.0%*** | **167**<br>***100.0%*** | **228**<br>***100.0%*** | **124**<br>***100.0%*** | **69**<br>***100.0%*** | **173**<br>***100.0%*** | **121**<br>***100.0%*** | **129**<br>***100.0%*** | **116**<br>***100.0%*** | **301**<br>***100.0%*** | **62**<br>***100.0%*** | **329**<br>***100.0%*** | **109**<br>***100.0%*** | **311**<br>***100.0%*** | **19**<br>***100.0%*** | **90**<br>***100.0%*** | **294**<br>***100.0%*** | **132**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **9** | 2 | 2 | 2 | 3 | 4 | 5 | 7 | 1 | 1 | 5 | 2 | 2 | 5 | 4 | 1 | 6 | 1 | 8 | 1 | - | 7 | 2 | - |
| Always | **269**<br>***63.1%*** | 45<br>*62.5%* | 72<br>*63.7%* | 73<br>*57.9%* | 74<br>*69.8%*<br>c | 158<br>*64.2%* | 104<br>*62.3%* | 153<br>*67.1%*<br>i | 74<br>*59.7%* | 38<br>*55.1%* | 112<br>*64.7%* | 81<br>*66.9%* | 75<br>*58.1%* | 47<br>*40.5%* | 215<br>*71.4%*<br>M | 30<br>*48.4%* | 218<br>*66.3%*<br>O | 66<br>*60.6%* | 198<br>*63.7%* | 11<br>*57.9%*<br>** | 55<br>*61.1%* | 184<br>*62.6%* | 85<br>*64.4%* | -<br>- |
| Usually | **86**<br>***20.2%*** | 15<br>*20.8%* | 16<br>*14.2%* | 31<br>*24.6%*<br>B | 23<br>*21.7%* | 47<br>*19.1%* | 36<br>*21.6%* | 40<br>*17.5%* | 34<br>*27.4%*<br>Gi | 11<br>*15.9%* | 32<br>*18.5%* | 30<br>*24.8%* | 22<br>*17.1%* | 29<br>*25.0%* | 56<br>*18.6%* | 15<br>*24.2%* | 64<br>*19.5%* | 21<br>*19.3%* | 65<br>*20.9%* | 3<br>*15.8%*<br>** | 18<br>*20.0%* | 57<br>*19.4%* | 29<br>*22.0%* | -<br>- |
| Sometimes | **53**<br>***12.4%*** | 7<br>*9.7%* | 18<br>*15.9%*<br>d | 18<br>*14.3%* | 8<br>*7.5%* | 29<br>*11.8%* | 22<br>*13.2%* | 25<br>*11.0%* | 12<br>*9.7%* | 16<br>*23.2%*<br>GH | 24<br>*13.9%*<br>k | 8<br>*6.6%* | 21<br>*16.3%*<br>K | 27<br>*23.3%*<br>N | 25<br>*8.3%* | 9<br>*14.5%* | 39<br>*11.9%* | 20<br>*18.3%*<br>R | 32<br>*10.3%* | 5<br>*26.3%*<br>** | 15<br>*16.7%* | 39<br>*13.3%* | 14<br>*10.6%* | -<br>- |
| Never | **18**<br>***4.2%*** | 5<br>*6.9%*<br>D | 7<br>*6.2%*<br>D | 4<br>*3.2%* | 1<br>*0.9%* | 12<br>*4.9%* | 5<br>*3.0%* | 10<br>*4.4%* | 4<br>*3.2%* | 4<br>*5.8%* | 5<br>*2.9%* | 2<br>*1.7%* | 11<br>*8.5%*<br>JK | 13<br>*11.2%*<br>N | 5<br>*1.7%* | 8<br>*12.9%*<br>P | 8<br>*2.4%* | 2<br>*1.8%* | 16<br>*5.1%* | -<br>-<br>** | 2<br>*2.2%* | 14<br>*4.8%* | 4<br>*3.0%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **355**<br>***83.3%*** | 60<br>*83.3%* | 88<br>*77.9%* | 104<br>*82.5%* | 97<br>*91.5%*<br>aBC | 205<br>*83.3%* | 140<br>*83.8%* | 193<br>*84.6%*<br>I | 108<br>*87.1%*<br>I | 49<br>*71.0%* | 144<br>*83.2%*<br>I | 111<br>*91.7%*<br>JL | 97<br>*75.2%* | 76<br>*65.5%* | 271<br>*90.0%*<br>M | 45<br>*72.6%* | 282<br>*85.7%*<br>O | 87<br>*79.8%* | 263<br>*84.6%* | 14<br>*73.7%*<br>** | 73<br>*81.1%* | 241<br>*82.0%* | 114<br>*86.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **269**<br>***63.1%*** | 45<br>*62.5%* | 72<br>*63.7%* | 73<br>*57.9%* | 74<br>*69.8%*<br>c | 158<br>*64.2%* | 104<br>*62.3%* | 153<br>*67.1%*<br>i | 74<br>*59.7%* | 38<br>*55.1%* | 112<br>*64.7%* | 81<br>*66.9%* | 75<br>*58.1%* | 47<br>*40.5%* | 215<br>*71.4%*<br>M | 30<br>*48.4%* | 218<br>*66.3%*<br>O | 66<br>*60.6%* | 198<br>*63.7%* | 11<br>*57.9%*<br>** | 55<br>*61.1%* | 184<br>*62.6%* | 85<br>*64.4%* | -<br>- |
| 3-Point Score | **2.46** | 2.46 | 2.42 | 2.40 | 2.61 | 2.48 | 2.46 | 2.52 | 2.47 | 2.26 | 2.48 | 2.59 | 2.33 | 2.06 | 2.61 | 2.21 | 2.52 | 2.40 | 2.48 | 2.32 | 2.42 | 2.45 | 2.51 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q57. Did anyone from your childs health plan, doctors office, or clinic help you get your childs prescription medicines?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **435**<br>***100.0%*** | **74**<br>***100.0%*** | **115**<br>***100.0%*** | **128**<br>***100.0%*** | **109**<br>***100.0%*** | **250**<br>***100.0%*** | **172**<br>***100.0%*** | **235**<br>***100.0%*** | **125**<br>***100.0%*** | **70**<br>***100.0%*** | **178**<br>***100.0%*** | **123**<br>***100.0%*** | **131**<br>***100.0%*** | **121**<br>***100.0%*** | **305**<br>***100.0%*** | **63**<br>***100.0%*** | **335**<br>***100.0%*** | **110**<br>***100.0%*** | **319**<br>***100.0%*** | **20**<br>***100.0%*** | **90**<br>***100.0%*** | **301**<br>***100.0%*** | **134**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **427**<br>***100.0%*** | **73**<br>***100.0%*** | **113**<br>***100.0%*** | **125**<br>***100.0%*** | **107**<br>***100.0%*** | **244**<br>***100.0%*** | **170**<br>***100.0%*** | **230**<br>***100.0%*** | **123**<br>***100.0%*** | **69**<br>***100.0%*** | **174**<br>***100.0%*** | **121**<br>***100.0%*** | **129**<br>***100.0%*** | **119**<br>***100.0%*** | **299**<br>***100.0%*** | **62**<br>***100.0%*** | **330**<br>***100.0%*** | **109**<br>***100.0%*** | **312**<br>***100.0%*** | **20**<br>***100.0%*** | **89**<br>***100.0%*** | **297**<br>***100.0%*** | **130**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **8** | 1 | 2 | 3 | 2 | 6 | 2 | 5 | 2 | 1 | 4 | 2 | 2 | 2 | 6 | 1 | 5 | 1 | 7 | - | 1 | 4 | 4 | - |
| Yes | **242**<br>***56.7%*** | 47<br>*64.4%*<br>C | 65<br>*57.5%* | 59<br>*47.2%* | 64<br>*59.8%*<br>c | 140<br>*57.4%* | 94<br>*55.3%* | 126<br>*54.8%* | 66<br>*53.7%* | 47<br>*68.1%*<br>gh | 97<br>*55.7%* | 58<br>*47.9%* | 85<br>*65.9%*<br>jK | 57<br>*47.9%* | 179<br>*59.9%*<br>M | 34<br>*54.8%* | 189<br>*57.3%* | 74<br>*67.9%*<br>R | 164<br>*52.6%* | 15<br>*75.0%*<br>** | 59<br>*66.3%* | 174<br>*58.6%* | 68<br>*52.3%* | -<br>- |
| No | **185**<br>***43.3%*** | 26<br>*35.6%* | 48<br>*42.5%* | 66<br>*52.8%*<br>Ad | 43<br>*40.2%* | 104<br>*42.6%* | 76<br>*44.7%* | 104<br>*45.2%*<br>i | 57<br>*46.3%*<br>i | 22<br>*31.9%* | 77<br>*44.3%*<br>l | 63<br>*52.1%*<br>L | 44<br>*34.1%* | 62<br>*52.1%*<br>N | 120<br>*40.1%* | 28<br>*45.2%* | 141<br>*42.7%* | 35<br>*32.1%* | 148<br>*47.4%*<br>Q | 5<br>*25.0%*<br>** | 30<br>*33.7%* | 123<br>*41.4%* | 62<br>*47.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **242**<br>***56.7%*** | 47<br>*64.4%*<br>C | 65<br>*57.5%* | 59<br>*47.2%* | 64<br>*59.8%*<br>c | 140<br>*57.4%* | 94<br>*55.3%* | 126<br>*54.8%* | 66<br>*53.7%* | 47<br>*68.1%*<br>gh | 97<br>*55.7%* | 58<br>*47.9%* | 85<br>*65.9%*<br>jK | 57<br>*47.9%* | 179<br>*59.9%*<br>M | 34<br>*54.8%* | 189<br>*57.3%* | 74<br>*67.9%*<br>R | 164<br>*52.6%* | 15<br>*75.0%*<br>** | 59<br>*66.3%* | 174<br>*58.6%* | 68<br>*52.3%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q58. In general, how would you rate your childs overall health?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **517**<br>***100.0%*** | **91**<br>***100.0%*** | **134**<br>***100.0%*** | **153**<br>***100.0%*** | **128**<br>***100.0%*** | **299**<br>***100.0%*** | **198**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **212**<br>***100.0%*** | **144**<br>***100.0%*** | **160**<br>***100.0%*** | **139**<br>***100.0%*** | **366**<br>***100.0%*** | **73**<br>***100.0%*** | **387**<br>***100.0%*** | **135**<br>***100.0%*** | **376**<br>***100.0%*** | **29**<br>***100.0%*** | **106**<br>***100.0%*** | **354**<br>***100.0%*** | **163**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **8** | - | 3 | 1 | 3 | 6 | 2 | - | - | - | 1 | 3 | 2 | 4 | 4 | 2 | 5 | 1 | 7 | - | 1 | 7 | 1 | - |
| Excellent | **113**<br>***21.9%*** | 26<br>*28.6%*<br>D | 33<br>*24.6%* | 30<br>*19.6%* | 22<br>*17.2%* | 67<br>*22.4%* | 44<br>*22.2%* | 113<br>*39.0%*<br>HI | -<br>- | -<br>- | 70<br>*33.0%*<br>KL | 22<br>*15.3%* | 21<br>*13.1%* | 23<br>*16.5%* | 85<br>*23.2%* | 16<br>*21.9%* | 87<br>*22.5%* | 31<br>*23.0%* | 81<br>*21.5%* | 4<br>*13.8%*<br>** | 27<br>*25.5%* | 85<br>*24.0%*<br>v | 28<br>*17.2%* | -<br>- |
| Very good | **177**<br>***34.2%*** | 31<br>*34.1%* | 47<br>*35.1%* | 53<br>*34.6%* | 43<br>*33.6%* | 90<br>*30.1%* | 81<br>*40.9%*<br>E | 177<br>*61.0%*<br>HI | -<br>- | -<br>- | 105<br>*49.5%*<br>KL | 45<br>*31.3%*<br>L | 27<br>*16.9%* | 44<br>*31.7%* | 132<br>*36.1%* | 18<br>*24.7%* | 138<br>*35.7%*<br>o | 43<br>*31.9%* | 133<br>*35.4%* | 9<br>*31.0%*<br>** | 34<br>*32.1%* | 128<br>*36.2%* | 49<br>*30.1%* | -<br>- |
| Good | **145**<br>***28.0%*** | 20<br>*22.0%* | 37<br>*27.6%* | 43<br>*28.1%* | 41<br>*32.0%* | 82<br>*27.4%* | 56<br>*28.3%* | -<br>- | 145<br>*100.0%*<br>GI | -<br>- | 28<br>*13.2%* | 62<br>*43.1%*<br>JI | 54<br>*33.8%*<br>J | 38<br>*27.3%* | 103<br>*28.1%* | 24<br>*32.9%* | 103<br>*26.6%* | 36<br>*26.7%* | 107<br>*28.5%* | 10<br>*34.5%*<br>** | 26<br>*24.5%* | 97<br>*27.4%* | 48<br>*29.4%* | -<br>- |
| Fair | **71**<br>***13.7%*** | 13<br>*14.3%* | 14<br>*10.4%* | 23<br>*15.0%* | 19<br>*14.8%* | 49<br>*16.4%*<br>F | 17<br>*8.6%* | -<br>- | -<br>- | 71<br>*86.6%*<br>GH | 9<br>*4.2%* | 14<br>*9.7%*<br>J | 48<br>*30.0%*<br>JK | 31<br>*22.3%*<br>N | 39<br>*10.7%* | 13<br>*17.8%* | 51<br>*13.2%* | 21<br>*15.6%* | 48<br>*12.8%* | 4<br>*13.8%*<br>** | 17<br>*16.0%* | 41<br>*11.6%* | 30<br>*18.4%*<br>U | -<br>- |
| Poor | **11**<br>***2.1%*** | 1<br>*1.1%* | 3<br>*2.2%* | 4<br>*2.6%* | 3<br>*2.3%* | 11<br>*3.7%*<br>F | -<br>- | -<br>- | -<br>- | 11<br>*13.4%*<br>GH | -<br>- | 1<br>*0.7%* | 10<br>*6.3%*<br>JK | 3<br>*2.2%* | 7<br>*1.9%* | 2<br>*2.7%* | 8<br>*2.1%* | 4<br>*3.0%* | 7<br>*1.9%* | 2<br>*6.9%*<br>** | 2<br>*1.9%* | 3<br>*0.8%* | 8<br>*4.9%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Excellent/Very good | **290**<br>***56.1%*** | 57<br>*62.6%*<br>d | 80<br>*59.7%* | 83<br>*54.2%* | 65<br>*50.8%* | 157<br>*52.5%* | 125<br>*63.1%*<br>E | 290<br>*100.0%*<br>HI | -<br>- | -<br>- | 175<br>*82.5%*<br>KL | 67<br>*46.5%*<br>L | 48<br>*30.0%* | 67<br>*48.2%* | 217<br>*59.3%*<br>M | 34<br>*46.6%* | 225<br>*58.1%*<br>o | 74<br>*54.8%* | 214<br>*56.9%* | 13<br>*44.8%*<br>** | 61<br>*57.5%* | 213<br>*60.2%*<br>V | 77<br>*47.2%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q59. In general, how would you rate your childs overall mental or emotional health?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **522**<br>***100.0%*** | **91**<br>***100.0%*** | **135**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **302**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **144**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **142**<br>***100.0%*** | **368**<br>***100.0%*** | **75**<br>***100.0%*** | **389**<br>***100.0%*** | **134**<br>***100.0%*** | **382**<br>***100.0%*** | **29**<br>***100.0%*** | **105**<br>***100.0%*** | **359**<br>***100.0%*** | **163**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | - | 2 | - | - | 3 | - | - | 1 | - | - | - | - | 1 | 2 | - | 3 | 2 | 1 | - | 2 | 2 | 1 | - |
| Excellent | **92**<br>***17.6%*** | 23<br>*25.3%*<br>D | 30<br>*22.2%*<br>D | 26<br>*16.9%*<br>D | 10<br>*7.6%* | 45<br>*14.9%* | 42<br>*21.0%*<br>e | 79<br>*27.2%*<br>HI | 7<br>*4.9%* | 6<br>*7.3%* | 92<br>*43.2%*<br>KL | -<br>- | -<br>- | 22<br>*15.5%* | 69<br>*18.8%* | 7<br>*9.3%* | 78<br>*20.1%*<br>O | 24<br>*17.9%* | 67<br>*17.5%* | -<br>-<br>** | 24<br>*22.9%* | 67<br>*18.7%* | 25<br>*15.3%* | -<br>- |
| Very good | **121**<br>***23.2%*** | 15<br>*16.5%* | 37<br>*27.4%*<br>a | 37<br>*24.0%* | 30<br>*22.9%* | 61<br>*20.2%* | 60<br>*30.0%*<br>E | 96<br>*33.1%*<br>HI | 21<br>*14.6%*<br>I | 3<br>*3.7%* | 121<br>*56.8%*<br>KL | -<br>- | -<br>- | 27<br>*19.0%* | 90<br>*24.5%* | 17<br>*22.7%* | 96<br>*24.7%* | 33<br>*24.6%* | 85<br>*22.3%* | 5<br>*17.2%*<br>** | 28<br>*26.7%* | 82<br>*22.8%* | 39<br>*23.9%* | -<br>- |
| Good | **147**<br>***28.2%*** | 18<br>*19.8%* | 31<br>*23.0%* | 50<br>*32.5%*<br>Ab | 45<br>*34.4%*<br>AB | 89<br>*29.5%* | 53<br>*26.5%* | 67<br>*23.1%* | 62<br>*43.1%*<br>GI | 15<br>*18.3%* | -<br>- | 147<br>*100.0%*<br>JL | -<br>- | 36<br>*25.4%* | 108<br>*29.3%* | 19<br>*25.3%* | 111<br>*28.5%* | 34<br>*25.4%* | 112<br>*29.3%* | 12<br>*41.4%*<br>** | 22<br>*21.0%* | 98<br>*27.3%* | 49<br>*30.1%* | -<br>- |
| Fair | **120**<br>***23.0%*** | 24<br>*26.4%* | 25<br>*18.5%* | 31<br>*20.1%* | 38<br>*29.0%*<br>Bc | 75<br>*24.8%*<br>f | 37<br>*18.5%* | 39<br>*13.4%* | 40<br>*27.8%*<br>G | 41<br>*50.0%*<br>GH | -<br>- | -<br>- | 120<br>*74.1%*<br>JK | 43<br>*30.3%*<br>N | 74<br>*20.1%* | 21<br>*28.0%* | 80<br>*20.6%* | 30<br>*22.4%* | 89<br>*23.3%* | 10<br>*34.5%*<br>** | 20<br>*19.0%* | 89<br>*24.8%* | 31<br>*19.0%* | -<br>- |
| Poor | **42**<br>***8.0%*** | 11<br>*12.1%* | 12<br>*8.9%* | 10<br>*6.5%* | 8<br>*6.1%* | 32<br>*10.6%*<br>F | 8<br>*4.0%* | 9<br>*3.1%* | 14<br>*9.7%*<br>G | 17<br>*20.7%*<br>GH | -<br>- | -<br>- | 42<br>*25.9%*<br>JK | 14<br>*9.9%* | 27<br>*7.3%* | 11<br>*14.7%*<br>P | 24<br>*6.2%* | 13<br>*9.7%* | 29<br>*7.6%* | 2<br>*6.9%*<br>** | 11<br>*10.5%* | 23<br>*6.4%* | 19<br>*11.7%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Excellent/Very good | **213**<br>***40.8%*** | 38<br>*41.8%*<br>d | 67<br>*49.6%*<br>D | 63<br>*40.9%*<br>d | 40<br>*30.5%* | 106<br>*35.1%* | 102<br>*51.0%*<br>E | 175<br>*60.3%*<br>HI | 28<br>*19.4%*<br>i | 9<br>*11.0%* | 213<br>*100.0%*<br>KL | - | - | 49<br>*34.5%* | 159<br>*43.2%*<br>m | 24<br>*32.0%* | 174<br>*44.7%*<br>O | 57<br>*42.5%* | 152<br>*39.8%* | 5<br>*17.2%*<br>** | 52<br>*49.5%* | 149<br>*41.5%* | 64<br>*39.3%* | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **522**<br>***100.0%*** | **91**<br>***100.0%*** | **135**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **303**<br>***100.0%*** | **199**<br>***100.0%*** | **289**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **160**<br>***100.0%*** | **142**<br>***100.0%*** | **368**<br>***100.0%*** | **75**<br>***100.0%*** | **390**<br>***100.0%*** | **135**<br>***100.0%*** | **381**<br>***100.0%*** | **29**<br>***100.0%*** | **106**<br>***100.0%*** | **360**<br>***100.0%*** | **162**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | - | 2 | - | - | 2 | 1 | 1 | - | - | - | - | 2 | 1 | 2 | - | 2 | 1 | 2 | - | 1 | 1 | 2 | - |
| Yes | **435**<br>***83.3%*** | 79<br>*86.8%* | 115<br>*85.2%* | 126<br>*81.8%* | 107<br>*81.7%* | 253<br>*83.5%* | 166<br>*83.4%* | 234<br>*81.0%* | 129<br>*89.0%*<br>G | 68<br>*82.9%* | 181<br>*85.0%* | 120<br>*81.6%* | 132<br>*82.5%* | 119<br>*83.8%* | 306<br>*83.2%* | 59<br>*78.7%* | 331<br>*84.9%* | 112<br>*83.0%* | 317<br>*83.2%* | 24<br>*82.8%*<br>** | 88<br>*83.0%* | 308<br>*85.6%*<br>V | 127<br>*78.4%* | -<br>- |
| No | **87**<br>***16.7%*** | 12<br>*13.2%* | 20<br>*14.8%* | 28<br>*18.2%* | 24<br>*18.3%* | 50<br>*16.5%* | 33<br>*16.6%* | 55<br>*19.0%*<br>H | 16<br>*11.0%* | 14<br>*17.1%* | 32<br>*15.0%* | 27<br>*18.4%* | 28<br>*17.5%* | 23<br>*16.2%* | 62<br>*16.8%* | 16<br>*21.3%* | 59<br>*15.1%* | 23<br>*17.0%* | 64<br>*16.8%* | 5<br>*17.2%*<br>** | 18<br>*17.0%* | 52<br>*14.4%* | 35<br>*21.6%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **435**<br>***83.3%*** | 79<br>*86.8%* | 115<br>*85.2%* | 126<br>*81.8%* | 107<br>*81.7%* | 253<br>*83.5%* | 166<br>*83.4%* | 234<br>*81.0%* | 129<br>*89.0%*<br>G | 68<br>*82.9%* | 181<br>*85.0%* | 120<br>*81.6%* | 132<br>*82.5%* | 119<br>*83.8%* | 306<br>*83.2%* | 59<br>*78.7%* | 331<br>*84.9%* | 112<br>*83.0%* | 317<br>*83.2%* | 24<br>*82.8%*<br>** | 88<br>*83.0%* | 308<br>*85.6%*<br>V | 127<br>*78.4%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q61. Is this because of any medical, behavioral, or other health condition?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **435**<br>***100.0%*** | **79**<br>***100.0%*** | **115**<br>***100.0%*** | **126**<br>***100.0%*** | **107**<br>***100.0%*** | **253**<br>***100.0%*** | **166**<br>***100.0%*** | **234**<br>***100.0%*** | **129**<br>***100.0%*** | **68**<br>***100.0%*** | **181**<br>***100.0%*** | **120**<br>***100.0%*** | **132**<br>***100.0%*** | **119**<br>***100.0%*** | **306**<br>***100.0%*** | **59**<br>***100.0%*** | **331**<br>***100.0%*** | **112**<br>***100.0%*** | **317**<br>***100.0%*** | **24**<br>***100.0%*** | **88**<br>***100.0%*** | **308**<br>***100.0%*** | **127**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **433**<br>***100.0%*** | **79**<br>***100.0%*** | **115**<br>***100.0%*** | **125**<br>***100.0%*** | **106**<br>***100.0%*** | **251**<br>***100.0%*** | **166**<br>***100.0%*** | **232**<br>***100.0%*** | **129**<br>***100.0%*** | **68**<br>***100.0%*** | **181**<br>***100.0%*** | **119**<br>***100.0%*** | **131**<br>***100.0%*** | **119**<br>***100.0%*** | **304**<br>***100.0%*** | **59**<br>***100.0%*** | **331**<br>***100.0%*** | **112**<br>***100.0%*** | **315**<br>***100.0%*** | **24**<br>***100.0%*** | **88**<br>***100.0%*** | **307**<br>***100.0%*** | **126**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **2** | - | - | 1 | 1 | 2 | - | 2 | - | - | - | 1 | 1 | - | 2 | - | - | - | 2 | - | - | 1 | 1 | - |
| Yes | **412**<br>***95.2%*** | 76<br>*96.2%* | 113<br>*98.3%*<br>C | 114<br>*91.2%* | 102<br>*96.2%* | 235<br>*93.6%* | 161<br>*97.0%* | 221<br>*95.3%* | 121<br>*93.8%* | 66<br>*97.1%* | 171<br>*94.5%* | 114<br>*95.8%* | 125<br>*95.4%* | 113<br>*95.0%* | 290<br>*95.4%* | 56<br>*94.9%* | 317<br>*95.8%* | 105<br>*93.8%* | 302<br>*95.9%* | 21<br>*87.5%*<br>** | 84<br>*95.5%* | 293<br>*95.4%* | 119<br>*94.4%* | -<br>- |
| No | **21**<br>***4.8%*** | 3<br>*3.8%* | 2<br>*1.7%* | 11<br>*8.8%*<br>B | 4<br>*3.8%* | 16<br>*6.4%* | 5<br>*3.0%* | 11<br>*4.7%* | 8<br>*6.2%* | 2<br>*2.9%* | 10<br>*5.5%* | 5<br>*4.2%* | 6<br>*4.6%* | 6<br>*5.0%* | 14<br>*4.6%* | 3<br>*5.1%* | 14<br>*4.2%* | 7<br>*6.3%* | 13<br>*4.1%* | 3<br>*12.5%*<br>** | 4<br>*4.5%* | 14<br>*4.6%* | 7<br>*5.6%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **412**<br>***95.2%*** | 76<br>*96.2%* | 113<br>*98.3%*<br>C | 114<br>*91.2%* | 102<br>*96.2%* | 235<br>*93.6%* | 161<br>*97.0%* | 221<br>*95.3%* | 121<br>*93.8%* | 66<br>*97.1%* | 171<br>*94.5%* | 114<br>*95.8%* | 125<br>*95.4%* | 113<br>*95.0%* | 290<br>*95.4%* | 56<br>*94.9%* | 317<br>*95.8%* | 105<br>*93.8%* | 302<br>*95.9%* | 21<br>*87.5%*<br>** | 84<br>*95.5%* | 293<br>*95.4%* | 119<br>*94.4%* | -<br>- |

Cell Contents:
- Count
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Statistics:
- Column Proportions:
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  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q62. Is this a condition that has lasted or is expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **412**<br>***100.0%*** | **76**<br>***100.0%*** | **113**<br>***100.0%*** | **114**<br>***100.0%*** | **102**<br>***100.0%*** | **235**<br>***100.0%*** | **161**<br>***100.0%*** | **221**<br>***100.0%*** | **121**<br>***100.0%*** | **66**<br>***100.0%*** | **171**<br>***100.0%*** | **114**<br>***100.0%*** | **125**<br>***100.0%*** | **113**<br>***100.0%*** | **290**<br>***100.0%*** | **56**<br>***100.0%*** | **317**<br>***100.0%*** | **105**<br>***100.0%*** | **302**<br>***100.0%*** | **21**<br>***100.0%*** | **84**<br>***100.0%*** | **293**<br>***100.0%*** | **119**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **406**<br>***100.0%*** | **74**<br>***100.0%*** | **112**<br>***100.0%*** | **112**<br>***100.0%*** | **101**<br>***100.0%*** | **231**<br>***100.0%*** | **160**<br>***100.0%*** | **219**<br>***100.0%*** | **118**<br>***100.0%*** | **65**<br>***100.0%*** | **171**<br>***100.0%*** | **110**<br>***100.0%*** | **123**<br>***100.0%*** | **113**<br>***100.0%*** | **284**<br>***100.0%*** | **56**<br>***100.0%*** | **312**<br>***100.0%*** | **104**<br>***100.0%*** | **297**<br>***100.0%*** | **21**<br>***100.0%*** | **83**<br>***100.0%*** | **290**<br>***100.0%*** | **116**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **6** | 2 | 1 | 2 | 1 | 4 | 1 | 2 | 3 | 1 | - | 4 | 2 | - | 6 | - | 5 | 1 | 5 | - | 1 | 3 | 3 | - |
| Yes | **397**<br>***97.8%*** | 71<br>*95.9%* | 110<br>*98.2%* | 111<br>*99.1%* | 99<br>*98.0%* | 226<br>*97.8%* | 158<br>*98.8%* | 214<br>*97.7%* | 116<br>*98.3%* | 63<br>*96.9%* | 168<br>*98.2%* | 108<br>*98.2%* | 119<br>*96.7%* | 111<br>*98.2%* | 278<br>*97.9%* | 55<br>*98.2%* | 305<br>*97.8%* | 103<br>*99.0%* | 290<br>*97.6%* | 21<br>*100.0%*<br>** | 82<br>*98.8%* | 283<br>*97.6%* | 114<br>*98.3%* | -<br>- |
| No | **9**<br>***2.2%*** | 3<br>*4.1%* | 2<br>*1.8%* | 1<br>*0.9%* | 2<br>*2.0%* | 5<br>*2.2%* | 2<br>*1.3%* | 5<br>*2.3%* | 2<br>*1.7%* | 2<br>*3.1%* | 3<br>*1.8%* | 2<br>*1.8%* | 4<br>*3.3%* | 2<br>*1.8%* | 6<br>*2.1%* | 1<br>*1.8%* | 7<br>*2.2%* | 1<br>*1.0%* | 7<br>*2.4%* | -<br>-<br>** | 1<br>*1.2%* | 7<br>*2.4%* | 2<br>*1.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **397**<br>***97.8%*** | 71<br>*95.9%* | 110<br>*98.2%* | 111<br>*99.1%* | 99<br>*98.0%* | 226<br>*97.8%* | 158<br>*98.8%* | 214<br>*97.7%* | 116<br>*98.3%* | 63<br>*96.9%* | 168<br>*98.2%* | 108<br>*98.2%* | 119<br>*96.7%* | 111<br>*98.2%* | 278<br>*97.9%* | 55<br>*98.2%* | 305<br>*97.8%* | 103<br>*99.0%* | 290<br>*97.6%* | 21<br>*100.0%*<br>** | 82<br>*98.8%* | 283<br>*97.6%* | 114<br>*98.3%* | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **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 Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **515**<br>***100.0%*** | **91**<br>***100.0%*** | **134**<br>***100.0%*** | **151**<br>***100.0%*** | **128**<br>***100.0%*** | **298**<br>***100.0%*** | **197**<br>***100.0%*** | **284**<br>***100.0%*** | **143**<br>***100.0%*** | **81**<br>***100.0%*** | **210**<br>***100.0%*** | **143**<br>***100.0%*** | **160**<br>***100.0%*** | **140**<br>***100.0%*** | **364**<br>***100.0%*** | **74**<br>***100.0%*** | **385**<br>***100.0%*** | **134**<br>***100.0%*** | **376**<br>***100.0%*** | **29**<br>***100.0%*** | **105**<br>***100.0%*** | **356**<br>***100.0%*** | **159**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **10** | - | 3 | 3 | 3 | 7 | 3 | 6 | 2 | 1 | 3 | 4 | 2 | 3 | 6 | 1 | 7 | 2 | 7 | - | 2 | 5 | 5 | - |
| Yes | **262**<br>***50.9%*** | 44<br>*48.4%* | 65<br>*48.5%* | 79<br>*52.3%* | 67<br>*52.3%* | 153<br>*51.3%* | 99<br>*50.3%* | 112<br>*39.4%* | 84<br>*58.7%*<br>G | 63<br>*77.8%*<br>GH | 74<br>*35.2%* | 77<br>*53.8%*<br>J | 110<br>*68.8%*<br>JK | 79<br>*56.4%*<br>n | 175<br>*48.1%* | 39<br>*52.7%* | 201<br>*52.2%* | 78<br>*58.2%*<br>R | 181<br>*48.1%* | 21<br>*72.4%*<br>** | 57<br>*54.3%* | 170<br>*47.8%* | 92<br>*57.9%*<br>U | -<br>- |
| No | **253**<br>***49.1%*** | 47<br>*51.6%* | 69<br>*51.5%* | 72<br>*47.7%* | 61<br>*47.7%* | 145<br>*48.7%* | 98<br>*49.7%* | 172<br>*60.6%*<br>HI | 59<br>*41.3%*<br>I | 18<br>*22.2%* | 136<br>*64.8%*<br>KL | 66<br>*46.2%*<br>L | 50<br>*31.3%* | 61<br>*43.6%* | 189<br>*51.9%*<br>m | 35<br>*47.3%* | 184<br>*47.8%* | 56<br>*41.8%* | 195<br>*51.9%*<br>Q | 8<br>*27.6%*<br>** | 48<br>*45.7%* | 186<br>*52.2%*<br>V | 67<br>*42.1%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **262**<br>***50.9%*** | 44<br>*48.4%* | 65<br>*48.5%* | 79<br>*52.3%* | 67<br>*52.3%* | 153<br>*51.3%* | 99<br>*50.3%* | 112<br>*39.4%* | 84<br>*58.7%*<br>G | 63<br>*77.8%*<br>GH | 74<br>*35.2%* | 77<br>*53.8%*<br>J | 110<br>*68.8%*<br>JK | 79<br>*56.4%*<br>n | 175<br>*48.1%* | 39<br>*52.7%* | 201<br>*52.2%* | 78<br>*58.2%*<br>R | 181<br>*48.1%* | 21<br>*72.4%*<br>** | 57<br>*54.3%* | 170<br>*47.8%* | 92<br>*57.9%*<br>U | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q64. Is this because of any medical, behavioral, or other health condition?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **262** *100.0%* | **44** *100.0%* | **65** *100.0%* | **79** *100.0%* | **67** *100.0%* | **153** *100.0%* | **99** *100.0%* | **112** *100.0%* | **84** *100.0%* | **63** *100.0%* | **74** *100.0%* | **77** *100.0%* | **110** *100.0%* | **79** *100.0%* | **175** *100.0%* | **39** *100.0%* | **201** *100.0%* | **78** *100.0%* | **181** *100.0%* | **21** *100.0%* | **57** *100.0%* | **170** *100.0%* | **92** *100.0%* | **-** **-** |
| **Total Valid Responses** | **258** *100.0%* | **44** *100.0%* | **64** *100.0%* | **78** *100.0%* | **66** *100.0%* | **151** *100.0%* | **98** *100.0%* | **110** *100.0%* | **82** *100.0%* | **63** *100.0%* | **72** *100.0%* | **75** *100.0%* | **110** *100.0%* | **77** *100.0%* | **173** *100.0%* | **39** *100.0%* | **197** *100.0%* | **76** *100.0%* | **179** *100.0%* | **20** *100.0%* | **56** *100.0%* | **168** *100.0%* | **90** *100.0%* | **-** **-** |
| No Answer | **4** | - | 1 | 1 | 1 | 2 | 1 | 2 | 2 | - | 2 | 2 | - | 2 | 2 | - | 4 | 2 | 2 | 1 | 1 | 2 | 2 | - |
| Yes | **247** *95.7%* | 41 *93.2%* | 61 *95.3%* | 74 *94.9%* | 65 *98.5%* | 142 *94.0%* | 97 *99.0%* e | 102 *92.7%* | 81 *98.8%* g | 61 *96.8%* | 67 *93.1%* | 72 *96.0%* | 107 *97.3%* | 73 *94.8%* | 166 *96.0%* | 37 *94.9%* | 189 *95.9%* | 72 *94.7%* | 172 *96.1%* | 18 *90.0%* ** | 54 *96.4%* | 162 *96.4%* | 85 *94.4%* | - - |
| No | **11** *4.3%* | 3 *6.8%* | 3 *4.7%* | 4 *5.1%* | 1 *1.5%* | 9 *6.0%* f | 1 *1.0%* | 8 *7.3%* h | 1 *1.2%* | 2 *3.2%* | 5 *6.9%* | 3 *4.0%* | 3 *2.7%* | 4 *5.2%* | 7 *4.0%* | 2 *5.1%* | 8 *4.1%* | 4 *5.3%* | 7 *3.9%* | 2 *10.0%* ** | 2 *3.6%* | 6 *3.6%* | 5 *5.6%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **247** *95.7%* | 41 *93.2%* | 61 *95.3%* | 74 *94.9%* | 65 *98.5%* | 142 *94.0%* | 97 *99.0%* e | 102 *92.7%* | 81 *98.8%* g | 61 *96.8%* | 67 *93.1%* | 72 *96.0%* | 107 *97.3%* | 73 *94.8%* | 166 *96.0%* | 37 *94.9%* | 189 *95.9%* | 72 *94.7%* | 172 *96.1%* | 18 *90.0%* ** | 54 *96.4%* | 162 *96.4%* | 85 *94.4%* | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q65. Is this a condition that has lasted or is expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **247**<br>***100.0%*** | **41**<br>***100.0%*** | **61**<br>***100.0%*** | **74**<br>***100.0%*** | **65**<br>***100.0%*** | **142**<br>***100.0%*** | **97**<br>***100.0%*** | **102**<br>***100.0%*** | **81**<br>***100.0%*** | **61**<br>***100.0%*** | **67**<br>***100.0%*** | **72**<br>***100.0%*** | **107**<br>***100.0%*** | **73**<br>***100.0%*** | **166**<br>***100.0%*** | **37**<br>***100.0%*** | **189**<br>***100.0%*** | **72**<br>***100.0%*** | **172**<br>***100.0%*** | **18**<br>***100.0%*** | **54**<br>***100.0%*** | **162**<br>***100.0%*** | **85**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **246**<br>***100.0%*** | **41**<br>***100.0%*** | **61**<br>***100.0%*** | **74**<br>***100.0%*** | **64**<br>***100.0%*** | **141**<br>***100.0%*** | **97**<br>***100.0%*** | **102**<br>***100.0%*** | **81**<br>***100.0%*** | **60**<br>***100.0%*** | **67**<br>***100.0%*** | **72**<br>***100.0%*** | **106**<br>***100.0%*** | **72**<br>***100.0%*** | **166**<br>***100.0%*** | **37**<br>***100.0%*** | **188**<br>***100.0%*** | **72**<br>***100.0%*** | **171**<br>***100.0%*** | **18**<br>***100.0%*** | **54**<br>***100.0%*** | **161**<br>***100.0%*** | **85**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **1** | - | - | - | 1 | 1 | - | - | - | 1 | - | - | 1 | 1 | - | - | 1 | - | 1 | - | - | 1 | - | - |
| Yes | **240**<br>***97.6%*** | 40<br>*97.6%* | 58<br>*95.1%* | 74<br>*100.0%*<br>b | 62<br>*96.9%* | 137<br>*97.2%* | 95<br>*97.9%* | 98<br>*96.1%* | 80<br>*98.8%* | 59<br>*98.3%* | 65<br>*97.0%* | 71<br>*98.6%* | 103<br>*97.2%* | 70<br>*97.2%* | 162<br>*97.6%* | 37<br>*100.0%* | 182<br>*96.8%* | 70<br>*97.2%* | 167<br>*97.7%* | 18<br>*100.0%*<br>** | 52<br>*96.3%* | 157<br>*97.5%* | 83<br>*97.6%* | -<br>- |
| No | **6**<br>***2.4%*** | 1<br>*2.4%* | 3<br>*4.9%*<br>c | -<br>- | 2<br>*3.1%* | 4<br>*2.8%* | 2<br>*2.1%* | 4<br>*3.9%* | 1<br>*1.2%* | 1<br>*1.7%* | 2<br>*3.0%* | 1<br>*1.4%* | 3<br>*2.8%* | 2<br>*2.8%* | 4<br>*2.4%* | -<br>- | 6<br>*3.2%* | 2<br>*2.8%* | 4<br>*2.3%* | -<br>-<br>** | 2<br>*3.7%* | 4<br>*2.5%* | 2<br>*2.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **240**<br>***97.6%*** | 40<br>*97.6%* | 58<br>*95.1%* | 74<br>*100.0%*<br>b | 62<br>*96.9%* | 137<br>*97.2%* | 95<br>*97.9%* | 98<br>*96.1%* | 80<br>*98.8%* | 59<br>*98.3%* | 65<br>*97.0%* | 71<br>*98.6%* | 103<br>*97.2%* | 70<br>*97.2%* | 162<br>*97.6%* | 37<br>*100.0%* | 182<br>*96.8%* | 70<br>*97.2%* | 167<br>*97.7%* | 18<br>*100.0%*<br>** | 52<br>*96.3%* | 157<br>*97.5%* | 83<br>*97.6%* | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **516**<br>***100.0%*** | **91**<br>***100.0%*** | **133**<br>***100.0%*** | **153**<br>***100.0%*** | **129**<br>***100.0%*** | **298**<br>***100.0%*** | **199**<br>***100.0%*** | **288**<br>***100.0%*** | **144**<br>***100.0%*** | **77**<br>***100.0%*** | **211**<br>***100.0%*** | **145**<br>***100.0%*** | **158**<br>***100.0%*** | **141**<br>***100.0%*** | **364**<br>***100.0%*** | **75**<br>***100.0%*** | **384**<br>***100.0%*** | **133**<br>***100.0%*** | **379**<br>***100.0%*** | **29**<br>***100.0%*** | **104**<br>***100.0%*** | **357**<br>***100.0%*** | **159**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **9** | - | 4 | 1 | 2 | 7 | 1 | 2 | 1 | 5 | 2 | 2 | 4 | 2 | 6 | - | 8 | 3 | 4 | - | 3 | 4 | 5 | - |
| Yes | **176**<br>***34.1%*** | 26<br>*28.6%* | 47<br>*35.3%* | 47<br>*30.7%* | 53<br>*41.1%*<br>ac | 100<br>*33.6%* | 70<br>*35.2%* | 77<br>*26.7%* | 62<br>*43.1%*<br>G | 36<br>*46.8%*<br>G | 62<br>*29.4%* | 43<br>*29.7%* | 69<br>*43.7%*<br>JK | 48<br>*34.0%* | 124<br>*34.1%* | 28<br>*37.3%* | 136<br>*35.4%* | 62<br>*46.6%*<br>R | 112<br>*29.6%* | 17<br>*58.6%*<br>** | 45<br>*43.3%* | 108<br>*30.3%* | 68<br>*42.8%*<br>U | -<br>- |
| No | **340**<br>***65.9%*** | 65<br>*71.4%*<br>d | 86<br>*64.7%* | 106<br>*69.3%*<br>d | 76<br>*58.9%* | 198<br>*66.4%* | 129<br>*64.8%* | 211<br>*73.3%*<br>HI | 82<br>*56.9%* | 41<br>*53.2%* | 149<br>*70.6%*<br>L | 102<br>*70.3%*<br>L | 89<br>*56.3%* | 93<br>*66.0%* | 240<br>*65.9%* | 47<br>*62.7%* | 248<br>*64.6%* | 71<br>*53.4%* | 267<br>*70.4%*<br>Q | 12<br>*41.4%*<br>** | 59<br>*56.7%* | 249<br>*69.7%*<br>V | 91<br>*57.2%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **176**<br>***34.1%*** | 26<br>*28.6%* | 47<br>*35.3%* | 47<br>*30.7%* | 53<br>*41.1%*<br>ac | 100<br>*33.6%* | 70<br>*35.2%* | 77<br>*26.7%* | 62<br>*43.1%*<br>G | 36<br>*46.8%*<br>G | 62<br>*29.4%* | 43<br>*29.7%* | 69<br>*43.7%*<br>JK | 48<br>*34.0%* | 124<br>*34.1%* | 28<br>*37.3%* | 136<br>*35.4%* | 62<br>*46.6%*<br>R | 112<br>*29.6%* | 17<br>*58.6%*<br>** | 45<br>*43.3%* | 108<br>*30.3%* | 68<br>*42.8%*<br>U | -<br>- |

Cell Contents:
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- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q67. Is this because of any medical, behavioral, or other health condition?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **176** *100.0%* | **26** *100.0%* | **47** *100.0%* | **47** *100.0%* | **53** *100.0%* | **100** *100.0%* | **70** *100.0%* | **77** *100.0%* | **62** *100.0%* | **36** *100.0%* | **62** *100.0%* | **43** *100.0%* | **69** *100.0%* | **48** *100.0%* | **124** *100.0%* | **28** *100.0%* | **136** *100.0%* | **62** *100.0%* | **112** *100.0%* | **17** *100.0%* | **45** *100.0%* | **108** *100.0%* | **68** *100.0%* | **-** **-** |
| **Total Valid Responses** | **170** *100.0%* | **25** *100.0%* | **46** *100.0%* | **45** *100.0%* | **51** *100.0%* | **95** *100.0%* | **69** *100.0%* | **72** *100.0%* | **61** *100.0%* | **36** *100.0%* | **59** *100.0%* | **41** *100.0%* | **68** *100.0%* | **47** *100.0%* | **119** *100.0%* | **28** *100.0%* | **130** *100.0%* | **61** *100.0%* | **107** *100.0%* | **17** *100.0%* | **44** *100.0%* | **104** *100.0%* | **66** *100.0%* | **-** **-** |
| No Answer | **6** | 1 | 1 | 2 | 2 | 5 | 1 | 5 | 1 | - | 3 | 2 | 1 | 1 | 5 | - | 6 | 1 | 5 | - | 1 | 4 | 2 | - |
| Yes | **154** *90.6%* | 23 *92.0%* ** | 42 *91.3%* | 42 *93.3%* | 44 *86.3%* | 81 *85.3%* | 67 *97.1%* E | 59 *81.9%* | 59 *96.7%* G | 35 *97.2%* G | 54 *91.5%* | 34 *82.9%* | 64 *94.1%* k | 45 *95.7%* | 106 *89.1%* | 27 *96.4%* ** | 116 *89.2%* | 52 *85.2%* | 100 *93.5%* q | 14 *82.4%* ** | 38 *86.4%* | 96 *92.3%* | 58 *87.9%* | - - |
| No | **16** *9.4%* | 2 *8.0%* ** | 4 *8.7%* | 3 *6.7%* | 7 *13.7%* | 14 *14.7%* F | 2 *2.9%* | 13 *18.1%* HI | 2 *3.3%* | 1 *2.8%* | 5 *8.5%* | 7 *17.1%* l | 4 *5.9%* | 2 *4.3%* | 13 *10.9%* | 1 *3.6%* ** | 14 *10.8%* | 9 *14.8%* r | 7 *6.5%* | 3 *17.6%* ** | 6 *13.6%* | 8 *7.7%* | 8 *12.1%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **154** *90.6%* | 23 *92.0%* ** | 42 *91.3%* | 42 *93.3%* | 44 *86.3%* | 81 *85.3%* | 67 *97.1%* E | 59 *81.9%* | 59 *96.7%* G | 35 *97.2%* G | 54 *91.5%* | 34 *82.9%* | 64 *94.1%* k | 45 *95.7%* | 106 *89.1%* | 27 *96.4%* ** | 116 *89.2%* | 52 *85.2%* | 100 *93.5%* q | 14 *82.4%* ** | 38 *86.4%* | 96 *92.3%* | 58 *87.9%* | - - |

Cell Contents:
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Statistics:
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  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q68. Is this a condition that has lasted or is expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **154**<br>***100.0%*** | **23**<br>***100.0%*** | **42**<br>***100.0%*** | **42**<br>***100.0%*** | **44**<br>***100.0%*** | **81**<br>***100.0%*** | **67**<br>***100.0%*** | **59**<br>***100.0%*** | **59**<br>***100.0%*** | **35**<br>***100.0%*** | **54**<br>***100.0%*** | **34**<br>***100.0%*** | **64**<br>***100.0%*** | **45**<br>***100.0%*** | **106**<br>***100.0%*** | **27**<br>***100.0%*** | **116**<br>***100.0%*** | **52**<br>***100.0%*** | **100**<br>***100.0%*** | **14**<br>***100.0%*** | **38**<br>***100.0%*** | **96**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **153**<br>***100.0%*** | **23**<br>***100.0%*** | **42**<br>***100.0%*** | **42**<br>***100.0%*** | **43**<br>***100.0%*** | **81**<br>***100.0%*** | **66**<br>***100.0%*** | **58**<br>***100.0%*** | **59**<br>***100.0%*** | **35**<br>***100.0%*** | **53**<br>***100.0%*** | **34**<br>***100.0%*** | **64**<br>***100.0%*** | **45**<br>***100.0%*** | **106**<br>***100.0%*** | **27**<br>***100.0%*** | **115**<br>***100.0%*** | **52**<br>***100.0%*** | **100**<br>***100.0%*** | **14**<br>***100.0%*** | **38**<br>***100.0%*** | **95**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **1** | - | - | - | 1 | - | 1 | 1 | - | - | 1 | - | - | - | - | - | 1 | - | - | - | - | 1 | - | - |
| Yes | **148**<br>***96.7%*** | 22<br>*95.7%*<br>** | 39<br>*92.9%* | 42<br>*100.0%*<br>b | 42<br>*97.7%* | 77<br>*95.1%* | 65<br>*98.5%* | 53<br>*91.4%* | 59<br>*100.0%*<br>G | 35<br>*100.0%*<br>g | 51<br>*96.2%* | 33<br>*97.1%* | 62<br>*96.9%* | 45<br>*100.0%* | 101<br>*95.3%* | 27<br>*100.0%*<br>** | 110<br>*95.7%* | 49<br>*94.2%* | 98<br>*98.0%* | 14<br>*100.0%*<br>** | 35<br>*92.1%* | 91<br>*95.8%* | 57<br>*98.3%* | -<br>- |
| No | **5**<br>***3.3%*** | 1<br>*4.3%*<br>** | 3<br>*7.1%*<br>c | -<br>- | 1<br>*2.3%* | 4<br>*4.9%* | 1<br>*1.5%* | 5<br>*8.6%*<br>Hi | -<br>- | -<br>- | 2<br>*3.8%* | 1<br>*2.9%* | 2<br>*3.1%* | -<br>- | 5<br>*4.7%* | -<br>-<br>** | 5<br>*4.3%* | 3<br>*5.8%* | 2<br>*2.0%* | -<br>-<br>** | 3<br>*7.9%* | 4<br>*4.2%* | 1<br>*1.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **148**<br>***96.7%*** | 22<br>*95.7%*<br>** | 39<br>*92.9%* | 42<br>*100.0%*<br>b | 42<br>*97.7%* | 77<br>*95.1%* | 65<br>*98.5%* | 53<br>*91.4%* | 59<br>*100.0%*<br>G | 35<br>*100.0%*<br>g | 51<br>*96.2%* | 33<br>*97.1%* | 62<br>*96.9%* | 45<br>*100.0%* | 101<br>*95.3%* | 27<br>*100.0%*<br>** | 110<br>*95.7%* | 49<br>*94.2%* | 98<br>*98.0%* | 14<br>*100.0%*<br>** | 35<br>*92.1%* | 91<br>*95.8%* | 57<br>*98.3%* | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **515** *100.0%* | **90** *100.0%* | **135** *100.0%* | **152** *100.0%* | **127** *100.0%* | **298** *100.0%* | **198** *100.0%* | **286** *100.0%* | **142** *100.0%* | **79** *100.0%* | **210** *100.0%* | **146** *100.0%* | **156** *100.0%* | **140** *100.0%* | **364** *100.0%* | **73** *100.0%* | **385** *100.0%* | **135** *100.0%* | **376** *100.0%* | **29** *100.0%* | **106** *100.0%* | **355** *100.0%* | **160** *100.0%* | **-** **-** |
| No Answer | **10** | 1 | 2 | 2 | 4 | 7 | 2 | 4 | 3 | 3 | 3 | 1 | 6 | 3 | 6 | 2 | 7 | 1 | 7 | - | 1 | 6 | 4 | - |
| Yes | **115** *22.3%* | 15 *16.7%* | 33 *24.4%* | 39 *25.7%* | 23 *18.1%* | 73 *24.5%* | 38 *19.2%* | 49 *17.1%* | 36 *25.4%* G | 29 *36.7%* Gh | 45 *21.4%* | 29 *19.9%* | 39 *25.0%* | 31 *22.1%* | 83 *22.8%* | 21 *28.8%* | 83 *21.6%* | 38 *28.1%* r | 76 *20.2%* | 7 *24.1%* ** | 31 *29.2%* | 67 *18.9%* | 48 *30.0%* U | - - |
| No | **400** *77.7%* | 75 *83.3%* | 102 *75.6%* | 113 *74.3%* | 104 *81.9%* | 225 *75.5%* | 160 *80.8%* | 237 *82.9%* HI | 106 *74.6%* i | 50 *63.3%* | 165 *78.6%* | 117 *80.1%* | 117 *75.0%* | 109 *77.9%* | 281 *77.2%* | 52 *71.2%* | 302 *78.4%* | 97 *71.9%* | 300 *79.8%* q | 22 *75.9%* ** | 75 *70.8%* | 288 *81.1%* V | 112 *70.0%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **115** *22.3%* | 15 *16.7%* | 33 *24.4%* | 39 *25.7%* | 23 *18.1%* | 73 *24.5%* | 38 *19.2%* | 49 *17.1%* | 36 *25.4%* G | 29 *36.7%* Gh | 45 *21.4%* | 29 *19.9%* | 39 *25.0%* | 31 *22.1%* | 83 *22.8%* | 21 *28.8%* | 83 *21.6%* | 38 *28.1%* r | 76 *20.2%* | 7 *24.1%* ** | 31 *29.2%* | 67 *18.9%* | 48 *30.0%* U | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q70. Is this because of any medical, behavioral, or other health condition?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **115** *100.0%* | **15** *100.0%* | **33** *100.0%* | **39** *100.0%* | **23** *100.0%* | **73** *100.0%* | **38** *100.0%* | **49** *100.0%* | **36** *100.0%* | **29** *100.0%* | **45** *100.0%* | **29** *100.0%* | **39** *100.0%* | **31** *100.0%* | **83** *100.0%* | **21** *100.0%* | **83** *100.0%* | **38** *100.0%* | **76** *100.0%* | **7** *100.0%* | **31** *100.0%* | **67** *100.0%* | **48** *100.0%* | **-** **-** |
| **Total Valid Responses** | **111** *100.0%* | **14** *100.0%* | **32** *100.0%* | **39** *100.0%* | **21** *100.0%* | **69** *100.0%* | **38** *100.0%* | **48** *100.0%* | **33** *100.0%* | **29** *100.0%* | **42** *100.0%* | **28** *100.0%* | **39** *100.0%* | **28** *100.0%* | **83** *100.0%* | **19** *100.0%* | **81** *100.0%* | **38** *100.0%* | **72** *100.0%* | **7** *100.0%* | **31** *100.0%* | **63** *100.0%* | **48** *100.0%* | **-** **-** |
| No Answer | **4** | 1 | 1 | - | 2 | 4 | - | 1 | 3 | - | 3 | 1 | - | 3 | - | 2 | 2 | - | 4 | - | - | 4 | - | - |
| Yes | **99** *89.2%* | 13 *92.9%* ** | 31 *96.9%* C | 31 *79.5%* | 20 *95.2%* ** | 64 *92.8%* f | 31 *81.6%* | 39 *81.3%* | 30 *90.9%* | 29 *100.0%* ** | 35 *83.3%* | 23 *82.1%* ** | 39 *100.0%* J | 27 *96.4%* ** | 72 *86.7%* | 19 *100.0%* ** | 72 *88.9%* | 34 *89.5%* | 64 *88.9%* | 5 *71.4%* ** | 29 *93.5%* | 56 *88.9%* | 43 *89.6%* | - - |
| No | **12** *10.8%* | 1 *7.1%* ** | 1 *3.1%* | 8 *20.5%* B | 1 *4.8%* ** | 5 *7.2%* | 7 *18.4%* e | 9 *18.8%* | 3 *9.1%* | - - ** | 7 *16.7%* L | 5 *17.9%* ** | - - | 1 *3.6%* ** | 11 *13.3%* | - - ** | 9 *11.1%* | 4 *10.5%* | 8 *11.1%* | 2 *28.6%* ** | 2 *6.5%* | 7 *11.1%* | 5 *10.4%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **99** *89.2%* | 13 *92.9%* ** | 31 *96.9%* C | 31 *79.5%* | 20 *95.2%* ** | 64 *92.8%* f | 31 *81.6%* | 39 *81.3%* | 30 *90.9%* | 29 *100.0%* ** | 35 *83.3%* | 23 *82.1%* ** | 39 *100.0%* J | 27 *96.4%* ** | 72 *86.7%* | 19 *100.0%* ** | 72 *88.9%* | 34 *89.5%* | 64 *88.9%* | 5 *71.4%* ** | 29 *93.5%* | 56 *88.9%* | 43 *89.6%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q71. Is this a condition that has lasted or is expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **99**<br>***100.0%*** | **13**<br>***100.0%*** | **31**<br>***100.0%*** | **31**<br>***100.0%*** | **20**<br>***100.0%*** | **64**<br>***100.0%*** | **31**<br>***100.0%*** | **39**<br>***100.0%*** | **30**<br>***100.0%*** | **29**<br>***100.0%*** | **35**<br>***100.0%*** | **23**<br>***100.0%*** | **39**<br>***100.0%*** | **27**<br>***100.0%*** | **72**<br>***100.0%*** | **19**<br>***100.0%*** | **72**<br>***100.0%*** | **34**<br>***100.0%*** | **64**<br>***100.0%*** | **5**<br>***100.0%*** | **29**<br>***100.0%*** | **56**<br>***100.0%*** | **43**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **97**<br>***100.0%*** | **13**<br>***100.0%*** | **31**<br>***100.0%*** | **30**<br>***100.0%*** | **20**<br>***100.0%*** | **62**<br>***100.0%*** | **31**<br>***100.0%*** | **38**<br>***100.0%*** | **29**<br>***100.0%*** | **29**<br>***100.0%*** | **34**<br>***100.0%*** | **23**<br>***100.0%*** | **38**<br>***100.0%*** | **27**<br>***100.0%*** | **70**<br>***100.0%*** | **19**<br>***100.0%*** | **70**<br>***100.0%*** | **33**<br>***100.0%*** | **63**<br>***100.0%*** | **5**<br>***100.0%*** | **28**<br>***100.0%*** | **54**<br>***100.0%*** | **43**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **2** | - | - | 1 | - | 2 | - | 1 | 1 | - | 1 | - | 1 | - | 2 | - | 2 | 1 | 1 | - | 1 | 2 | - | - |
| Yes | **96**<br>***99.0%*** | 13<br>*100.0%*<br>** | 31<br>*100.0%* | 29<br>*96.7%* | 20<br>*100.0%*<br>** | 61<br>*98.4%* | 31<br>*100.0%* | 38<br>*100.0%* | 29<br>*100.0%*<br>** | 28<br>*96.6%*<br>** | 34<br>*100.0%* | 23<br>*100.0%*<br>** | 37<br>*97.4%* | 27<br>*100.0%*<br>** | 69<br>*98.6%* | 19<br>*100.0%*<br>** | 69<br>*98.6%* | 33<br>*100.0%* | 62<br>*98.4%* | 5<br>*100.0%*<br>** | 28<br>*100.0%*<br>** | 54<br>*100.0%* | 42<br>*97.7%* | -<br>- |
| No | **1**<br>***1.0%*** | -<br>-<br>** | - | 1<br>*3.3%* | -<br>-<br>** | 1<br>*1.6%* | -<br>- | - | -<br>-<br>** | 1<br>*3.4%*<br>** | -<br>- | -<br>-<br>** | 1<br>*2.6%* | -<br>-<br>** | 1<br>*1.4%* | -<br>-<br>** | 1<br>*1.4%* | -<br>- | 1<br>*1.6%* | -<br>-<br>** | -<br>-<br>** | -<br>- | 1<br>*2.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **96**<br>***99.0%*** | 13<br>*100.0%*<br>** | 31<br>*100.0%* | 29<br>*96.7%* | 20<br>*100.0%*<br>** | 61<br>*98.4%* | 31<br>*100.0%* | 38<br>*100.0%* | 29<br>*100.0%*<br>** | 28<br>*96.6%*<br>** | 34<br>*100.0%* | 23<br>*100.0%*<br>** | 37<br>*97.4%* | 27<br>*100.0%*<br>** | 69<br>*98.6%* | 19<br>*100.0%*<br>** | 69<br>*98.6%* | 33<br>*100.0%* | 62<br>*98.4%* | 5<br>*100.0%*<br>** | 28<br>*100.0%*<br>** | 54<br>*100.0%* | 42<br>*97.7%* | -<br>- |

Cell Contents:
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **518** *100.0%* | **90** *100.0%* | **137** *100.0%* | **152** *100.0%* | **128** *100.0%* | **301** *100.0%* | **197** *100.0%* | **286** *100.0%* | **144** *100.0%* | **80** *100.0%* | **210** *100.0%* | **145** *100.0%* | **160** *100.0%* | **142** *100.0%* | **365** *100.0%* | **75** *100.0%* | **386** *100.0%* | **134** *100.0%* | **379** *100.0%* | **29** *100.0%* | **105** *100.0%* | **356** *100.0%* | **162** *100.0%* | **-** **-** |
| No Answer | **7** | 1 | - | 2 | 3 | 4 | 3 | 4 | 1 | 2 | 3 | 2 | 2 | 1 | 5 | - | 6 | 2 | 4 | - | 2 | 5 | 2 | - |
| Yes | **290** *56.0%* | 49 *54.4%* | 67 *48.9%* | 88 *57.9%* | 79 *61.7%* B | 177 *58.8%* f | 101 *51.3%* | 140 *49.0%* | 95 *66.0%* G | 48 *60.0%* g | 56 *26.7%* | 98 *67.6%* J | 134 *83.8%* JK | 84 *59.2%* | 198 *54.2%* | 50 *66.7%* P | 205 *53.1%* | 81 *60.4%* | 206 *54.4%* | 19 *65.5%* ** | 62 *59.0%* | 205 *57.6%* | 85 *52.5%* | - - |
| No | **228** *44.0%* | 41 *45.6%* | 70 *51.1%* D | 64 *42.1%* | 49 *38.3%* | 124 *41.2%* | 96 *48.7%* e | 146 *51.0%* Hi | 49 *34.0%* | 32 *40.0%* | 154 *73.3%* KL | 47 *32.4%* L | 26 *16.3%* | 58 *40.8%* | 167 *45.8%* | 25 *33.3%* | 181 *46.9%* O | 53 *39.6%* | 173 *45.6%* | 10 *34.5%* ** | 43 *41.0%* | 151 *42.4%* | 77 *47.5%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **290** *56.0%* | 49 *54.4%* | 67 *48.9%* | 88 *57.9%* | 79 *61.7%* B | 177 *58.8%* f | 101 *51.3%* | 140 *49.0%* | 95 *66.0%* G | 48 *60.0%* g | 56 *26.7%* | 98 *67.6%* J | 134 *83.8%* JK | 84 *59.2%* | 198 *54.2%* | 50 *66.7%* P | 205 *53.1%* | 81 *60.4%* | 206 *54.4%* | 19 *65.5%* ** | 62 *59.0%* | 205 *57.6%* | 85 *52.5%* | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q73. Has this problem lasted or is it expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **290** *100.0%* | **49** *100.0%* | **67** *100.0%* | **88** *100.0%* | **79** *100.0%* | **177** *100.0%* | **101** *100.0%* | **140** *100.0%* | **95** *100.0%* | **48** *100.0%* | **56** *100.0%* | **98** *100.0%* | **134** *100.0%* | **84** *100.0%* | **198** *100.0%* | **50** *100.0%* | **205** *100.0%* | **81** *100.0%* | **206** *100.0%* | **19** *100.0%* | **62** *100.0%* | **205** *100.0%* | **85** *100.0%* | **-** **-** |
| **Total Valid Responses** | **282** *100.0%* | **49** *100.0%* | **64** *100.0%* | **86** *100.0%* | **76** *100.0%* | **171** *100.0%* | **99** *100.0%* | **135** *100.0%* | **93** *100.0%* | **47** *100.0%* | **54** *100.0%* | **94** *100.0%* | **132** *100.0%* | **83** *100.0%* | **191** *100.0%* | **49** *100.0%* | **200** *100.0%* | **77** *100.0%* | **202** *100.0%* | **17** *100.0%* | **60** *100.0%* | **199** *100.0%* | **83** *100.0%* | **-** **-** |
| No Answer | **8** | - | 3 | 2 | 3 | 6 | 2 | 5 | 2 | 1 | 2 | 4 | 2 | 1 | 7 | 1 | 5 | 4 | 4 | 2 | 2 | 6 | 2 | - |
| Yes | **274** *97.2%* | 46 *93.9%* | 62 *96.9%* | 85 *98.8%* | 74 *97.4%* | 163 *95.3%* | 99 *100.0%* E | 132 *97.8%* | 89 *95.7%* | 46 *97.9%* | 53 *98.1%* | 88 *93.6%* | 131 *99.2%* K | 81 *97.6%* | 185 *96.9%* | 49 *100.0%* | 193 *96.5%* | 76 *98.7%* | 195 *96.5%* | 17 *100.0%* ** | 59 *98.3%* | 193 *97.0%* | 81 *97.6%* | - - |
| No | **8** *2.8%* | 3 *6.1%* | 2 *3.1%* | 1 *1.2%* | 2 *2.6%* | 8 *4.7%* F | - - | 3 *2.2%* | 4 *4.3%* | 1 *2.1%* | 1 *1.9%* | 6 *6.4%* L | 1 *0.8%* | 2 *2.4%* | 6 *3.1%* | - - | 7 *3.5%* | 1 *1.3%* | 7 *3.5%* | - - ** | 1 *1.7%* | 6 *3.0%* | 2 *2.4%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **274** *97.2%* | 46 *93.9%* | 62 *96.9%* | 85 *98.8%* | 74 *97.4%* | 163 *95.3%* | 99 *100.0%* E | 132 *97.8%* | 89 *95.7%* | 46 *97.9%* | 53 *98.1%* | 88 *93.6%* | 131 *99.2%* K | 81 *97.6%* | 185 *96.9%* | 49 *100.0%* | 193 *96.5%* | 76 *98.7%* | 195 *96.5%* | 17 *100.0%* ** | 59 *98.3%* | 193 *97.0%* | 81 *97.6%* | - - |

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- Column Proportions:
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  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | | RESPONDENT AGE (Q78) | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q74. What is your child's age?** | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **523** *100.0%* | **90** *100.0%* | **136** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **198** *100.0%* | **288** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **160** *100.0%* | **142** *100.0%* | **369** *100.0%* | **75** *100.0%* | **392** *100.0%* | **134** *100.0%* | **383** *100.0%* | **28** *100.0%* | **106** *100.0%* | **359** *100.0%* | **164** *100.0%* | **-** **-** |
| No Answer | **2** | 1 | 1 | - | - | - | 2 | 2 | - | - | - | - | 2 | 1 | 1 | - | - | 2 | - | 1 | 1 | 2 | - | - |
| Less than 1 year old | **8** *1.5%* | 5 *5.6%* bCD | 2 *1.5%* | 1 *0.6%* | - - | 2 *0.7%* | 5 *2.5%* e | 7 *2.4%* h | - - | 1 *1.2%* | 7 *3.3%* Kl | - - | 1 *0.6%* | 1 *0.7%* | 7 *1.9%* | 2 *2.7%* | 6 *1.5%* | 2 *1.5%* | 6 *1.6%* | - - ** | 2 *1.9%* | 8 *2.2%* v | - - | - - |
| 1 | **10** *1.9%* | 3 *3.3%* D | 4 *2.9%* D | 3 *1.9%* | - - | 5 *1.6%* | 5 *2.5%* | 4 *1.4%* | 4 *2.8%* | 2 *2.4%* | 9 *4.2%* KL | 1 *0.7%* | - - | 3 *2.1%* | 7 *1.9%* | - - | 10 *2.6%* | 1 *0.7%* | 8 *2.1%* | - - ** | 1 *0.9%* | 6 *1.7%* | 4 *2.4%* | - - |
| 2 | **13** *2.5%* | 4 *4.4%* CD | 8 *5.9%* CD | 1 *0.6%* | - - | 7 *2.3%* | 6 *3.0%* | 7 *2.4%* | 3 *2.1%* | 3 *3.7%* | 9 *4.2%* I | 2 *1.4%* | 2 *1.3%* | 5 *3.5%* | 8 *2.2%* | 3 *4.0%* | 9 *2.3%* | 8 *6.0%* R | 5 *1.3%* | 2 *7.1%* ** | 6 *5.7%* | 5 *1.4%* | 8 *4.9%* U | - - |
| 3 | **21** *4.0%* | 5 *5.6%* D | 11 *8.1%* CD | 4 *2.6%* | 1 *0.8%* | 12 *3.9%* | 9 *4.5%* | 14 *4.9%* | 3 *2.1%* | 4 *4.9%* | 16 *7.5%* KL | 2 *1.4%* | 3 *1.9%* | 4 *2.8%* | 17 *4.6%* | 5 *6.7%* | 14 *3.6%* | 5 *3.7%* | 16 *4.2%* | - - ** | 5 *4.7%* | 13 *3.6%* | 8 *4.9%* | - - |
| 4 | **23** *4.4%* | 6 *6.7%* C | 11 *8.1%* CD | 2 *1.3%* | 3 *2.3%* | 14 *4.6%* | 9 *4.5%* | 14 *4.9%* | 5 *3.4%* | 4 *4.9%* | 14 *6.6%* L | 6 *4.1%* | 3 *1.9%* | 6 *4.2%* | 17 *4.6%* | - - | 19 *4.8%* o | 10 *7.5%* R | 13 *3.4%* | 2 *7.1%* ** | 8 *7.5%* | 18 *5.0%* | 5 *3.0%* | - - |
| 5 | **19** *3.6%* | 7 *7.8%* Cd | 7 *5.1%* c | 2 *1.3%* | 3 *2.3%* | 9 *3.0%* | 10 *5.1%* | 11 *3.8%* | 5 *3.4%* | 3 *3.7%* | 10 *4.7%* | 3 *2.0%* | 6 *3.8%* | 2 *1.4%* | 17 *4.6%* m | 4 *5.3%* | 15 *3.8%* | 7 *5.2%* | 11 *2.9%* | 2 *7.1%* ** | 5 *4.7%* | 13 *3.6%* | 6 *3.7%* | - - |
| 6 | **21** *4.0%* | 5 *5.6%* | 7 *5.1%* | 3 *1.9%* | 5 *3.8%* | 14 *4.6%* | 6 *3.0%* | 14 *4.9%* | 4 *2.8%* | 3 *3.7%* | 10 *4.7%* | 6 *4.1%* | 5 *3.1%* | 5 *3.5%* | 15 *4.1%* | 6 *8.0%* P | 12 *3.1%* | 5 *3.7%* | 16 *4.2%* | 2 *7.1%* ** | 3 *2.8%* | 13 *3.6%* | 8 *4.9%* | - - |
| 7 | **33** *6.3%* | 4 *4.4%* | 20 *14.7%* ACD | 6 *3.9%* | 3 *2.3%* | 19 *6.2%* | 13 *6.6%* | 21 *7.3%* | 7 *4.8%* | 5 *6.1%* | 15 *7.0%* | 8 *5.4%* | 10 *6.3%* | 8 *5.6%* | 24 *6.5%* | 3 *4.0%* | 28 *7.1%* | 11 *8.2%* | 22 *5.7%* | - - ** | 11 *10.4%* | 25 *7.0%* | 8 *4.9%* | - - |
| 8 | **25** *4.8%* | 3 *3.3%* | 9 *6.6%* | 7 *4.5%* | 4 *3.1%* | 13 *4.3%* | 11 *5.6%* | 14 *4.9%* | 9 *6.2%* | 2 *2.4%* | 11 *5.2%* | 6 *4.1%* | 8 *5.0%* | 7 *4.9%* | 18 *4.9%* | 4 *5.3%* | 18 *4.6%* | 5 *3.7%* | 20 *5.2%* | - - ** | 5 *4.7%* | 16 *4.5%* | 9 *5.5%* | - - |
| 9 | **38** *7.3%* | 4 *4.4%* | 14 *10.3%* d | 13 *8.4%* | 6 *4.6%* | 20 *6.6%* | 17 *8.6%* | 22 *7.6%* | 11 *7.6%* | 5 *6.1%* | 9 *4.2%* | 16 *10.9%* J | 13 *8.1%* | 13 *9.2%* | 25 *6.8%* | 7 *9.3%* | 28 *7.1%* | 9 *6.7%* | 29 *7.6%* | 2 *7.1%* ** | 7 *6.6%* | 27 *7.5%* | 11 *6.7%* | - - |
| 10 | **27** *5.2%* | 2 *2.2%* | 6 *4.4%* | 9 *5.8%* | 9 *6.9%* | 17 *5.6%* | 9 *4.5%* | 12 *4.2%* | 9 *6.2%* | 6 *7.3%* | 6 *2.8%* | 11 *7.5%* J | 10 *6.3%* | 6 *4.2%* | 21 *5.7%* | 2 *2.7%* | 22 *5.6%* | 10 *7.5%* | 17 *4.4%* | - - ** | 10 *9.4%* | 18 *5.0%* | 9 *5.5%* | - - |
| 11 | **31** *5.9%* | 2 *2.2%* | 9 *6.6%* | 10 *6.5%* | 9 *6.9%* | 18 *5.9%* | 12 *6.1%* | 19 *6.6%* | 8 *5.5%* | 3 *3.7%* | 13 *6.1%* | 7 *4.8%* | 10 *6.3%* | 8 *5.6%* | 23 *6.2%* | 6 *8.0%* | 23 *5.9%* | 4 *3.0%* | 27 *7.0%* q | 1 *3.6%* ** | 3 *2.8%* | 24 *6.7%* | 7 *4.3%* | - - |
| 12 | **27** *5.2%* | - - | 9 *6.6%* A | 13 *8.4%* A | 5 *3.8%* a | 17 *5.6%* | 9 *4.5%* | 9 *3.1%* | 10 *6.9%* g | 6 *7.3%* g | 8 *3.8%* | 10 *6.8%* | 8 *5.0%* | 11 *7.7%* n | 14 *3.8%* | 5 *6.7%* | 18 *4.6%* | 4 *3.0%* | 23 *6.0%* | 3 *10.7%* ** | 1 *0.9%* | 16 *4.5%* | 11 *6.7%* | - - |
| 13 | **46** *8.8%* | 4 *4.4%* | 5 *3.7%* | 21 *13.6%* AB | 15 *11.5%* aB | 31 *10.2%* | 12 *6.1%* | 29 *10.1%* | 10 *6.9%* | 6 *7.3%* | 16 *7.5%* | 13 *8.8%* | 17 *10.6%* | 11 *7.7%* | 33 *8.9%* | 3 *4.0%* | 36 *9.2%* | 11 *8.2%* | 34 *8.9%* | 1 *3.6%* ** | 10 *9.4%* | 33 *9.2%* | 13 *7.9%* | - - |
| 14 or older | **181** *34.6%* | 36 *40.0%* B | 14 *10.3%* | 59 *38.3%* B | 68 *51.9%* aBC | 107 *35.1%* | 65 *32.8%* | 91 *31.6%* | 57 *39.3%* | 29 *35.4%* | 60 *28.2%* | 56 *38.1%* J | 64 *40.0%* J | 52 *36.6%* | 123 *33.3%* | 25 *33.3%* | 134 *34.2%* | 42 *31.3%* | 136 *35.5%* | 13 *46.4%* ** | 29 *27.4%* | 124 *34.5%* | 57 *34.8%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q75. Is your child male or female?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **523** *100.0%* | **91** *100.0%* | **136** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **199** *100.0%* | **289** *100.0%* | **144** *100.0%* | **82** *100.0%* | **213** *100.0%* | **146** *100.0%* | **161** *100.0%* | **143** *100.0%* | **368** *100.0%* | **75** *100.0%* | **391** *100.0%* | **135** *100.0%* | **382** *100.0%* | **29** *100.0%* | **106** *100.0%* | **360** *100.0%* | **163** *100.0%* | **-** **-** |
| No Answer | **2** | - | 1 | - | - | - | 1 | 1 | 1 | - | - | 1 | 1 | - | 2 | - | 1 | 1 | 1 | - | 1 | 1 | 1 | - |
| Male | **295** ***56.4%*** | 49 *53.8%* | 86 *63.2%* D | 89 *57.8%* | 65 *49.6%* | 165 *54.1%* | 117 *58.8%* | 173 *59.9%* h | 72 *50.0%* | 42 *51.2%* | 115 *54.0%* | 82 *56.2%* | 95 *59.0%* | 81 *56.6%* | 206 *56.0%* | 46 *61.3%* | 216 *55.2%* | 66 *48.9%* | 226 *59.2%* Q | 13 *44.8%* ** | 53 *50.0%* | 204 *56.7%* | 91 *55.8%* | - - |
| Female | **228** ***43.6%*** | 42 *46.2%* | 50 *36.8%* | 65 *42.2%* | 66 *50.4%* B | 140 *45.9%* | 82 *41.2%* | 116 *40.1%* | 72 *50.0%* g | 40 *48.8%* | 98 *46.0%* | 64 *43.8%* | 66 *41.0%* | 62 *43.4%* | 162 *44.0%* | 29 *38.7%* | 175 *44.8%* | 69 *51.1%* R | 156 *40.8%* | 16 *55.2%* ** | 53 *50.0%* | 156 *43.3%* | 72 *44.2%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q76. Is your child of Hispanic or Latino origin or descent?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **499** *100.0%* | **88** *100.0%* | **130** *100.0%* | **147** *100.0%* | **126** *100.0%* | **284** *100.0%* | **198** *100.0%* | **280** *100.0%* | **135** *100.0%* | **76** *100.0%* | **208** *100.0%* | **137** *100.0%* | **151** *100.0%* | **131** *100.0%* | **356** *100.0%* | **71** *100.0%* | **376** *100.0%* | **129** *100.0%* | **365** *100.0%* | **28** *100.0%* | **101** *100.0%* | **337** *100.0%* | **162** *100.0%* | **-** **-** |
| No Answer | **26** | 3 | 7 | 7 | 5 | 21 | 2 | 10 | 10 | 6 | 5 | 10 | 11 | 12 | 14 | 4 | 16 | 7 | 18 | 1 | 6 | 24 | 2 | - |
| Yes, Hispanic or Latino | **27** *5.4%* | 2 *2.3%* | 11 *8.5%* ad | 9 *6.1%* | 4 *3.2%* | 11 *3.9%* | 14 *7.1%* | 14 *5.0%* | 9 *6.7%* | 2 *2.6%* | 7 *3.4%* | 14 *10.2%* JL | 6 *4.0%* | 7 *5.3%* | 20 *5.6%* | 4 *5.6%* | 18 *4.8%* | 9 *7.0%* | 18 *4.9%* | 4 *14.3%* ** | 5 *5.0%* | 13 *3.9%* | 14 *8.6%* U | - - |
| No, not Hispanic or Latino | **472** *94.6%* | 86 *97.7%* b | 119 *91.5%* | 138 *93.9%* | 122 *96.8%* b | 273 *96.1%* | 184 *92.9%* | 266 *95.0%* | 126 *93.3%* | 74 *97.4%* | 201 *96.6%* K | 123 *89.8%* | 145 *96.0%* K | 124 *94.7%* | 336 *94.4%* | 67 *94.4%* | 358 *95.2%* | 120 *93.0%* | 347 *95.1%* | 24 *85.7%* ** | 96 *95.0%* | 324 *96.1%* V | 148 *91.4%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q77. What is your race? Please mark one or more.** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| Total Valid Responses | **594** | 101 | 151 | 173 | 157 | 346 | 226 | 328 | 160 | 95 | 239 | 163 | 188 | 163 | 418 | 84 | 445 | 150 | 438 | 37 | 113 | 402 | 192 | - |
| **Total Respondents** | **521** *100.0%* | **91** *100.0%* | **136** *100.0%* | **152** *100.0%* | **131** *100.0%* | **303** *100.0%* | **199** *100.0%* | **288** *100.0%* | **143** *100.0%* | **82** *100.0%* | **211** *100.0%* | **145** *100.0%* | **162** *100.0%* | **141** *100.0%* | **368** *100.0%* | **73** *100.0%* | **390** *100.0%* | **133** *100.0%* | **382** *100.0%* | **27** *100.0%* | **106** *100.0%* | **360** *100.0%* | **161** *100.0%* | **-** **-** |
| White | **252** *48.4%* | 39 *42.9%* | 63 *46.3%* | 73 *48.0%* | 76 *58.0%* Abc | 153 *50.5%* | 96 *48.2%* | 156 *54.2%* I | 66 *46.2%* i | 27 *32.9%* | 116 *55.0%* L | 67 *46.2%* | 69 *42.6%* | 64 *45.4%* | 182 *49.5%* | 41 *56.2%* | 196 *50.3%* | 57 *42.9%* | 193 *50.5%* | 12 *44.4%* ** | 45 *42.5%* | 184 *51.1%* v | 68 *42.2%* | - - |
| Black or African-American | **288** *55.3%* | 57 *62.6%* D | 75 *55.1%* | 83 *54.6%* | 63 *48.1%* | 162 *53.5%* | 110 *55.3%* | 145 *50.3%* | 82 *57.3%* | 56 *68.3%* G | 104 *49.3%* | 84 *57.9%* | 97 *59.9%* J | 81 *57.4%* | 200 *54.3%* | 34 *46.6%* | 211 *54.1%* | 78 *58.6%* | 206 *53.9%* | 15 *55.6%* ** | 63 *59.4%* | 192 *53.3%* | 96 *59.6%* | - - |
| Asian | **17** *3.3%* | 3 *3.3%* | 5 *3.7%* | 2 *1.3%* | 6 *4.6%* c | 8 *2.6%* | 6 *3.0%* | 5 *1.7%* | 6 *4.2%* | 4 *4.9%* | 6 *2.8%* | 4 *2.8%* | 6 *3.7%* | 6 *4.3%* | 11 *3.0%* | 3 *4.1%* | 12 *3.1%* | 4 *3.0%* | 13 *3.4%* | 3 *11.1%* ** | 1 *0.9%* | 13 *3.6%* | 4 *2.5%* | - - |
| Native Hawaiian or other Pacific Islander | **2** *0.4%* | - - | - - | 1 *0.7%* | 1 *0.8%* | 2 *0.7%* | - - | 1 *0.3%* | - - | - - | - - | 1 *0.7%* | 1 *0.6%* | 1 *0.7%* | 1 *0.3%* | 1 *1.4%* | 1 *0.3%* | 1 *0.8%* | 1 *0.3%* | 1 *3.7%* ** | - - | 1 *0.3%* | 1 *0.6%* | - - |
| American Indian or Alaska Native | **15** *2.9%* | 1 *1.1%* | 2 *1.5%* | 6 *3.9%* | 6 *4.6%* | 12 *4.0%* | 3 *1.5%* | 9 *3.1%* | 2 *1.4%* | 4 *4.9%* | 5 *2.4%* | 3 *2.1%* | 7 *4.3%* | 5 *3.5%* | 10 *2.7%* | 2 *2.7%* | 11 *2.8%* | 6 *4.5%* | 9 *2.4%* | 5 *18.5%* ** | 1 *0.9%* | 5 *1.4%* | 10 *6.2%* U | - - |
| Other | **20** *3.8%* | 1 *1.1%* | 6 *4.4%* | 8 *5.3%* a | 5 *3.8%* | 9 *3.0%* | 11 *5.5%* | 12 *4.2%* | 4 *2.8%* | 4 *4.9%* | 8 *3.8%* | 4 *2.8%* | 8 *4.9%* | 6 *4.3%* | 14 *3.8%* | 3 *4.1%* | 14 *3.6%* | 4 *3.0%* | 16 *4.2%* | 1 *3.7%* ** | 3 *2.8%* | 7 *1.9%* | 13 *8.1%* U | - - |

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- Count
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q78. What is your age?** | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **513** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **302** *100.0%* | **198** *100.0%* | **285** *100.0%* | **141** *100.0%* | **80** *100.0%* | **208** *100.0%* | **144** *100.0%* | **159** *100.0%* | **142** *100.0%* | **360** *100.0%* | **74** *100.0%* | **382** *100.0%* | **131** *100.0%* | **377** *100.0%* | **28** *100.0%* | **103** *100.0%* | **353** *100.0%* | **160** *100.0%* | **-** **-** |
| No Answer | **12** | - | - | - | - | 3 | 2 | 5 | 4 | 2 | 5 | 3 | 3 | 1 | 10 | 1 | 10 | 5 | 6 | 1 | 4 | 8 | 4 | - |
| Under 18 | **64** *12.5%* | 64 *70.3%* BCD | - - | - - | - - | 41 *13.6%* | 18 *9.1%* | 42 *14.7%* | 15 *10.6%* | 7 *8.8%* | 23 *11.1%* | 13 *9.0%* | 28 *17.6%* jK | 17 *12.0%* | 44 *12.2%* | 7 *9.5%* | 46 *12.0%* | 15 *11.5%* | 49 *13.0%* | 1 *3.6%* ** | 14 *13.6%* | 64 *18.1%* V | - - | - - |
| 18 to 24 | **27** *5.3%* | 27 *29.7%* BCD | - - | - - | - - | 16 *5.3%* | 10 *5.1%* | 15 *5.3%* | 5 *3.5%* | 7 *8.8%* | 15 *7.2%* | 5 *3.5%* | 7 *4.4%* | 8 *5.6%* | 19 *5.3%* | 4 *5.4%* | 21 *5.5%* | 10 *7.6%* | 17 *4.5%* | 1 *3.6%* ** | 9 *8.7%* | 20 *5.7%* | 7 *4.4%* | - - |
| 25 to 34 | **137** *26.7%* | - - | 137 *100.0%* ACD | - - | - - | 78 *25.8%* | 57 *28.8%* | 80 *28.1%* | 37 *26.2%* | 17 *21.3%* | 67 *32.2%* Kl | 31 *21.5%* | 37 *23.3%* | 43 *30.3%* | 94 *26.1%* | 23 *31.1%* | 101 *26.4%* | 45 *34.4%* R | 91 *24.1%* | 11 *39.3%* ** | 34 *33.0%* | 81 *22.9%* | 56 *35.0%* U | - - |
| 35 to 44 | **154** *30.0%* | - - | - - | 154 *100.0%* ABD | - - | 78 *25.8%* | 71 *35.9%* E | 83 *29.1%* | 43 *30.5%* | 27 *33.8%* | 63 *30.3%* | 50 *34.7%* I | 41 *25.8%* | 50 *35.2%* | 102 *28.3%* | 24 *32.4%* | 109 *28.5%* | 30 *22.9%* | 122 *32.4%* Q | 6 *21.4%* ** | 24 *23.3%* | 98 *27.8%* | 56 *35.0%* u | - - |
| 45 to 54 | **83** *16.2%* | - - | - - | - - | 83 *63.4%* ABC | 56 *18.5%* | 27 *13.6%* | 40 *14.0%* | 26 *18.4%* | 15 *18.8%* | 26 *12.5%* | 26 *18.1%* | 31 *19.5%* j | 16 *11.3%* | 63 *17.5%* m | 10 *13.5%* | 68 *17.8%* | 21 *16.0%* | 60 *15.9%* | 7 *25.0%* ** | 14 *13.6%* | 60 *17.0%* | 23 *14.4%* | - - |
| 55 to 64 | **29** *5.7%* | - - | - - | - - | 29 *22.1%* ABC | 22 *7.3%* f | 7 *3.5%* | 15 *5.3%* | 11 *7.8%* | 2 *2.5%* | 9 *4.3%* | 14 *9.7%* JL | 6 *3.8%* | 6 *4.2%* | 22 *6.1%* | 5 *6.8%* | 19 *5.0%* | 7 *5.3%* | 22 *5.8%* | 1 *3.6%* ** | 6 *5.8%* | 18 *5.1%* | 11 *6.9%* | - - |
| 65 to 74 | **16** *3.1%* | - - | - - | - - | 16 *12.2%* ABC | 10 *3.3%* | 6 *3.0%* | 7 *2.5%* | 4 *2.8%* | 5 *6.3%* g | 4 *1.9%* | 3 *2.1%* | 9 *5.7%* j | 2 *1.4%* | 13 *3.6%* | 1 *1.4%* | 15 *3.9%* | 2 *1.5%* | 14 *3.7%* | - - ** | 2 *1.9%* | 10 *2.8%* | 6 *3.8%* | - - |
| 75 or older | **3** *0.6%* | - - | - - | - - | 3 *2.3%* bc | 1 *0.3%* | 2 *1.0%* | 3 *1.1%* | - - | - - | 1 *0.5%* | 2 *1.4%* | - - | - - | 3 *0.8%* | - - | 3 *0.8%* | 1 *0.8%* | 2 *0.5%* | 1 *3.6%* ** | - - | 2 *0.6%* | 1 *0.6%* | - - |
| TMG SUMMARY RATE - Members under 18 | **64** *12.5%* | 64 *70.3%* | - - | - - | - - | 41 *13.6%* | 18 *9.1%* | 42 *14.7%* | 15 *10.6%* | 7 *8.8%* | 23 *11.1%* | 13 *9.0%* | 28 *17.6%* | 17 *12.0%* | 44 *12.2%* | 7 *9.5%* | 46 *12.0%* | 15 *11.5%* | 49 *13.0%* | 1 *3.6%* | 14 *13.6%* | 64 *18.1%* | - - | - - |
| TMG SUMMARY RATE - Members 18 to 34 | **164** *32.0%* | 27 *29.7%* CD | 137 *100.0%* ACD | - - | - - | 94 *31.1%* | 67 *33.8%* | 95 *33.3%* | 42 *29.8%* | 24 *30.0%* | 82 *39.4%* KL | 36 *25.0%* | 44 *27.7%* | 51 *35.9%* | 113 *31.4%* | 27 *36.5%* | 122 *31.9%* | 55 *42.0%* R | 108 *28.6%* | 12 *42.9%* ** | 43 *41.7%* | 101 *28.6%* | 63 *39.4%* U | - - |
| TMG SUMMARY RATE - Members 35 to 44 | **154** *30.0%* | - - | - - | 154 *100.0%* | - - | 78 *25.8%* | 71 *35.9%* | 83 *29.1%* | 43 *30.5%* | 27 *33.8%* | 63 *30.3%* | 50 *34.7%* | 41 *25.8%* | 50 *35.2%* | 102 *28.3%* | 24 *32.4%* | 109 *28.5%* | 30 *22.9%* | 122 *32.4%* | 6 *21.4%* | 24 *23.3%* | 98 *27.8%* | 56 *35.0%* | - - |
| TMG SUMMARY RATE - Members 45 to 54 | **83** *16.2%* | - - | - - | - - | 83 *63.4%* | 56 *18.5%* | 27 *13.6%* | 40 *14.0%* | 26 *18.4%* | 15 *18.8%* | 26 *12.5%* | 26 *18.1%* | 31 *19.5%* | 16 *11.3%* | 63 *17.5%* | 10 *13.5%* | 68 *17.8%* | 21 *16.0%* | 60 *15.9%* | 7 *25.0%* | 14 *13.6%* | 60 *17.0%* | 23 *14.4%* | - - |
| TMG SUMMARY RATE - Members 55 or older | **48** *9.4%* | - - | - - | - - | 48 *36.6%* ABC | 33 *10.9%* | 15 *7.6%* | 25 *8.8%* | 15 *10.6%* | 7 *8.8%* | 14 *6.7%* | 19 *13.2%* J | 15 *9.4%* | 8 *5.6%* | 38 *10.6%* m | 6 *8.1%* | 37 *9.7%* | 10 *7.6%* | 38 *10.1%* | 2 *7.1%* ** | 8 *7.8%* | 30 *8.5%* | 18 *11.3%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q79. Are you male or female?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **514** *100.0%* | **88** *100.0%* | **135** *100.0%* | **153** *100.0%* | **130** *100.0%* | **301** *100.0%* | **198** *100.0%* | **286** *100.0%* | **140** *100.0%* | **80** *100.0%* | **209** *100.0%* | **143** *100.0%* | **159** *100.0%* | **141** *100.0%* | **362** *100.0%* | **72** *100.0%* | **385** *100.0%* | **131** *100.0%* | **377** *100.0%* | **28** *100.0%* | **103** *100.0%* | **353** *100.0%* | **161** *100.0%* | **-** **-** |
| No Answer | **11** | 3 | 2 | 1 | 1 | 4 | 2 | 4 | 5 | 2 | 4 | 4 | 3 | 2 | 8 | 3 | 7 | 5 | 6 | 1 | 4 | 8 | 3 | - |
| Male | **35** *6.8%* | 10 *11.4%* B | 3 *2.2%* | 11 *7.2%* b | 10 *7.7%* B | 23 *7.6%* | 10 *5.1%* | 16 *5.6%* | 9 *6.4%* | 9 *11.3%* g | 16 *7.7%* | 9 *6.3%* | 10 *6.3%* | 8 *5.7%* | 27 *7.5%* | 7 *9.7%* | 26 *6.8%* | 7 *5.3%* | 27 *7.2%* | 2 *7.1%* ** | 5 *4.9%* | 29 *8.2%* v | 6 *3.7%* | - - |
| Female | **479** *93.2%* | 78 *88.6%* | 132 *97.8%* AcD | 142 *92.8%* | 120 *92.3%* | 278 *92.4%* | 188 *94.9%* | 270 *94.4%* i | 131 *93.6%* | 71 *88.8%* | 193 *92.3%* | 134 *93.7%* | 149 *93.7%* | 133 *94.3%* | 335 *92.5%* | 65 *90.3%* | 359 *93.2%* | 124 *94.7%* | 350 *92.8%* | 26 *92.9%* ** | 98 *95.1%* | 324 *91.8%* | 155 *96.3%* u | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
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2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q80. What is the highest grade or level of school that you have completed?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **505**<br>***100.0%*** | **85**<br>***100.0%*** | **135**<br>***100.0%*** | **149**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **282**<br>***100.0%*** | **138**<br>***100.0%*** | **77**<br>***100.0%*** | **208**<br>***100.0%*** | **142**<br>***100.0%*** | **152**<br>***100.0%*** | **137**<br>***100.0%*** | **356**<br>***100.0%*** | **73**<br>***100.0%*** | **379**<br>***100.0%*** | **131**<br>***100.0%*** | **369**<br>***100.0%*** | **28**<br>***100.0%*** | **103**<br>***100.0%*** | **345**<br>***100.0%*** | **160**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **20** | 6 | 2 | 5 | - | - | - | 8 | 7 | 5 | 5 | 5 | 10 | 6 | 14 | 2 | 13 | 5 | 14 | 1 | 4 | 16 | 4 | - |
| 8th grade or less | **31**<br>***6.1%*** | 9<br>*10.6%*<br>bd | 6<br>*4.4%* | 9<br>*6.0%* | 6<br>*4.6%* | 31<br>*10.2%*<br>F | -<br>- | 17<br>*6.0%* | 4<br>*2.9%* | 10<br>*13.0%*<br>GH | 8<br>*3.8%* | 8<br>*5.6%* | 15<br>*9.9%*<br>J | 8<br>*5.8%* | 23<br>*6.5%* | 7<br>*9.6%* | 20<br>*5.3%* | 10<br>*7.6%* | 21<br>*5.7%* | 1<br>*3.6%*<br>** | 9<br>*8.7%* | 22<br>*6.4%* | 9<br>*5.6%* | -<br>- |
| Some high school, but did not graduate | **101**<br>***20.0%*** | 21<br>*24.7%* | 27<br>*20.0%* | 29<br>*19.5%* | 23<br>*17.6%* | 101<br>*33.1%*<br>F | -<br>- | 49<br>*17.4%* | 27<br>*19.6%* | 24<br>*31.2%*<br>Gh | 33<br>*15.9%* | 27<br>*19.0%* | 41<br>*27.0%*<br>J | 29<br>*21.2%* | 70<br>*19.7%* | 15<br>*20.5%* | 72<br>*19.0%* | 28<br>*21.4%* | 73<br>*19.8%* | 5<br>*17.9%*<br>** | 23<br>*22.3%* | 70<br>*20.3%* | 31<br>*19.4%* | -<br>- |
| High school graduate or GED | **173**<br>***34.3%*** | 27<br>*31.8%* | 45<br>*33.3%* | 40<br>*26.8%* | 60<br>*45.8%*<br>ABC | 173<br>*56.7%*<br>F | -<br>- | 91<br>*32.3%* | 51<br>*37.0%* | 26<br>*33.8%* | 65<br>*31.3%* | 54<br>*38.0%* | 51<br>*33.6%* | 42<br>*30.7%* | 126<br>*35.4%* | 24<br>*32.9%* | 126<br>*33.2%* | 41<br>*31.3%* | 129<br>*35.0%* | 10<br>*35.7%*<br>** | 31<br>*30.1%* | 120<br>*34.8%* | 53<br>*33.1%* | -<br>- |
| Some college or 2-year degree | **161**<br>***31.9%*** | 21<br>*24.7%* | 43<br>*31.9%* | 60<br>*40.3%*<br>AD | 35<br>*26.7%* | -<br>- | 161<br>*80.5%*<br>E | 95<br>*33.7%*<br>I | 49<br>*35.5%*<br>I | 16<br>*20.8%* | 80<br>*38.5%*<br>L | 43<br>*30.3%* | 38<br>*25.0%* | 47<br>*34.3%* | 110<br>*30.9%* | 22<br>*30.1%* | 127<br>*33.5%* | 44<br>*33.6%* | 115<br>*31.2%* | 11<br>*39.3%*<br>** | 33<br>*32.0%* | 109<br>*31.6%* | 52<br>*32.5%* | -<br>- |
| 4-year college graduate | **25**<br>***5.0%*** | 5<br>*5.9%* | 12<br>*8.9%*<br>cD | 5<br>*3.4%* | 3<br>*2.3%* | -<br>- | 25<br>*12.5%*<br>E | 21<br>*7.4%*<br>HI | 3<br>*2.2%* | -<br>- | 16<br>*7.7%*<br>kl | 4<br>*2.8%* | 5<br>*3.3%* | 8<br>*5.8%* | 16<br>*4.5%* | 3<br>*4.1%* | 22<br>*5.8%* | 4<br>*3.1%* | 21<br>*5.7%* | -<br>-<br>** | 4<br>*3.9%* | 15<br>*4.3%* | 10<br>*6.3%* | -<br>- |
| More than 4-year college degree | **14**<br>***2.8%*** | 2<br>*2.4%* | 2<br>*1.5%* | 6<br>*4.0%* | 4<br>*3.1%* | -<br>- | 14<br>*7.0%*<br>E | 9<br>*3.2%* | 4<br>*2.9%* | 1<br>*1.3%* | 6<br>*2.9%* | 6<br>*4.2%* | 2<br>*1.3%* | 3<br>*2.2%* | 11<br>*3.1%* | 2<br>*2.7%* | 12<br>*3.2%* | 4<br>*3.1%* | 10<br>*2.7%* | 1<br>*3.6%*<br>** | 3<br>*2.9%* | 9<br>*2.6%* | 5<br>*3.1%* | -<br>- |
| TMG SUMMARY RATE - High school graduate or less | **305**<br>***60.4%*** | 57<br>*67.1%*<br>C | 78<br>*57.8%* | 78<br>*52.3%* | 89<br>*67.9%*<br>bC | 305<br>*100.0%*<br>F | -<br>- | 157<br>*55.7%* | 82<br>*59.4%* | 60<br>*77.9%*<br>GH | 106<br>*51.0%* | 89<br>*62.7%*<br>J | 107<br>*70.4%*<br>J | 79<br>*57.7%* | 219<br>*61.5%* | 46<br>*63.0%* | 218<br>*57.5%* | 79<br>*60.3%* | 223<br>*60.4%* | 16<br>*57.1%*<br>** | 63<br>*61.2%* | 212<br>*61.4%* | 93<br>*58.1%* | -<br>- |
| TMG SUMMARY RATE - Some college | **161**<br>***31.9%*** | 21<br>*24.7%* | 43<br>*31.9%* | 60<br>*40.3%* | 35<br>*26.7%* | -<br>- | 161<br>*80.5%* | 95<br>*33.7%* | 49<br>*35.5%* | 16<br>*20.8%* | 80<br>*38.5%* | 43<br>*30.3%* | 38<br>*25.0%* | 47<br>*34.3%* | 110<br>*30.9%* | 22<br>*30.1%* | 127<br>*33.5%* | 44<br>*33.6%* | 115<br>*31.2%* | 11<br>*39.3%* | 33<br>*32.0%* | 109<br>*31.6%* | 52<br>*32.5%* | -<br>- |
| TMG SUMMARY RATE - 4-year college graduate or more | **39**<br>***7.7%*** | 7<br>*8.2%* | 14<br>*10.4%* | 11<br>*7.4%* | 7<br>*5.3%* | -<br>- | 39<br>*19.5%*<br>E | 30<br>*10.6%*<br>hl | 7<br>*5.1%* | 1<br>*1.3%* | 22<br>*10.6%*<br>L | 10<br>*7.0%* | 7<br>*4.6%* | 11<br>*8.0%* | 27<br>*7.6%* | 5<br>*6.8%* | 34<br>*9.0%* | 8<br>*6.1%* | 31<br>*8.4%* | 1<br>*3.6%*<br>** | 7<br>*6.8%* | 24<br>*7.0%* | 15<br>*9.4%* | -<br>- |

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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q81. How are you related to the child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **508** *100.0%* | **91** *100.0%* | **137** *100.0%* | **150** *100.0%* | **121** *100.0%* | **296** *100.0%* | **195** *100.0%* | **281** *100.0%* | **139** *100.0%* | **80** *100.0%* | **206** *100.0%* | **143** *100.0%* | **156** *100.0%* | **141** *100.0%* | **357** *100.0%* | **71** *100.0%* | **380** *100.0%* | **129** *100.0%* | **373** *100.0%* | **27** *100.0%* | **102** *100.0%* | **347** *100.0%* | **161** *100.0%* | **-** **-** |
| No Answer | **17** | - | - | 4 | 10 | 9 | 5 | 9 | 6 | 2 | 7 | 4 | 6 | 2 | 13 | 4 | 12 | 7 | 10 | 2 | 5 | 14 | 3 | - |
| Mother or father | **440** *86.6%* | 76 *83.5%* D | 132 *96.4%* AD | 143 *95.3%* AD | 83 *68.6%* | 251 *84.8%* | 174 *89.2%* | 241 *85.8%* | 120 *86.3%* | 71 *88.8%* | 184 *89.3%* I | 124 *86.7%* | 129 *82.7%* | 127 *90.1%* | 306 *85.7%* | 62 *87.3%* | 328 *86.3%* | 110 *85.3%* | 325 *87.1%* | 23 *85.2%* ** | 87 *85.3%* | 303 *87.3%* | 137 *85.1%* | - - |
| Grandparent | **38** *7.5%* | 7 *7.7%* BC | 1 *0.7%* | 2 *1.3%* | 27 *22.3%* ABC | 27 *9.1%* | 11 *5.6%* | 19 *6.8%* | 14 *10.1%* | 5 *6.3%* | 13 *6.3%* | 11 *7.7%* | 14 *9.0%* | 5 *3.5%* | 33 *9.2%* M | 5 *7.0%* | 30 *7.9%* | 12 *9.3%* | 26 *7.0%* | 2 *7.4%* ** | 10 *9.8%* | 22 *6.3%* | 16 *9.9%* | - - |
| Aunt or uncle | **9** *1.8%* | 3 *3.3%* | 2 *1.5%* | 1 *0.7%* | 2 *1.7%* | 4 *1.4%* | 4 *2.1%* | 7 *2.5%* | 1 *0.7%* | 1 *1.3%* | 3 *1.5%* | 1 *0.7%* | 5 *3.2%* | 4 *2.8%* n | 3 *0.8%* | 1 *1.4%* | 6 *1.6%* | 3 *2.3%* | 6 *1.6%* | 2 *7.4%* ** | 1 *1.0%* | 6 *1.7%* | 3 *1.9%* | - - |
| Older brother or sister | **2** *0.4%* | - - | 1 *0.7%* | 1 *0.7%* | - - | 1 *0.3%* | 1 *0.5%* | 1 *0.4%* | 1 *0.7%* | - - | - - | 1 *0.7%* | 1 *0.6%* | 1 *0.7%* | 1 *0.3%* | - - | 1 *0.3%* | - - | 2 *0.5%* | - - ** | - - | 1 *0.3%* | 1 *0.6%* | - - |
| Other relative | **-** - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - ** | - - | - - | - - | - - |
| Legal guardian | **16** *3.1%* | 4 *4.4%* b | 1 *0.7%* | 2 *1.3%* | 8 *6.6%* BC | 11 *3.7%* | 5 *2.6%* | 11 *3.9%* | 3 *2.2%* | 2 *2.5%* | 5 *2.4%* | 5 *3.5%* | 6 *3.8%* | 3 *2.1%* | 12 *3.4%* | 2 *2.8%* | 13 *3.4%* | 3 *2.3%* | 12 *3.2%* | - - ** | 3 *2.9%* | 13 *3.7%* | 3 *1.9%* | - - |
| Someone else | **3** *0.6%* | 1 *1.1%* | - - | 1 *0.7%* | 1 *0.8%* | 2 *0.7%* | - - | 2 *0.7%* | - - | 1 *1.3%* | 1 *0.5%* | 1 *0.7%* | 1 *0.6%* | 1 *0.7%* | 2 *0.6%* | 1 *1.4%* | 2 *0.5%* | 1 *0.8%* | 2 *0.5%* | - - ** | 1 *1.0%* | 2 *0.6%* | 1 *0.6%* | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q82. Did someone help you complete this survey?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **361** *100.0%* | **84** *100.0%* | **81** *100.0%* | **98** *100.0%* | **90** *100.0%* | **212** *100.0%* | **133** *100.0%* | **213** *100.0%* | **97** *100.0%* | **44** *100.0%* | **149** *100.0%* | **98** *100.0%* | **112** *100.0%* | **107** *100.0%* | **242** *100.0%* | **57** *100.0%* | **256** *100.0%* | **78** *100.0%* | **280** *100.0%* | **15** *100.0%* | **63** *100.0%* | **361** *100.0%* | **-** **-** | **-** **-** |
| **Total Valid Responses** | **360** *100.0%* | **84** *100.0%* | **81** *100.0%* | **98** *100.0%* | **89** *100.0%* | **211** *100.0%* | **133** *100.0%* | **213** *100.0%* | **97** *100.0%* | **43** *100.0%* | **149** *100.0%* | **98** *100.0%* | **111** *100.0%* | **107** *100.0%* | **242** *100.0%* | **57** *100.0%* | **255** *100.0%* | **78** *100.0%* | **280** *100.0%* | **15** *100.0%* | **63** *100.0%* | **360** *100.0%* | **-** **-** | **-** **-** |
| No Answer | **1** | - | - | - | 1 | 1 | - | - | - | 1 | - | - | 1 | - | - | - | 1 | - | - | - | - | 1 | - | - |
| Yes | **13** *3.6%* | 5 *6.0%* c | 1 *1.2%* | 1 *1.0%* | 5 *5.6%* c | 12 *5.7%* F | - - | 7 *3.3%* | 1 *1.0%* | 5 *11.6%* GH | 5 *3.4%* | 2 *2.0%* | 6 *5.4%* | 6 *5.6%* | 7 *2.9%* | - - | 11 *4.3%* | 2 *2.6%* | 10 *3.6%* | - - ** | 2 *3.2%* | 13 *3.6%* | - - | - - |
| No | **347** *96.4%* | 79 *94.0%* | 80 *98.8%* | 97 *99.0%* ad | 84 *94.4%* | 199 *94.3%* | 133 *100.0%* E | 206 *96.7%* I | 96 *99.0%* I | 38 *88.4%* | 144 *96.6%* | 96 *98.0%* | 105 *94.6%* | 101 *94.4%* | 235 *97.1%* | 57 *100.0%* | 244 *95.7%* | 76 *97.4%* | 270 *96.4%* | 15 *100.0%* ** | 61 *96.8%* | 347 *96.4%* | - - | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q83. How did that person help you? Check all that apply.** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **13**<br>***100.0%*** | **5**<br>***100.0%*** | **1**<br>***100.0%*** | **1**<br>***100.0%*** | **5**<br>***100.0%*** | **12**<br>***100.0%*** | **-**<br>**-** | **7**<br>***100.0%*** | **1**<br>***100.0%*** | **5**<br>***100.0%*** | **5**<br>***100.0%*** | **2**<br>***100.0%*** | **6**<br>***100.0%*** | **6**<br>***100.0%*** | **7**<br>***100.0%*** | **-**<br>**-** | **11**<br>***100.0%*** | **2**<br>***100.0%*** | **10**<br>***100.0%*** | **-**<br>**-** | **2**<br>***100.0%*** | **13**<br>***100.0%*** | **-**<br>**-** | **-**<br>**-** |
| Total Valid Responses | **17** | 5 | 1 | 1 | 9 | 16 | - | 10 | 2 | 5 | 5 | 4 | 8 | 6 | 11 | - | 14 | 3 | 13 | - | 3 | 17 | - | - |
| **Total Respondents** | **12**<br>***100.0%*** | **4**<br>***100.0%*** | **1**<br>***100.0%*** | **1**<br>***100.0%*** | **5**<br>***100.0%*** | **11**<br>***100.0%*** | **-**<br>**-** | **7**<br>***100.0%*** | **1**<br>***100.0%*** | **4**<br>***100.0%*** | **4**<br>***100.0%*** | **2**<br>***100.0%*** | **6**<br>***100.0%*** | **5**<br>***100.0%*** | **7**<br>***100.0%*** | **-**<br>**-** | **10**<br>***100.0%*** | **2**<br>***100.0%*** | **9**<br>***100.0%*** | **-**<br>**-** | **2**<br>***100.0%*** | **12**<br>***100.0%*** | **-**<br>**-** | **-**<br>**-** |
| Read the questions to me | **6**<br>***50.0%*** | 2<br>*50.0%*<br>** | -<br>-<br>** | 1<br>*100.0%*<br>** | 2<br>*40.0%*<br>** | 5<br>*45.5%* | -<br>- | 3<br>*42.9%*<br>** | 1<br>*100.0%*<br>** | 2<br>*50.0%*<br>** | 1<br>*25.0%*<br>** | 2<br>*100.0%*<br>** | 3<br>*50.0%*<br>** | 1<br>*20.0%*<br>** | 5<br>*71.4%*<br>** | -<br>- | 4<br>*40.0%* | -<br>-<br>** | 5<br>*55.6%*<br>** | -<br>- | -<br>- | 6<br>*50.0%* | -<br>- | -<br>- |
| Wrote down the answers I gave | **6**<br>***50.0%*** | 1<br>*25.0%*<br>** | 1<br>*100.0%*<br>** | -<br>-<br>** | 4<br>*80.0%*<br>** | 6<br>*54.5%* | -<br>- | 4<br>*57.1%*<br>** | 1<br>*100.0%*<br>** | 1<br>*25.0%*<br>** | 2<br>*50.0%*<br>** | 2<br>*100.0%*<br>** | 2<br>*33.3%*<br>** | 2<br>*40.0%*<br>** | 4<br>*57.1%*<br>** | -<br>- | 5<br>*50.0%* | 1<br>*50.0%*<br>** | 5<br>*55.6%*<br>** | -<br>- | 1<br>*50.0%* | 6<br>*50.0%* | -<br>- | -<br>- |
| Answered the questions for me | **3**<br>***25.0%*** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | 3<br>*60.0%*<br>** | 3<br>*27.3%* | -<br>- | 2<br>*28.6%*<br>** | -<br>-<br>** | 1<br>*25.0%*<br>** | 2<br>*50.0%*<br>** | -<br>-<br>** | 1<br>*16.7%*<br>** | 2<br>*40.0%*<br>** | 1<br>*14.3%*<br>** | -<br>- | 3<br>*30.0%* | 1<br>*50.0%*<br>** | 2<br>*22.2%*<br>** | -<br>- | 1<br>*50.0%* | 3<br>*25.0%* | -<br>- | -<br>- |
| Translated the questions into my language | **1**<br>***8.3%*** | 1<br>*25.0%*<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*9.1%* | -<br>- | 1<br>*14.3%*<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*16.7%*<br>** | -<br>-<br>** | 1<br>*14.3%*<br>** | -<br>- | 1<br>*10.0%* | 1<br>*50.0%*<br>** | -<br>-<br>** | -<br>- | 1<br>*50.0%* | 1<br>*8.3%* | -<br>- | -<br>- |
| Helped in some other way | **1**<br>***8.3%*** | 1<br>*25.0%*<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*9.1%* | -<br>- | -<br>-<br>** | -<br>-<br>** | 1<br>*25.0%*<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*16.7%*<br>** | 1<br>*20.0%*<br>** | -<br>-<br>** | -<br>- | 1<br>*10.0%* | -<br>-<br>** | 1<br>*11.1%*<br>** | -<br>- | -<br>- | 1<br>*8.3%* | -<br>- | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q1. Our records show that your child is now in Louisiana Healthcare Connections. Is that right?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **512** *100.0%* | **89** *100.0%* | **133** *100.0%* | **153** *100.0%* | **126** *100.0%* | **296** *100.0%* | **197** *100.0%* | **282** *100.0%* | **143** *100.0%* | **79** *100.0%* | **208** *100.0%* | **142** *100.0%* | **159** *100.0%* | **138** *100.0%* | **363** *100.0%* | **74** *100.0%* | **381** *100.0%* | **133** *100.0%* | **373** *100.0%* | **29** *100.0%* | **104** *100.0%* | **353** *100.0%* | **159** *100.0%* | **-** **-** |
| No Answer | **13** | 2 | 4 | 1 | 5 | 9 | 3 | 8 | 2 | 3 | 5 | 5 | 3 | 5 | 7 | 1 | 11 | 3 | 10 | - | 3 | 8 | 5 | - |
| Yes | **512** *100.0%* | 89 *100.0%* | 133 *100.0%* | 153 *100.0%* | 126 *100.0%* | 296 *100.0%* | 197 *100.0%* | 282 *100.0%* | 143 *100.0%* | 79 *100.0%* | 208 *100.0%* | 142 *100.0%* | 159 *100.0%* | 138 *100.0%* | 363 *100.0%* | 74 *100.0%* | 381 *100.0%* | 133 *100.0%* | 373 *100.0%* | 29 *100.0%* ** | 104 *100.0%* | 353 *100.0%* | 159 *100.0%* | - - |
| No | **-** **-** | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - ** | - - | - - | - - | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **512** *100.0%* | 89 *100.0%* | 133 *100.0%* | 153 *100.0%* | 126 *100.0%* | 296 *100.0%* | 197 *100.0%* | 282 *100.0%* | 143 *100.0%* | 79 *100.0%* | 208 *100.0%* | 142 *100.0%* | 159 *100.0%* | 138 *100.0%* | 363 *100.0%* | 74 *100.0%* | 381 *100.0%* | 133 *100.0%* | 373 *100.0%* | 29 *100.0%* ** | 104 *100.0%* | 353 *100.0%* | 159 *100.0%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 doctors office?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **519** *100.0%* | **90** *100.0%* | **136** *100.0%* | **152** *100.0%* | **129** *100.0%* | **300** *100.0%* | **199** *100.0%* | **287** *100.0%* | **142** *100.0%* | **82** *100.0%* | **212** *100.0%* | **143** *100.0%* | **161** *100.0%* | **142** *100.0%* | **365** *100.0%* | **75** *100.0%* | **387** *100.0%* | **135** *100.0%* | **378** *100.0%* | **29** *100.0%* | **106** *100.0%* | **356** *100.0%* | **163** *100.0%* | **-** **-** |
| No Answer | **6** | 1 | 1 | 2 | 2 | 5 | 1 | 3 | 3 | - | 1 | 4 | 1 | 1 | 5 | - | 5 | 1 | 5 | - | 1 | 5 | 1 | - |
| Yes | **232** *44.7%* | 42 *46.7%* | 59 *43.4%* | 67 *44.1%* | 60 *46.5%* | 132 *44.0%* | 92 *46.2%* | 112 *39.0%* | 66 *46.5%* | 53 *64.6%* GH | 96 *45.3%* k | 52 *36.4%* | 84 *52.2%* K | 61 *43.0%* | 164 *44.9%* | 33 *44.0%* | 176 *45.5%* | 75 *55.6%* R | 154 *40.7%* | 16 *55.2%* ** | 59 *55.7%* | 164 *46.1%* | 68 *41.7%* | - - |
| No | **287** *55.3%* | 48 *53.3%* | 77 *56.6%* | 85 *55.9%* | 69 *53.5%* | 168 *56.0%* | 107 *53.8%* | 175 *61.0%* I | 76 *53.5%* I | 29 *35.4%* | 116 *54.7%* | 91 *63.6%* jL | 77 *47.8%* | 81 *57.0%* | 201 *55.1%* | 42 *56.0%* | 211 *54.5%* | 60 *44.4%* | 224 *59.3%* Q | 13 *44.8%* ** | 47 *44.3%* | 192 *53.9%* | 95 *58.3%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **232** *44.7%* | 42 *46.7%* | 59 *43.4%* | 67 *44.1%* | 60 *46.5%* | 132 *44.0%* | 92 *46.2%* | 112 *39.0%* | 66 *46.5%* | 53 *64.6%* GH | 96 *45.3%* k | 52 *36.4%* | 84 *52.2%* K | 61 *43.0%* | 164 *44.9%* | 33 *44.0%* | 176 *45.5%* | 75 *55.6%* R | 154 *40.7%* | 16 *55.2%* ** | 59 *55.7%* | 164 *46.1%* | 68 *41.7%* | - - |

Cell Contents:
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q4. (GCQ) 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?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 85
Level: Top

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q4. (GCQ) 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 Eligible** | **232** *100.0%* | **42** *100.0%* | **59** *100.0%* | **67** *100.0%* | **60** *100.0%* | **132** *100.0%* | **92** *100.0%* | **112** *100.0%* | **66** *100.0%* | **53** *100.0%* | **96** *100.0%* | **52** *100.0%* | **84** *100.0%* | **61** *100.0%* | **164** *100.0%* | **33** *100.0%* | **176** *100.0%* | **75** *100.0%* | **154** *100.0%* | **16** *100.0%* | **59** *100.0%* | **164** *100.0%* | **68** *100.0%* | **-** **-** |
| **Total Valid Responses** | **226** *100.0%* | **42** *100.0%* | **59** *100.0%* | **62** *100.0%* | **59** *100.0%* | **128** *100.0%* | **91** *100.0%* | **111** *100.0%* | **64** *100.0%* | **50** *100.0%* | **92** *100.0%* | **52** *100.0%* | **82** *100.0%* | **60** *100.0%* | **160** *100.0%* | **32** *100.0%* | **172** *100.0%* | **73** *100.0%* | **151** *100.0%* | **16** *100.0%* | **57** *100.0%* | **159** *100.0%* | **67** *100.0%* | **-** **-** |
| No Answer | **6** | - | - | 5 | 1 | 4 | 1 | 1 | 2 | 3 | 4 | - | 2 | 1 | 4 | 1 | 4 | 2 | 3 | - | 2 | 5 | 1 | - |
| Always | **182** *80.5%* | 30 *71.4%* | 51 *86.4%* a | 48 *77.4%* | 50 *84.7%* | 105 *82.0%* | 73 *80.2%* | 93 *83.8%* | 48 *75.0%* | 40 *80.0%* | 79 *85.9%* | 40 *76.9%* | 63 *76.8%* | 38 *63.3%* | 138 *86.3%* M | 23 *71.9%* | 144 *83.7%* | 56 *76.7%* | 124 *82.1%* | 9 *56.3%* ** | 47 *82.5%* | 130 *81.8%* | 52 *77.6%* | - - |
| Usually | **26** *11.5%* | 8 *19.0%* b | 4 *6.8%* | 8 *12.9%* | 5 *8.5%* | 13 *10.2%* | 10 *11.0%* | 10 *9.0%* | 10 *15.6%* | 6 *12.0%* | 8 *8.7%* | 6 *11.5%* | 12 *14.6%* | 14 *23.3%* N | 12 *7.5%* | 5 *15.6%* | 16 *9.3%* | 9 *12.3%* | 17 *11.3%* | 3 *18.8%* ** | 6 *10.5%* | 22 *13.8%* v | 4 *6.0%* | - - |
| Sometimes | **18** *8.0%* | 4 *9.5%* | 4 *6.8%* | 6 *9.7%* | 4 *6.8%* | 10 *7.8%* | 8 *8.8%* | 8 *7.2%* | 6 *9.4%* | 4 *8.0%* | 5 *5.4%* | 6 *11.5%* | 7 *8.5%* | 8 *13.3%* n | 10 *6.3%* | 4 *12.5%* | 12 *7.0%* | 8 *11.0%* | 10 *6.6%* | 4 *25.0%* ** | 4 *7.0%* | 7 *4.4%* | 11 *16.4%* U | - - |
| Never | **-** **-** | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - ** | - - | - - | - - | - - |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **208** *92.0%* | 38 *90.5%* | 55 *93.2%* | 56 *90.3%* | 55 *93.2%* | 118 *92.2%* | 83 *91.2%* | 103 *92.8%* | 58 *90.6%* | 46 *92.0%* | 87 *94.6%* | 46 *88.5%* | 75 *91.5%* | 52 *86.7%* | 150 *93.8%* m | 28 *87.5%* | 160 *93.0%* | 65 *89.0%* | 141 *93.4%* | 12 *75.0%* ** | 53 *93.0%* | 152 *95.6%* V | 56 *83.6%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always | **182** *80.5%* | 30 *71.4%* | 51 *86.4%* a | 48 *77.4%* | 50 *84.7%* | 105 *82.0%* | 73 *80.2%* | 93 *83.8%* | 48 *75.0%* | 40 *80.0%* | 79 *85.9%* | 40 *76.9%* | 63 *76.8%* | 38 *63.3%* | 138 *86.3%* M | 23 *71.9%* | 144 *83.7%* | 56 *76.7%* | 124 *82.1%* | 9 *56.3%* ** | 47 *82.5%* | 130 *81.8%* | 52 *77.6%* | - - |
| 3-Point Score | **2.73** | 2.62 | 2.80 | 2.68 | 2.78 | 2.74 | 2.71 | 2.77 | 2.66 | 2.72 | 2.80 | 2.65 | 2.68 | 2.50 | 2.80 | 2.59 | 2.77 | 2.66 | 2.75 | 2.31 | 2.75 | 2.77 | 2.61 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **521**<br>***100.0%*** | **90**<br>***100.0%*** | **137**<br>***100.0%*** | **153**<br>***100.0%*** | **130**<br>***100.0%*** | **302**<br>***100.0%*** | **200**<br>***100.0%*** | **286**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **212**<br>***100.0%*** | **146**<br>***100.0%*** | **160**<br>***100.0%*** | **142**<br>***100.0%*** | **367**<br>***100.0%*** | **75**<br>***100.0%*** | **389**<br>***100.0%*** | **135**<br>***100.0%*** | **380**<br>***100.0%*** | **29**<br>***100.0%*** | **106**<br>***100.0%*** | **358**<br>***100.0%*** | **163**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **4** | 1 | - | 1 | 1 | 3 | - | 4 | - | - | 1 | 1 | 2 | 1 | 3 | - | 3 | 1 | 3 | - | 1 | 3 | 1 | - |
| Yes | **434**<br>***83.3%*** | 77<br>*85.6%* | 122<br>*89.1%*<br>D | 127<br>*83.0%* | 101<br>*77.7%* | 254<br>*84.1%* | 167<br>*83.5%* | 238<br>*83.2%* | 117<br>*80.7%* | 74<br>*90.2%*<br>h | 180<br>*84.9%* | 122<br>*83.6%* | 129<br>*80.6%* | 111<br>*78.2%* | 313<br>*85.3%*<br>m | 64<br>*85.3%* | 330<br>*84.8%* | 122<br>*90.4%*<br>R | 307<br>*80.8%* | 25<br>*86.2%*<br>** | 97<br>*91.5%* | 293<br>*81.8%* | 141<br>*86.5%* | -<br>- |
| No | **87**<br>***16.7%*** | 13<br>*14.4%* | 15<br>*10.9%* | 26<br>*17.0%* | 29<br>*22.3%*<br>B | 48<br>*15.9%* | 33<br>*16.5%* | 48<br>*16.8%* | 28<br>*19.3%*<br>i | 8<br>*9.8%* | 32<br>*15.1%* | 24<br>*16.4%* | 31<br>*19.4%* | 31<br>*21.8%*<br>n | 54<br>*14.7%* | 11<br>*14.7%* | 59<br>*15.2%* | 13<br>*9.6%* | 73<br>*19.2%*<br>Q | 4<br>*13.8%*<br>** | 9<br>*8.5%* | 65<br>*18.2%* | 22<br>*13.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **434**<br>***83.3%*** | 77<br>*85.6%* | 122<br>*89.1%*<br>D | 127<br>*83.0%* | 101<br>*77.7%* | 254<br>*84.1%* | 167<br>*83.5%* | 238<br>*83.2%* | 117<br>*80.7%* | 74<br>*90.2%*<br>h | 180<br>*84.9%* | 122<br>*83.6%* | 129<br>*80.6%* | 111<br>*78.2%* | 313<br>*85.3%*<br>m | 64<br>*85.3%* | 330<br>*84.8%* | 122<br>*90.4%*<br>R | 307<br>*80.8%* | 25<br>*86.2%*<br>** | 97<br>*91.5%* | 293<br>*81.8%* | 141<br>*86.5%* | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

Q6. (GCQ) 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?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

CCC POPULATION

Table: 87
Level: Top

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q6. (GCQ) 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **434** *100.0%* | **77** *100.0%* | **122** *100.0%* | **127** *100.0%* | **101** *100.0%* | **254** *100.0%* | **167** *100.0%* | **238** *100.0%* | **117** *100.0%* | **74** *100.0%* | **180** *100.0%* | **122** *100.0%* | **129** *100.0%* | **111** *100.0%* | **313** *100.0%* | **64** *100.0%* | **330** *100.0%* | **122** *100.0%* | **307** *100.0%* | **25** *100.0%* | **97** *100.0%* | **293** *100.0%* | **141** *100.0%* | **-** **-** |
| **Total Valid Responses** | **418** *100.0%* | **74** *100.0%* | **120** *100.0%* | **123** *100.0%* | **94** *100.0%* | **244** *100.0%* | **161** *100.0%* | **232** *100.0%* | **111** *100.0%* | **70** *100.0%* | **174** *100.0%* | **119** *100.0%* | **122** *100.0%* | **107** *100.0%* | **303** *100.0%* | **59** *100.0%* | **320** *100.0%* | **122** *100.0%* | **291** *100.0%* | **25** *100.0%* | **97** *100.0%* | **277** *100.0%* | **141** *100.0%* | **-** **-** |
| No Answer | **16** | 3 | 2 | 4 | 7 | 10 | 6 | 6 | 6 | 4 | 6 | 3 | 7 | 4 | 10 | 5 | 10 | - | 16 | - | - | 16 | - | - |
| Always | **309** *73.9%* | 52 *70.3%* | 87 *72.5%* | 92 *74.8%* | 73 *77.7%* | 184 *75.4%* | 117 *72.7%* | 180 *77.6%* | 77 *69.4%* | 49 *70.0%* | 135 *77.6%* I | 88 *73.9%* | 84 *68.9%* | 62 *57.9%* | 240 *79.2%* M | 32 *54.2%* | 251 *78.4%* O | 89 *73.0%* | 216 *74.2%* | 17 *68.0%* ** | 72 *74.2%* | 198 *71.5%* | 111 *78.7%* | - - |
| Usually | **70** *16.7%* | 16 *21.6%* | 21 *17.5%* | 16 *13.0%* | 16 *17.0%* | 37 *15.2%* | 29 *18.0%* | 35 *15.1%* | 24 *21.6%* | 11 *15.7%* | 23 *13.2%* | 22 *18.5%* | 25 *20.5%* j | 26 *24.3%* N | 44 *14.5%* | 16 *27.1%* P | 48 *15.0%* | 26 *21.3%* | 44 *15.1%* | 5 *20.0%* ** | 21 *21.6%* | 53 *19.1%* v | 17 *12.1%* | - - |
| Sometimes | **36** *8.6%* | 6 *8.1%* | 11 *9.2%* | 13 *10.6%* | 5 *5.3%* | 22 *9.0%* | 13 *8.1%* | 14 *6.0%* | 10 *9.0%* | 10 *14.3%* G | 15 *8.6%* | 8 *6.7%* | 12 *9.8%* | 16 *15.0%* N | 19 *6.3%* | 10 *16.9%* P | 20 *6.3%* | 7 *5.7%* | 28 *9.6%* | 3 *12.0%* ** | 4 *4.1%* | 24 *8.7%* | 12 *8.5%* | - - |
| Never | **3** *0.7%* | - - | 1 *0.8%* | 2 *1.6%* | - - | 1 *0.4%* | 2 *1.2%* | 3 *1.3%* | - - | - - | 1 *0.6%* | 1 *0.8%* | 1 *0.8%* | 3 *2.8%* N | - - | 1 *1.7%* | 1 *0.3%* | - - | 3 *1.0%* | - - ** | - - | 2 *0.7%* | 1 *0.7%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **379** *90.7%* | 68 *91.9%* | 108 *90.0%* | 108 *87.8%* | 89 *94.7%* c | 221 *90.6%* | 146 *90.7%* | 215 *92.7%* i | 101 *91.0%* | 60 *85.7%* | 158 *90.8%* | 110 *92.4%* | 109 *89.3%* | 88 *82.2%* | 284 *93.7%* M | 48 *81.4%* | 299 *93.4%* O | 115 *94.3%* | 260 *89.3%* | 22 *88.0%* ** | 93 *95.9%* | 251 *90.6%* | 128 *90.8%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always | **309** *73.9%* | 52 *70.3%* | 87 *72.5%* | 92 *74.8%* | 73 *77.7%* | 184 *75.4%* | 117 *72.7%* | 180 *77.6%* | 77 *69.4%* | 49 *70.0%* | 135 *77.6%* I | 88 *73.9%* | 84 *68.9%* | 62 *57.9%* | 240 *79.2%* M | 32 *54.2%* | 251 *78.4%* O | 89 *73.0%* | 216 *74.2%* | 17 *68.0%* ** | 72 *74.2%* | 198 *71.5%* | 111 *78.7%* | - - |
| 3-Point Score | **2.65** | 2.62 | 2.63 | 2.63 | 2.72 | 2.66 | 2.63 | 2.70 | 2.60 | 2.56 | 2.68 | 2.66 | 2.58 | 2.40 | 2.73 | 2.36 | 2.72 | 2.67 | 2.64 | 2.56 | 2.70 | 2.62 | 2.70 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 doctors office or clinic to get health care?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **509**<br>***100.0%*** | **90**<br>***100.0%*** | **130**<br>***100.0%*** | **148**<br>***100.0%*** | **129**<br>***100.0%*** | **294**<br>***100.0%*** | **196**<br>***100.0%*** | **279**<br>***100.0%*** | **141**<br>***100.0%*** | **82**<br>***100.0%*** | **207**<br>***100.0%*** | **142**<br>***100.0%*** | **157**<br>***100.0%*** | **138**<br>***100.0%*** | **360**<br>***100.0%*** | **73**<br>***100.0%*** | **381**<br>***100.0%*** | **135**<br>***100.0%*** | **369**<br>***100.0%*** | **29**<br>***100.0%*** | **106**<br>***100.0%*** | **354**<br>***100.0%*** | **155**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **16** | 1 | 7 | 6 | 2 | 11 | 4 | 11 | 4 | - | 6 | 5 | 5 | 5 | 10 | 2 | 11 | 1 | 14 | - | 1 | 7 | 9 | - |
| None | **55**<br>***10.8%*** | 12<br>*13.3%*<br>B | 7<br>*5.4%* | 19<br>*12.8%*<br>B | 15<br>*11.6%*<br>b | 32<br>*10.9%* | 17<br>*8.7%* | 30<br>*10.8%* | 14<br>*9.9%* | 8<br>*9.8%* | 19<br>*9.2%* | 15<br>*10.6%* | 21<br>*13.4%* | 19<br>*13.8%* | 36<br>*10.0%* | 11<br>*15.1%*<br>p | 32<br>*8.4%* | 6<br>*4.4%* | 49<br>*13.3%*<br>Q | 4<br>*13.8%*<br>** | 2<br>*1.9%* | 44<br>*12.4%*<br>v | 11<br>*7.1%* | -<br>- |
| 1 time | **76**<br>***14.9%*** | 8<br>*8.9%* | 20<br>*15.4%* | 21<br>*14.2%* | 25<br>*19.4%*<br>A | 34<br>*11.6%* | 41<br>*20.9%*<br>E | 51<br>*18.3%*<br>hi | 16<br>*11.3%* | 8<br>*9.8%* | 36<br>*17.4%*<br>l | 21<br>*14.8%* | 17<br>*10.8%* | 20<br>*14.5%* | 52<br>*14.4%* | 9<br>*12.3%* | 62<br>*16.3%* | 18<br>*13.3%* | 57<br>*15.4%* | 2<br>*6.9%*<br>** | 16<br>*15.1%* | 53<br>*15.0%* | 23<br>*14.8%* | -<br>- |
| 2 | **113**<br>***22.2%*** | 18<br>*20.0%* | 27<br>*20.8%* | 30<br>*20.3%* | 34<br>*26.4%* | 65<br>*22.1%* | 43<br>*21.9%* | 70<br>*25.1%*<br>l | 31<br>*22.0%* | 11<br>*13.4%* | 46<br>*22.2%* | 39<br>*27.5%*<br>L | 28<br>*17.8%* | 24<br>*17.4%* | 87<br>*24.2%* | 17<br>*23.3%* | 82<br>*21.5%* | 28<br>*20.7%* | 83<br>*22.5%* | 5<br>*17.2%*<br>** | 23<br>*21.7%* | 81<br>*22.9%* | 32<br>*20.6%* | -<br>- |
| 3 | **95**<br>***18.7%*** | 16<br>*17.8%* | 26<br>*20.0%* | 33<br>*22.3%*<br>d | 17<br>*13.2%* | 62<br>*21.1%* | 30<br>*15.3%* | 47<br>*16.8%* | 29<br>*20.6%* | 17<br>*20.7%* | 38<br>*18.4%* | 29<br>*20.4%* | 27<br>*17.2%* | 25<br>*18.1%* | 67<br>*18.6%* | 8<br>*11.0%* | 78<br>*20.5%*<br>o | 24<br>*17.8%* | 70<br>*19.0%* | 6<br>*20.7%*<br>** | 18<br>*17.0%* | 69<br>*19.5%* | 26<br>*16.8%* | -<br>- |
| 4 | **69**<br>***13.6%*** | 17<br>*18.9%*<br>C | 21<br>*16.2%*<br>C | 12<br>*8.1%* | 18<br>*14.0%* | 38<br>*12.9%* | 28<br>*14.3%* | 35<br>*12.5%* | 25<br>*17.7%* | 9<br>*11.0%* | 27<br>*13.0%* | 19<br>*13.4%* | 23<br>*14.6%* | 21<br>*15.2%* | 48<br>*13.3%* | 7<br>*9.6%* | 55<br>*14.4%* | 26<br>*19.3%*<br>R | 42<br>*11.4%* | 5<br>*17.2%*<br>** | 21<br>*19.8%* | 49<br>*13.8%* | 20<br>*12.9%* | -<br>- |
| 5 to 9 | **77**<br>***15.1%*** | 15<br>*16.7%* | 23<br>*17.7%* | 22<br>*14.9%* | 17<br>*13.2%* | 49<br>*16.7%* | 27<br>*13.8%* | 38<br>*13.6%* | 16<br>*11.3%* | 23<br>*28.0%*<br>GH | 34<br>*16.4%*<br>k | 13<br>*9.2%* | 30<br>*19.1%*<br>K | 22<br>*15.9%* | 53<br>*14.7%* | 14<br>*19.2%* | 57<br>*15.0%* | 24<br>*17.8%* | 53<br>*14.4%* | 3<br>*10.3%*<br>** | 21<br>*19.8%* | 46<br>*13.0%* | 31<br>*20.0%*<br>U | -<br>- |
| 10 or more times | **24**<br>***4.7%*** | 4<br>*4.4%* | 6<br>*4.6%* | 11<br>*7.4%*<br>d | 3<br>*2.3%* | 14<br>*4.8%* | 10<br>*5.1%* | 8<br>*2.9%* | 10<br>*7.1%*<br>G | 6<br>*7.3%*<br>g | 7<br>*3.4%* | 6<br>*4.2%* | 11<br>*7.0%* | 7<br>*5.1%* | 17<br>*4.7%* | 7<br>*9.6%*<br>P | 15<br>*3.9%* | 9<br>*6.7%* | 15<br>*4.1%* | 4<br>*13.8%*<br>** | 5<br>*4.7%* | 12<br>*3.4%* | 12<br>*7.7%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 1 or more times | **454**<br>***89.2%*** | 78<br>*86.7%* | 123<br>*94.6%*<br>ACd | 129<br>*87.2%* | 114<br>*88.4%* | 262<br>*89.1%* | 179<br>*91.3%* | 249<br>*89.2%* | 127<br>*90.1%* | 74<br>*90.2%* | 188<br>*90.8%* | 127<br>*89.4%* | 136<br>*86.6%* | 119<br>*86.2%* | 324<br>*90.0%* | 62<br>*84.9%* | 349<br>*91.6%*<br>o | 129<br>*95.6%*<br>R | 320<br>*86.7%* | 25<br>*86.2%*<br>** | 104<br>*98.1%* | 310<br>*87.6%* | 144<br>*92.9%*<br>u | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 89
Level: Top

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **454**<br>***100.0%*** | **78**<br>***100.0%*** | **123**<br>***100.0%*** | **129**<br>***100.0%*** | **114**<br>***100.0%*** | **262**<br>***100.0%*** | **179**<br>***100.0%*** | **249**<br>***100.0%*** | **127**<br>***100.0%*** | **74**<br>***100.0%*** | **188**<br>***100.0%*** | **127**<br>***100.0%*** | **136**<br>***100.0%*** | **119**<br>***100.0%*** | **324**<br>***100.0%*** | **62**<br>***100.0%*** | **349**<br>***100.0%*** | **129**<br>***100.0%*** | **320**<br>***100.0%*** | **25**<br>***100.0%*** | **104**<br>***100.0%*** | **310**<br>***100.0%*** | **144**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **449**<br>***100.0%*** | **78**<br>***100.0%*** | **121**<br>***100.0%*** | **128**<br>***100.0%*** | **112**<br>***100.0%*** | **258**<br>***100.0%*** | **178**<br>***100.0%*** | **248**<br>***100.0%*** | **125**<br>***100.0%*** | **72**<br>***100.0%*** | **187**<br>***100.0%*** | **124**<br>***100.0%*** | **135**<br>***100.0%*** | **117**<br>***100.0%*** | **321**<br>***100.0%*** | **62**<br>***100.0%*** | **344**<br>***100.0%*** | **126**<br>***100.0%*** | **318**<br>***100.0%*** | **24**<br>***100.0%*** | **102**<br>***100.0%*** | **306**<br>***100.0%*** | **143**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **5** | - | 2 | 1 | 2 | 4 | 1 | 1 | 2 | 2 | 1 | 3 | 1 | 2 | 3 | - | 5 | 3 | 2 | 1 | 2 | 4 | 1 | - |
| Yes | **326**<br>***72.6%*** | 59<br>*75.6%* | 94<br>*77.7%*<br>C | 85<br>*66.4%* | 81<br>*72.3%* | 181<br>*70.2%* | 135<br>*75.8%* | 178<br>*71.8%* | 91<br>*72.8%* | 53<br>*73.6%* | 140<br>*74.9%* | 87<br>*70.2%* | 96<br>*71.1%* | 74<br>*63.2%* | 248<br>*77.3%*<br>M | 32<br>*51.6%* | 265<br>*77.0%*<br>O | 103<br>*81.7%*<br>R | 219<br>*68.9%* | 14<br>*58.3%*<br>** | 89<br>*87.3%* | 220<br>*71.9%* | 106<br>*74.1%* | -<br>- |
| No | **123**<br>***27.4%*** | 19<br>*24.4%* | 27<br>*22.3%* | 43<br>*33.6%*<br>B | 31<br>*27.7%* | 77<br>*29.8%* | 43<br>*24.2%* | 70<br>*28.2%* | 34<br>*27.2%* | 19<br>*26.4%* | 47<br>*25.1%* | 37<br>*29.8%* | 39<br>*28.9%* | 43<br>*36.8%*<br>N | 73<br>*22.7%* | 30<br>*48.4%*<br>P | 79<br>*23.0%* | 23<br>*18.3%* | 99<br>*31.1%*<br>Q | 10<br>*41.7%*<br>** | 13<br>*12.7%* | 86<br>*28.1%* | 37<br>*25.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **326**<br>***72.6%*** | 59<br>*75.6%* | 94<br>*77.7%*<br>C | 85<br>*66.4%* | 81<br>*72.3%* | 181<br>*70.2%* | 135<br>*75.8%* | 178<br>*71.8%* | 91<br>*72.8%* | 53<br>*73.6%* | 140<br>*74.9%* | 87<br>*70.2%* | 96<br>*71.1%* | 74<br>*63.2%* | 248<br>*77.3%*<br>M | 32<br>*51.6%* | 265<br>*77.0%*<br>O | 103<br>*81.7%*<br>R | 219<br>*68.9%* | 14<br>*58.3%*<br>** | 89<br>*87.3%* | 220<br>*71.9%* | 106<br>*74.1%* | -<br>- |
| 3-Point Score | **2.45** | 2.51 | 2.55 | 2.33 | 2.45 | 2.40 | 2.52 | 2.44 | 2.46 | 2.47 | 2.50 | 2.40 | 2.42 | 2.26 | 2.55 | 2.03 | 2.54 | 2.63 | 2.38 | 2.17 | 2.75 | 2.44 | 2.48 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **454**<br>***100.0%*** | **78**<br>***100.0%*** | **123**<br>***100.0%*** | **129**<br>***100.0%*** | **114**<br>***100.0%*** | **262**<br>***100.0%*** | **179**<br>***100.0%*** | **249**<br>***100.0%*** | **127**<br>***100.0%*** | **74**<br>***100.0%*** | **188**<br>***100.0%*** | **127**<br>***100.0%*** | **136**<br>***100.0%*** | **119**<br>***100.0%*** | **324**<br>***100.0%*** | **62**<br>***100.0%*** | **349**<br>***100.0%*** | **129**<br>***100.0%*** | **320**<br>***100.0%*** | **25**<br>***100.0%*** | **104**<br>***100.0%*** | **310**<br>***100.0%*** | **144**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **448**<br>***100.0%*** | **77**<br>***100.0%*** | **122**<br>***100.0%*** | **127**<br>***100.0%*** | **113**<br>***100.0%*** | **258**<br>***100.0%*** | **178**<br>***100.0%*** | **246**<br>***100.0%*** | **125**<br>***100.0%*** | **73**<br>***100.0%*** | **185**<br>***100.0%*** | **126**<br>***100.0%*** | **134**<br>***100.0%*** | **118**<br>***100.0%*** | **319**<br>***100.0%*** | **62**<br>***100.0%*** | **345**<br>***100.0%*** | **129**<br>***100.0%*** | **314**<br>***100.0%*** | **25**<br>***100.0%*** | **104**<br>***100.0%*** | **304**<br>***100.0%*** | **144**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **6** | 1 | 1 | 2 | 1 | 4 | 1 | 3 | 2 | 1 | 3 | 1 | 2 | 1 | 5 | - | 4 | - | 6 | - | - | 6 | - | - |
| Always | **305**<br>***68.1%*** | 52<br>*67.5%* | 87<br>*71.3%* | 81<br>*63.8%* | 79<br>*69.9%* | 170<br>*65.9%* | 129<br>*72.5%* | 176<br>*71.5%* | 80<br>*64.0%* | 46<br>*63.0%* | 138<br>*74.6%*<br>L | 85<br>*67.5%* | 81<br>*60.4%* | 64<br>*54.2%* | 232<br>*72.7%*<br>M | 19<br>*30.6%* | 260<br>*75.4%*<br>O | 86<br>*66.7%* | 215<br>*68.5%* | 12<br>*48.0%*<br>** | 74<br>*71.2%* | 200<br>*65.8%* | 105<br>*72.9%* | -<br>- |
| Usually | **77**<br>***17.2%*** | 16<br>*20.8%* | 18<br>*14.8%* | 23<br>*18.1%* | 19<br>*16.8%* | 46<br>*17.8%* | 28<br>*15.7%* | 37<br>*15.0%* | 25<br>*20.0%* | 14<br>*19.2%* | 25<br>*13.5%* | 20<br>*15.9%* | 30<br>*22.4%*<br>J | 31<br>*26.3%*<br>N | 46<br>*14.4%* | 22<br>*35.5%*<br>P | 49<br>*14.2%* | 27<br>*20.9%* | 50<br>*15.9%* | 5<br>*20.0%*<br>** | 22<br>*21.2%* | 56<br>*18.4%* | 21<br>*14.6%* | -<br>- |
| Sometimes | **54**<br>***12.1%*** | 8<br>*10.4%* | 14<br>*11.5%* | 17<br>*13.4%* | 13<br>*11.5%* | 33<br>*12.8%* | 18<br>*10.1%* | 24<br>*9.8%* | 17<br>*13.6%* | 13<br>*17.8%*<br>g | 16<br>*8.6%* | 17<br>*13.5%* | 21<br>*15.7%*<br>j | 20<br>*16.9%*<br>n | 33<br>*10.3%* | 18<br>*29.0%*<br>P | 28<br>*8.1%* | 14<br>*10.9%* | 39<br>*12.4%* | 7<br>*28.0%*<br>** | 7<br>*6.7%* | 38<br>*12.5%* | 16<br>*11.1%* | -<br>- |
| Never | **12**<br>***2.7%*** | 1<br>*1.3%* | 3<br>*2.5%* | 6<br>*4.7%* | 2<br>*1.8%* | 9<br>*3.5%* | 3<br>*1.7%* | 9<br>*3.7%*<br>i | 3<br>*2.4%* | -<br>- | 6<br>*3.2%* | 4<br>*3.2%* | 2<br>*1.5%* | 3<br>*2.5%* | 8<br>*2.5%* | 3<br>*4.8%* | 8<br>*2.3%* | 2<br>*1.6%* | 10<br>*3.2%* | 1<br>*4.0%*<br>** | 1<br>*1.0%* | 10<br>*3.3%* | 2<br>*1.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **382**<br>***85.3%*** | 68<br>*88.3%* | 105<br>*86.1%* | 104<br>*81.9%* | 98<br>*86.7%* | 216<br>*83.7%* | 157<br>*88.2%* | 213<br>*86.6%* | 105<br>*84.0%* | 60<br>*82.2%* | 163<br>*88.1%* | 105<br>*83.3%* | 111<br>*82.8%* | 95<br>*80.5%* | 278<br>*87.1%*<br>m | 41<br>*66.1%* | 309<br>*89.6%*<br>O | 113<br>*87.6%* | 265<br>*84.4%* | 17<br>*68.0%*<br>** | 96<br>*92.3%* | 256<br>*84.2%* | 126<br>*87.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **305**<br>***68.1%*** | 52<br>*67.5%* | 87<br>*71.3%* | 81<br>*63.8%* | 79<br>*69.9%* | 170<br>*65.9%* | 129<br>*72.5%* | 176<br>*71.5%* | 80<br>*64.0%* | 46<br>*63.0%* | 138<br>*74.6%*<br>L | 85<br>*67.5%* | 81<br>*60.4%* | 64<br>*54.2%* | 232<br>*72.7%*<br>M | 19<br>*30.6%* | 260<br>*75.4%*<br>O | 86<br>*66.7%* | 215<br>*68.5%* | 12<br>*48.0%*<br>** | 74<br>*71.2%* | 200<br>*65.8%* | 105<br>*72.9%* | -<br>- |
| 3-Point Score | **2.53** | 2.56 | 2.57 | 2.46 | 2.57 | 2.50 | 2.61 | 2.58 | 2.48 | 2.45 | 2.63 | 2.51 | 2.43 | 2.35 | 2.60 | 1.97 | 2.65 | 2.54 | 2.53 | 2.16 | 2.63 | 2.50 | 2.60 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **454**<br>***100.0%*** | **78**<br>***100.0%*** | **123**<br>***100.0%*** | **129**<br>***100.0%*** | **114**<br>***100.0%*** | **262**<br>***100.0%*** | **179**<br>***100.0%*** | **249**<br>***100.0%*** | **127**<br>***100.0%*** | **74**<br>***100.0%*** | **188**<br>***100.0%*** | **127**<br>***100.0%*** | **136**<br>***100.0%*** | **119**<br>***100.0%*** | **324**<br>***100.0%*** | **62**<br>***100.0%*** | **349**<br>***100.0%*** | **129**<br>***100.0%*** | **320**<br>***100.0%*** | **25**<br>***100.0%*** | **104**<br>***100.0%*** | **310**<br>***100.0%*** | **144**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **446**<br>***100.0%*** | **78**<br>***100.0%*** | **122**<br>***100.0%*** | **127**<br>***100.0%*** | **110**<br>***100.0%*** | **256**<br>***100.0%*** | **178**<br>***100.0%*** | **246**<br>***100.0%*** | **125**<br>***100.0%*** | **71**<br>***100.0%*** | **186**<br>***100.0%*** | **124**<br>***100.0%*** | **133**<br>***100.0%*** | **118**<br>***100.0%*** | **318**<br>***100.0%*** | **62**<br>***100.0%*** | **342**<br>***100.0%*** | **128**<br>***100.0%*** | **315**<br>***100.0%*** | **25**<br>***100.0%*** | **103**<br>***100.0%*** | **303**<br>***100.0%*** | **143**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **8** | - | 1 | 2 | 4 | 6 | 1 | 3 | 2 | 3 | 2 | 3 | 3 | 1 | 6 | - | 7 | 1 | 5 | - | 1 | 7 | 1 | - |
| Yes | **198**<br>***44.4%*** | 44<br>*56.4%*<br>bCd | 52<br>*42.6%* | 52<br>*40.9%* | 47<br>*42.7%* | 112<br>*43.8%* | 83<br>*46.6%* | 102<br>*41.5%* | 61<br>*48.8%* | 32<br>*45.1%* | 86<br>*46.2%*<br>K | 43<br>*34.7%* | 67<br>*50.4%*<br>K | 49<br>*41.5%* | 145<br>*45.6%* | 27<br>*43.5%* | 150<br>*43.9%* | 74<br>*57.8%*<br>R | 123<br>*39.0%* | 14<br>*56.0%*<br>** | 60<br>*58.3%* | 138<br>*45.5%* | 60<br>*42.0%* | -<br>- |
| No | **248**<br>***55.6%*** | 34<br>*43.6%* | 70<br>*57.4%*<br>a | 75<br>*59.1%*<br>A | 63<br>*57.3%*<br>a | 144<br>*56.3%* | 95<br>*53.4%* | 144<br>*58.5%* | 64<br>*51.2%* | 39<br>*54.9%* | 100<br>*53.8%* | 81<br>*65.3%*<br>JL | 66<br>*49.6%* | 69<br>*58.5%* | 173<br>*54.4%* | 35<br>*56.5%* | 192<br>*56.1%* | 54<br>*42.2%* | 192<br>*61.0%*<br>Q | 11<br>*44.0%*<br>** | 43<br>*41.7%* | 165<br>*54.5%* | 83<br>*58.0%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **198**<br>***44.4%*** | 44<br>*56.4%*<br>bCd | 52<br>*42.6%* | 52<br>*40.9%* | 47<br>*42.7%* | 112<br>*43.8%* | 83<br>*46.6%* | 102<br>*41.5%* | 61<br>*48.8%* | 32<br>*45.1%* | 86<br>*46.2%*<br>K | 43<br>*34.7%* | 67<br>*50.4%*<br>K | 49<br>*41.5%* | 145<br>*45.6%* | 27<br>*43.5%* | 150<br>*43.9%* | 74<br>*57.8%*<br>R | 123<br>*39.0%* | 14<br>*56.0%*<br>** | 60<br>*58.3%* | 138<br>*45.5%* | 60<br>*42.0%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q11. (SDM) 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?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

CCC POPULATION

Table: 92
Level: Top

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q11. (SDM) 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **198** *100.0%* | **44** *100.0%* | **52** *100.0%* | **52** *100.0%* | **47** *100.0%* | **112** *100.0%* | **83** *100.0%* | **102** *100.0%* | **61** *100.0%* | **32** *100.0%* | **86** *100.0%* | **43** *100.0%* | **67** *100.0%* | **49** *100.0%* | **145** *100.0%* | **27** *100.0%* | **150** *100.0%* | **74** *100.0%* | **123** *100.0%* | **14** *100.0%* | **60** *100.0%* | **138** *100.0%* | **60** *100.0%* | **-** **-** |
| **Total Valid Responses** | **192** *100.0%* | **41** *100.0%* | **52** *100.0%* | **51** *100.0%* | **45** *100.0%* | **109** *100.0%* | **81** *100.0%* | **101** *100.0%* | **58** *100.0%* | **30** *100.0%* | **84** *100.0%* | **43** *100.0%* | **63** *100.0%* | **48** *100.0%* | **141** *100.0%* | **27** *100.0%* | **145** *100.0%* | **72** *100.0%* | **119** *100.0%* | **13** *100.0%* | **59** *100.0%* | **133** *100.0%* | **59** *100.0%* | **-** **-** |
| No Answer | **6** | 3 | - | 1 | 2 | 3 | 2 | 1 | 3 | 2 | 2 | - | 4 | 1 | 4 | - | 5 | 2 | 4 | 1 | 1 | 5 | 1 | - |
| A lot | **104** *54.2%* | 18 *43.9%* | 31 *59.6%* | 27 *52.9%* | 26 *57.8%* | 53 *48.6%* | 51 *63.0%* e | 59 *58.4%* h | 25 *43.1%* | 18 *60.0%* | 52 *61.9%* l | 22 *51.2%* | 30 *47.6%* | 23 *47.9%* | 79 *56.0%* | 8 *29.6%* ** | 83 *57.2%* | 36 *50.0%* | 67 *56.3%* | 7 *53.8%* ** | 29 *49.2%* | 66 *49.6%* | 38 *64.4%* u | - - |
| Some | **60** *31.3%* | 18 *43.9%* bc | 13 *25.0%* | 13 *25.5%* | 16 *35.6%* | 41 *37.6%* F | 18 *22.2%* | 29 *28.7%* | 23 *39.7%* | 8 *26.7%* | 24 *28.6%* | 16 *37.2%* | 20 *31.7%* | 17 *35.4%* | 42 *29.8%* | 11 *40.7%* ** | 45 *31.0%* | 22 *30.6%* | 38 *31.9%* | 5 *38.5%* ** | 17 *28.8%* | 51 *38.3%* V | 9 *15.3%* | - - |
| A little | **22** *11.5%* | 5 *12.2%* | 6 *11.5%* | 9 *17.6%* D | 2 *4.4%* | 12 *11.0%* | 9 *11.1%* | 10 *9.9%* | 8 *13.8%* | 4 *13.3%* | 7 *8.3%* | 3 *7.0%* | 11 *17.5%* j | 7 *14.6%* | 15 *10.6%* | 6 *22.2%* ** | 13 *9.0%* | 13 *18.1%* R | 9 *7.6%* | 1 *7.7%* ** | 12 *20.3%* | 12 *9.0%* | 10 *16.9%* | - - |
| Not at all | **6** *3.1%* | - - | 2 *3.8%* | 2 *3.9%* | 1 *2.2%* | 3 *2.8%* | 3 *3.7%* | 3 *3.0%* | 2 *3.4%* | - - | 1 *1.2%* | 2 *4.7%* | 2 *3.2%* | 1 *2.1%* | 5 *3.5%* | 2 *7.4%* ** | 4 *2.8%* | 1 *1.4%* | 5 *4.2%* | - - ** | 1 *1.7%* | 4 *3.0%* | 2 *3.4%* | - - |
| HEDIS/CAHPS SUMMARY RATE - A lot | **104** *54.2%* | 18 *43.9%* | 31 *59.6%* | 27 *52.9%* | 26 *57.8%* | 53 *48.6%* | 51 *63.0%* | 59 *58.4%* | 25 *43.1%* | 18 *60.0%* | 52 *61.9%* | 22 *51.2%* | 30 *47.6%* | 23 *47.9%* | 79 *56.0%* | 8 *29.6%* | 83 *57.2%* | 36 *50.0%* | 67 *56.3%* | 7 *53.8%* | 29 *49.2%* | 66 *49.6%* | 38 *64.4%* | - - |
| 3-Point Score | **2.40** | 2.32 | 2.44 | 2.31 | 2.51 | 2.35 | 2.48 | 2.46 | 2.26 | 2.47 | 2.52 | 2.40 | 2.27 | 2.31 | 2.42 | 2.00 | 2.46 | 2.31 | 2.45 | 2.46 | 2.27 | 2.38 | 2.44 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

Q12. (SDM) 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?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

CCC POPULATION

Table: 93
Level: Top

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q12. (SDM) 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **198** *100.0%* | **44** *100.0%* | **52** *100.0%* | **52** *100.0%* | **47** *100.0%* | **112** *100.0%* | **83** *100.0%* | **102** *100.0%* | **61** *100.0%* | **32** *100.0%* | **86** *100.0%* | **43** *100.0%* | **67** *100.0%* | **49** *100.0%* | **145** *100.0%* | **27** *100.0%* | **150** *100.0%* | **74** *100.0%* | **123** *100.0%* | **14** *100.0%* | **60** *100.0%* | **138** *100.0%* | **60** *100.0%* | **-** **-** |
| **Total Valid Responses** | **194** *100.0%* | **43** *100.0%* | **51** *100.0%* | **51** *100.0%* | **46** *100.0%* | **109** *100.0%* | **82** *100.0%* | **101** *100.0%* | **59** *100.0%* | **31** *100.0%* | **84** *100.0%* | **43** *100.0%* | **65** *100.0%* | **48** *100.0%* | **143** *100.0%* | **27** *100.0%* | **148** *100.0%* | **74** *100.0%* | **119** *100.0%* | **14** *100.0%* | **60** *100.0%* | **134** *100.0%* | **60** *100.0%* | **-** **-** |
| No Answer | **4** | 1 | 1 | 1 | 1 | 3 | 1 | 1 | 2 | 1 | 2 | - | 2 | 1 | 2 | - | 2 | - | 4 | - | - | 4 | - | - |
| A lot | **62** *32.0%* | 10 *23.3%* | 16 *31.4%* | 19 *37.3%* | 16 *34.8%* | 32 *29.4%* | 29 *35.4%* | 36 *35.6%* | 14 *23.7%* | 11 *35.5%* | 29 *34.5%* | 13 *30.2%* | 20 *30.8%* | 15 *31.3%* | 47 *32.9%* | 6 *22.2%* ** | 49 *33.1%* | 21 *28.4%* | 41 *34.5%* | 4 *28.6%* ** | 17 *28.3%* | 40 *29.9%* | 22 *36.7%* | - - |
| Some | **56** *28.9%* | 15 *34.9%* c | 14 *27.5%* | 10 *19.6%* | 16 *34.8%* c | 37 *33.9%* | 19 *23.2%* | 25 *24.8%* | 23 *39.0%* g | 7 *22.6%* | 19 *22.6%* | 18 *41.9%* J | 19 *29.2%* | 11 *22.9%* | 43 *30.1%* | 8 *29.6%* ** | 45 *30.4%* | 25 *33.8%* | 31 *26.1%* | 5 *35.7%* ** | 20 *33.3%* | 45 *33.6%* V | 11 *18.3%* | - - |
| A little | **33** *17.0%* | 7 *16.3%* | 12 *23.5%* D | 11 *21.6%* D | 3 *6.5%* | 17 *15.6%* | 14 *17.1%* | 20 *19.8%* | 8 *13.6%* | 5 *16.1%* | 14 *16.7%* | 6 *14.0%* | 12 *18.5%* | 9 *18.8%* | 24 *16.8%* | 9 *33.3%* ** | 21 *14.2%* | 12 *16.2%* | 20 *16.8%* | 2 *14.3%* ** | 10 *16.7%* | 20 *14.9%* | 13 *21.7%* | - - |
| Not at all | **43** *22.2%* | 11 *25.6%* | 9 *17.6%* | 11 *21.6%* | 11 *23.9%* | 23 *21.1%* | 20 *24.4%* | 20 *19.8%* | 14 *23.7%* | 8 *25.8%* | 22 *26.2%* | 6 *14.0%* | 14 *21.5%* | 13 *27.1%* | 29 *20.3%* | 4 *14.8%* ** | 33 *22.3%* | 16 *21.6%* | 27 *22.7%* | 3 *21.4%* ** | 13 *21.7%* | 29 *21.6%* | 14 *23.3%* | - - |
| HEDIS/CAHPS SUMMARY RATE - A lot | **62** *32.0%* | 10 *23.3%* | 16 *31.4%* | 19 *37.3%* | 16 *34.8%* | 32 *29.4%* | 29 *35.4%* | 36 *35.6%* | 14 *23.7%* | 11 *35.5%* | 29 *34.5%* | 13 *30.2%* | 20 *30.8%* | 15 *31.3%* | 47 *32.9%* | 6 *22.2%* | 49 *33.1%* | 21 *28.4%* | 41 *34.5%* | 4 *28.6%* | 17 *28.3%* | 40 *29.9%* | 22 *36.7%* | - - |
| 3-Point Score | **1.93** | 1.81 | 1.90 | 1.94 | 2.04 | 1.93 | 1.94 | 1.96 | 1.86 | 1.94 | 1.92 | 2.02 | 1.91 | 1.85 | 1.96 | 1.74 | 1.97 | 1.91 | 1.95 | 1.93 | 1.90 | 1.93 | 1.92 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q13. (SDM) 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **198**<br>***100.0%*** | **44**<br>***100.0%*** | **52**<br>***100.0%*** | **52**<br>***100.0%*** | **47**<br>***100.0%*** | **112**<br>***100.0%*** | **83**<br>***100.0%*** | **102**<br>***100.0%*** | **61**<br>***100.0%*** | **32**<br>***100.0%*** | **86**<br>***100.0%*** | **43**<br>***100.0%*** | **67**<br>***100.0%*** | **49**<br>***100.0%*** | **145**<br>***100.0%*** | **27**<br>***100.0%*** | **150**<br>***100.0%*** | **74**<br>***100.0%*** | **123**<br>***100.0%*** | **14**<br>***100.0%*** | **60**<br>***100.0%*** | **138**<br>***100.0%*** | **60**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **194**<br>***100.0%*** | **42**<br>***100.0%*** | **52**<br>***100.0%*** | **51**<br>***100.0%*** | **46**<br>***100.0%*** | **109**<br>***100.0%*** | **82**<br>***100.0%*** | **101**<br>***100.0%*** | **59**<br>***100.0%*** | **31**<br>***100.0%*** | **84**<br>***100.0%*** | **43**<br>***100.0%*** | **65**<br>***100.0%*** | **48**<br>***100.0%*** | **143**<br>***100.0%*** | **27**<br>***100.0%*** | **147**<br>***100.0%*** | **73**<br>***100.0%*** | **120**<br>***100.0%*** | **14**<br>***100.0%*** | **59**<br>***100.0%*** | **134**<br>***100.0%*** | **60**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **4** | 2 | - | 1 | 1 | 3 | 1 | 1 | 2 | 1 | 2 | - | 2 | 1 | 2 | - | 3 | 1 | 3 | - | 1 | 4 | - | - |
| Yes | **149**<br>***76.8%*** | 32<br>*76.2%* | 41<br>*78.8%* | 39<br>*76.5%* | 34<br>*73.9%* | 87<br>*79.8%* | 60<br>*73.2%* | 79<br>*78.2%* | 46<br>*78.0%* | 22<br>*71.0%* | 68<br>*81.0%*<br>l | 35<br>*81.4%* | 44<br>*67.7%* | 36<br>*75.0%* | 111<br>*77.6%* | 14<br>*51.9%*<br>** | 120<br>*81.6%* | 60<br>*82.2%* | 89<br>*74.2%* | 12<br>*85.7%*<br>** | 48<br>*81.4%* | 103<br>*76.9%* | 46<br>*76.7%* | -<br>- |
| No | **45**<br>***23.2%*** | 10<br>*23.8%* | 11<br>*21.2%* | 12<br>*23.5%* | 12<br>*26.1%* | 22<br>*20.2%* | 22<br>*26.8%* | 22<br>*21.8%* | 13<br>*22.0%* | 9<br>*29.0%* | 16<br>*19.0%* | 8<br>*18.6%* | 21<br>*32.3%*<br>j | 12<br>*25.0%* | 32<br>*22.4%* | 13<br>*48.1%*<br>** | 27<br>*18.4%* | 13<br>*17.8%* | 31<br>*25.8%* | 2<br>*14.3%*<br>** | 11<br>*18.6%* | 31<br>*23.1%* | 14<br>*23.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **149**<br>***76.8%*** | 32<br>*76.2%* | 41<br>*78.8%* | 39<br>*76.5%* | 34<br>*73.9%* | 87<br>*79.8%* | 60<br>*73.2%* | 79<br>*78.2%* | 46<br>*78.0%* | 22<br>*71.0%* | 68<br>*81.0%*<br>l | 35<br>*81.4%* | 44<br>*67.7%* | 36<br>*75.0%* | 111<br>*77.6%* | 14<br>*51.9%*<br>** | 120<br>*81.6%* | 60<br>*82.2%* | 89<br>*74.2%* | 12<br>*85.7%*<br>** | 48<br>*81.4%* | 103<br>*76.9%* | 46<br>*76.7%* | -<br>- |
| 3-Point Score | **2.54** | 2.52 | 2.58 | 2.53 | 2.48 | 2.60 | 2.46 | 2.56 | 2.56 | 2.42 | 2.62 | 2.63 | 2.35 | 2.50 | 2.55 | 2.04 | 2.63 | 2.64 | 2.48 | 2.71 | 2.63 | 2.54 | 2.53 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

**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 childs health care in the last 6 months?**

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Total Eligible** | **454** *100.0%* | **78** *100.0%* | **123** *100.0%* | **129** *100.0%* | **114** *100.0%* | **262** *100.0%* | **179** *100.0%* | **249** *100.0%* | **127** *100.0%* | **74** *100.0%* | **188** *100.0%* | **127** *100.0%* | **136** *100.0%* | **119** *100.0%* | **324** *100.0%* | **62** *100.0%* | **349** *100.0%* | **129** *100.0%* | **320** *100.0%* | **25** *100.0%* | **104** *100.0%* | **310** *100.0%* | **144** *100.0%* | **-** **-** |
| **Total Valid Responses** | **443** *100.0%* | **75** *100.0%* | **122** *100.0%* | **125** *100.0%* | **111** *100.0%* | **255** *100.0%* | **175** *100.0%* | **246** *100.0%* | **123** *100.0%* | **70** *100.0%* | **186** *100.0%* | **125** *100.0%* | **129** *100.0%* | **116** *100.0%* | **317** *100.0%* | **59** *100.0%* | **343** *100.0%* | **126** *100.0%* | **312** *100.0%* | **24** *100.0%* | **102** *100.0%* | **300** *100.0%* | **143** *100.0%* | **-** **-** |
| No Answer | **11** | 3 | 1 | 4 | 3 | 7 | 4 | 3 | 4 | 4 | 2 | 2 | 7 | 3 | 7 | 3 | 6 | 3 | 8 | 1 | 2 | 10 | 1 | - |
| 10 - Best health care possible | **207** *46.7%* | 36 *48.0%* | 54 *44.3%* | 58 *46.4%* | 53 *47.7%* | 120 *47.1%* | 80 *45.7%* | 133 *54.1%* HI | 46 *37.4%* | 28 *40.0%* | 101 *54.3%* L | 56 *44.8%* | 50 *38.8%* | 20 *17.2%* | 181 *57.1%* M | 4 *6.8%* | 187 *54.5%* O | 67 *53.2%* r | 135 *43.3%* | 10 *41.7%* ** | 57 *55.9%* | 137 *45.7%* | 70 *49.0%* | - - |
| 9 | **51** *11.5%* | 8 *10.7%* | 10 *8.2%* | 13 *10.4%* | 20 *18.0%* Bc | 28 *11.0%* | 22 *12.6%* | 26 *10.6%* | 17 *13.8%* | 7 *10.0%* | 22 *11.8%* | 11 *8.8%* | 17 *13.2%* | 12 *10.3%* | 39 *12.3%* | - - | 47 *13.7%* O | 11 *8.7%* | 40 *12.8%* | 3 *12.5%* ** | 8 *7.8%* | 40 *13.3%* v | 11 *7.7%* | - - |
| 8 | **81** *18.3%* | 13 *17.3%* | 23 *18.9%* | 25 *20.0%* | 17 *15.3%* | 48 *18.8%* | 31 *17.7%* | 40 *16.3%* | 24 *19.5%* | 15 *21.4%* | 27 *14.5%* | 28 *22.4%* j | 26 *20.2%* | 22 *19.0%* | 57 *18.0%* | 12 *20.3%* | 61 *17.8%* | 20 *15.9%* | 61 *19.6%* | 2 *8.3%* ** | 18 *17.6%* | 53 *17.7%* | 28 *19.6%* | - - |
| 7 | **47** *10.6%* | 4 *5.3%* | 18 *14.8%* A | 14 *11.2%* | 11 *9.9%* | 25 *9.8%* | 21 *12.0%* | 25 *10.2%* | 15 *12.2%* | 7 *10.0%* | 19 *10.2%* | 13 *10.4%* | 14 *10.9%* | 23 *19.8%* N | 23 *7.3%* | 19 *32.2%* P | 22 *6.4%* | 14 *11.1%* | 33 *10.6%* | 5 *20.8%* ** | 9 *8.8%* | 28 *9.3%* | 19 *13.3%* | - - |
| 6 | **17** *3.8%* | 4 *5.3%* | 2 *1.6%* | 5 *4.0%* | 6 *5.4%* | 13 *5.1%* | 4 *2.3%* | 5 *2.0%* | 6 *4.9%* | 6 *8.6%* G | 3 *1.6%* | 7 *5.6%* j | 7 *5.4%* j | 9 *7.8%* N | 8 *2.5%* | 7 *11.9%* P | 7 *2.0%* | 5 *4.0%* | 12 *3.8%* | 1 *4.2%* ** | 4 *3.9%* | 9 *3.0%* | 8 *5.6%* | - - |
| 5 | **22** *5.0%* | 7 *9.3%* D | 6 *4.9%* | 6 *4.8%* | 2 *1.8%* | 11 *4.3%* | 11 *6.3%* | 10 *4.1%* | 7 *5.7%* | 4 *5.7%* | 8 *4.3%* | 8 *6.4%* | 5 *3.9%* | 15 *12.9%* N | 7 *2.2%* | 10 *16.9%* P | 11 *3.2%* | 6 *4.8%* | 16 *5.1%* | 1 *4.2%* ** | 5 *4.9%* | 19 *6.3%* v | 3 *2.1%* | - - |
| 4 | **9** *2.0%* | 1 *1.3%* | 4 *3.3%* | 2 *1.6%* | 2 *1.8%* | 6 *2.4%* | 3 *1.7%* | 4 *1.6%* | 4 *3.3%* | 1 *1.4%* | 3 *1.6%* | 1 *0.8%* | 5 *3.9%* | 6 *5.2%* N | 2 *0.6%* | 4 *6.8%* P | 4 *1.2%* | 2 *1.6%* | 7 *2.2%* | 1 *4.2%* ** | 1 *1.0%* | 7 *2.3%* | 2 *1.4%* | - - |
| 3 | **6** *1.4%* | - - | 4 *3.3%* d | 2 *1.6%* | - - | 2 *0.8%* | 3 *1.7%* | 3 *1.2%* | 2 *1.6%* | 1 *1.4%* | 3 *1.6%* | - - | 3 *2.3%* k | 6 *5.2%* N | - - | 2 *3.4%* | 4 *1.2%* | 1 *0.8%* | 5 *1.6%* | 1 *4.2%* ** | - - | 5 *1.7%* | 1 *0.7%* | - - |
| 2 | **2** *0.5%* | 1 *1.3%* | 1 *0.8%* | - - | - - | 1 *0.4%* | - - | - - | 1 *0.8%* | 1 *1.4%* g | - - | - - | 2 *1.6%* j | 2 *1.7%* N | - - | 1 *1.7%* P | - - | - - | 2 *0.6%* | - - ** | - - | 1 *0.3%* | 1 *0.7%* | - - |
| 1 | **-** **-** | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - ** | - - | - - | - - | - - |
| 0 - Worst health care possible | **1** *0.2%* | 1 *1.3%* | - - | - - | - - | 1 *0.4%* | - - | - - | 1 *0.8%* | - - | - - | 1 *0.8%* | - - | 1 *0.9%* n | - - | - - | - - | - - | 1 *0.3%* | - - ** | - - | 1 *0.3%* | - - | - - |
| SUMMARY - 0-3 | **9** *2.0%* | 2 *2.7%* d | 5 *4.1%* D | 2 *1.6%* | - - | 4 *1.6%* | 3 *1.7%* | 3 *1.2%* | 4 *3.3%* | 2 *2.9%* | 3 *1.6%* | 1 *0.8%* | 5 *3.9%* | 9 *7.8%* N | - - | 3 *5.1%* P | 4 *1.2%* | 1 *0.8%* | 8 *2.6%* | 1 *4.2%* ** | - - | 7 *2.3%* | 2 *1.4%* | - - |
| SUMMARY - 4-7 | **95** *21.4%* | 16 *21.3%* | 30 *24.6%* | 27 *21.6%* | 21 *18.9%* | 55 *21.6%* | 39 *22.3%* | 44 *17.9%* | 32 *26.0%* g | 18 *25.7%* | 33 *17.7%* | 29 *23.2%* | 31 *24.0%* | 53 *45.7%* N | 40 *12.6%* | 40 *67.8%* P | 44 *12.8%* | 27 *21.4%* | 68 *21.8%* | 8 *33.3%* ** | 19 *18.6%* | 63 *21.0%* | 32 *22.4%* | - - |
| HEDIS/CAHPS SUMMARY RATE - 8-10 | **339** *76.5%* | 57 *76.0%* | 87 *71.3%* | 96 *76.8%* | 90 *81.1%* b | 196 *76.9%* | 133 *76.0%* | 199 *80.9%* HI | 87 *70.7%* | 50 *71.4%* | 150 *80.6%* I | 95 *76.0%* | 93 *72.1%* | 54 *46.6%* | 277 *87.4%* M | 16 *27.1%* | 295 *86.0%* O | 98 *77.8%* | 236 *75.6%* | 15 *62.5%* ** | 83 *81.4%* | 230 *76.7%* | 109 *76.2%* | - - |
| HEDIS/CAHPS SUMMARY RATE - 9-10 | **258** *58.2%* | 44 *58.7%* | 64 *52.5%* | 71 *56.8%* | 73 *65.8%* B | 148 *58.0%* | 102 *58.3%* | 159 *64.6%* HI | 63 *51.2%* | 35 *50.0%* | 123 *66.1%* KL | 67 *53.6%* | 67 *51.9%* | 32 *27.6%* | 220 *69.4%* M | 4 *6.8%* | 234 *68.2%* O | 78 *61.9%* | 175 *56.1%* | 13 *54.2%* ** | 65 *63.7%* | 177 *59.0%* | 81 *56.6%* | - - |
| 3-Point Score | **2.45** | 2.40 | 2.39 | 2.45 | 2.57 | 2.45 | 2.46 | 2.56 | 2.34 | 2.31 | 2.57 | 2.40 | 2.35 | 1.94 | 2.64 | 1.66 | 2.61 | 2.51 | 2.42 | 2.38 | 2.54 | 2.45 | 2.46 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **454**<br>***100.0%*** | **78**<br>***100.0%*** | **123**<br>***100.0%*** | **129**<br>***100.0%*** | **114**<br>***100.0%*** | **262**<br>***100.0%*** | **179**<br>***100.0%*** | **249**<br>***100.0%*** | **127**<br>***100.0%*** | **74**<br>***100.0%*** | **188**<br>***100.0%*** | **127**<br>***100.0%*** | **136**<br>***100.0%*** | **119**<br>***100.0%*** | **324**<br>***100.0%*** | **62**<br>***100.0%*** | **349**<br>***100.0%*** | **129**<br>***100.0%*** | **320**<br>***100.0%*** | **25**<br>***100.0%*** | **104**<br>***100.0%*** | **310**<br>***100.0%*** | **144**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **445**<br>***100.0%*** | **75**<br>***100.0%*** | **122**<br>***100.0%*** | **127**<br>***100.0%*** | **111**<br>***100.0%*** | **258**<br>***100.0%*** | **174**<br>***100.0%*** | **247**<br>***100.0%*** | **122**<br>***100.0%*** | **72**<br>***100.0%*** | **185**<br>***100.0%*** | **124**<br>***100.0%*** | **133**<br>***100.0%*** | **116**<br>***100.0%*** | **319**<br>***100.0%*** | **61**<br>***100.0%*** | **342**<br>***100.0%*** | **128**<br>***100.0%*** | **312**<br>***100.0%*** | **25**<br>***100.0%*** | **103**<br>***100.0%*** | **301**<br>***100.0%*** | **144**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **9** | 3 | 1 | 2 | 3 | 4 | 5 | 2 | 5 | 2 | 3 | 3 | 3 | 3 | 5 | 1 | 7 | 1 | 8 | - | 1 | 9 | - | - |
| Always | **302**<br>***67.9%*** | 50<br>*66.7%* | 82<br>*67.2%* | 80<br>*63.0%* | 83<br>*74.8%*<br>c | 175<br>*67.8%* | 118<br>*67.8%* | 175<br>*70.9%* | 79<br>*64.8%* | 46<br>*63.9%* | 130<br>*70.3%* | 85<br>*68.5%* | 85<br>*63.9%* | 57<br>*49.1%* | 238<br>*74.6%*<br>M | 20<br>*32.8%* | 257<br>*75.1%*<br>O | 91<br>*71.1%* | 207<br>*66.3%* | 12<br>*48.0%*<br>** | 79<br>*76.7%* | 201<br>*66.8%* | 101<br>*70.1%* | -<br>- |
| Usually | **92**<br>***20.7%*** | 15<br>*20.0%* | 21<br>*17.2%* | 32<br>*25.2%* | 22<br>*19.8%* | 51<br>*19.8%* | 38<br>*21.8%* | 46<br>*18.6%* | 32<br>*26.2%*<br>g | 13<br>*18.1%* | 39<br>*21.1%* | 23<br>*18.5%* | 29<br>*21.8%* | 34<br>*29.3%*<br>N | 56<br>*17.6%* | 22<br>*36.1%*<br>P | 58<br>*17.0%* | 25<br>*19.5%* | 67<br>*21.5%* | 8<br>*32.0%*<br>** | 17<br>*16.5%* | 66<br>*21.9%* | 26<br>*18.1%* | -<br>- |
| Sometimes | **44**<br>***9.9%*** | 8<br>*10.7%* | 16<br>*13.1%*<br>D | 13<br>*10.2%* | 6<br>*5.4%* | 29<br>*11.2%* | 14<br>*8.0%* | 22<br>*8.9%* | 8<br>*6.6%* | 13<br>*18.1%*<br>GH | 13<br>*7.0%* | 13<br>*10.5%* | 18<br>*13.5%*<br>j | 21<br>*18.1%*<br>N | 22<br>*6.9%* | 18<br>*29.5%*<br>P | 22<br>*6.4%* | 12<br>*9.4%* | 31<br>*9.9%* | 5<br>*20.0%*<br>** | 7<br>*6.8%* | 30<br>*10.0%* | 14<br>*9.7%* | -<br>- |
| Never | **7**<br>***1.6%*** | 2<br>*2.7%*<br>d | 3<br>*2.5%*<br>d | 2<br>*1.6%* | -<br>- | 3<br>*1.2%* | 4<br>*2.3%* | 4<br>*1.6%* | 3<br>*2.5%* | -<br>- | 3<br>*1.6%* | 3<br>*2.4%* | 1<br>*0.8%* | 4<br>*3.4%*<br>n | 3<br>*0.9%* | 1<br>*1.6%* | 5<br>*1.5%* | -<br>- | 7<br>*2.2%*<br>q | -<br>-<br>** | -<br>- | 4<br>*1.3%* | 3<br>*2.1%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **394**<br>***88.5%*** | 65<br>*86.7%* | 103<br>*84.4%* | 112<br>*88.2%* | 105<br>*94.6%*<br>aBc | 226<br>*87.6%* | 156<br>*89.7%* | 221<br>*89.5%*<br>i | 111<br>*91.0%*<br>i | 59<br>*81.9%* | 169<br>*91.4%* | 108<br>*87.1%* | 114<br>*85.7%* | 91<br>*78.4%* | 294<br>*92.2%*<br>M | 42<br>*68.9%* | 315<br>*92.1%*<br>O | 116<br>*90.6%* | 274<br>*87.8%* | 20<br>*80.0%*<br>** | 96<br>*93.2%* | 267<br>*88.7%* | 127<br>*88.2%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **302**<br>***67.9%*** | 50<br>*66.7%* | 82<br>*67.2%* | 80<br>*63.0%* | 83<br>*74.8%*<br>c | 175<br>*67.8%* | 118<br>*67.8%* | 175<br>*70.9%* | 79<br>*64.8%* | 46<br>*63.9%* | 130<br>*70.3%* | 85<br>*68.5%* | 85<br>*63.9%* | 57<br>*49.1%* | 238<br>*74.6%*<br>M | 20<br>*32.8%* | 257<br>*75.1%*<br>O | 91<br>*71.1%* | 207<br>*66.3%* | 12<br>*48.0%*<br>** | 79<br>*76.7%* | 201<br>*66.8%* | 101<br>*70.1%* | -<br>- |
| 3-Point Score | **2.56** | 2.53 | 2.52 | 2.51 | 2.69 | 2.55 | 2.57 | 2.60 | 2.56 | 2.46 | 2.62 | 2.56 | 2.50 | 2.28 | 2.67 | 2.02 | 2.67 | 2.62 | 2.54 | 2.28 | 2.70 | 2.55 | 2.58 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q16. Is your child now enrolled in any kind of school or daycare?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **523**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **153**<br>***100.0%*** | **130**<br>***100.0%*** | **303**<br>***100.0%*** | **200**<br>***100.0%*** | **289**<br>***100.0%*** | **145**<br>***100.0%*** | **81**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **160**<br>***100.0%*** | **143**<br>***100.0%*** | **368**<br>***100.0%*** | **75**<br>***100.0%*** | **390**<br>***100.0%*** | **136**<br>***100.0%*** | **381**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **359**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **2** | - | - | 1 | 1 | 2 | - | 1 | - | 1 | - | - | 2 | - | 2 | - | 2 | - | 2 | - | - | 2 | - | - |
| Yes | **445**<br>***85.1%*** | 71<br>*78.0%* | 108<br>*78.8%* | 141<br>*92.2%*<br>AB | 115<br>*88.5%*<br>AB | 252<br>*83.2%* | 177<br>*88.5%*<br>e | 242<br>*83.7%* | 120<br>*82.8%* | 75<br>*92.6%*<br>GH | 169<br>*79.3%* | 131<br>*89.1%*<br>J | 142<br>*88.8%*<br>J | 121<br>*84.6%* | 314<br>*85.3%* | 62<br>*82.7%* | 335<br>*85.9%* | 111<br>*81.6%* | 331<br>*86.9%* | 24<br>*82.8%*<br>** | 87<br>*81.3%* | 303<br>*84.4%* | 142<br>*86.6%* | -<br>- |
| No | **78**<br>***14.9%*** | 20<br>*22.0%*<br>CD | 29<br>*21.2%*<br>CD | 12<br>*7.8%* | 15<br>*11.5%* | 51<br>*16.8%*<br>f | 23<br>*11.5%* | 47<br>*16.3%*<br>I | 25<br>*17.2%*<br>I | 6<br>*7.4%* | 44<br>*20.7%*<br>KL | 16<br>*10.9%* | 18<br>*11.3%* | 22<br>*15.4%* | 54<br>*14.7%* | 13<br>*17.3%* | 55<br>*14.1%* | 25<br>*18.4%* | 50<br>*13.1%* | 5<br>*17.2%*<br>** | 20<br>*18.7%* | 56<br>*15.6%* | 22<br>*13.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **445**<br>***85.1%*** | 71<br>*78.0%* | 108<br>*78.8%* | 141<br>*92.2%*<br>AB | 115<br>*88.5%*<br>AB | 252<br>*83.2%* | 177<br>*88.5%*<br>e | 242<br>*83.7%* | 120<br>*82.8%* | 75<br>*92.6%*<br>GH | 169<br>*79.3%* | 131<br>*89.1%*<br>J | 142<br>*88.8%*<br>J | 121<br>*84.6%* | 314<br>*85.3%* | 62<br>*82.7%* | 335<br>*85.9%* | 111<br>*81.6%* | 331<br>*86.9%* | 24<br>*82.8%*<br>** | 87<br>*81.3%* | 303<br>*84.4%* | 142<br>*86.6%* | -<br>- |

Cell Contents:
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- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q17. In the last 6 months, did you need your childs doctorsor other health providers to contact a school or daycare center about your childs health or health care?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **445**<br>***100.0%*** | **71**<br>***100.0%*** | **108**<br>***100.0%*** | **141**<br>***100.0%*** | **115**<br>***100.0%*** | **252**<br>***100.0%*** | **177**<br>***100.0%*** | **242**<br>***100.0%*** | **120**<br>***100.0%*** | **75**<br>***100.0%*** | **169**<br>***100.0%*** | **131**<br>***100.0%*** | **142**<br>***100.0%*** | **121**<br>***100.0%*** | **314**<br>***100.0%*** | **62**<br>***100.0%*** | **335**<br>***100.0%*** | **111**<br>***100.0%*** | **331**<br>***100.0%*** | **24**<br>***100.0%*** | **87**<br>***100.0%*** | **303**<br>***100.0%*** | **142**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **433**<br>***100.0%*** | **69**<br>***100.0%*** | **107**<br>***100.0%*** | **138**<br>***100.0%*** | **110**<br>***100.0%*** | **245**<br>***100.0%*** | **173**<br>***100.0%*** | **236**<br>***100.0%*** | **116**<br>***100.0%*** | **73**<br>***100.0%*** | **165**<br>***100.0%*** | **126**<br>***100.0%*** | **139**<br>***100.0%*** | **118**<br>***100.0%*** | **306**<br>***100.0%*** | **59**<br>***100.0%*** | **327**<br>***100.0%*** | **110**<br>***100.0%*** | **321**<br>***100.0%*** | **24**<br>***100.0%*** | **86**<br>***100.0%*** | **291**<br>***100.0%*** | **142**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **12** | 2 | 1 | 3 | 5 | 7 | 4 | 6 | 4 | 2 | 4 | 5 | 3 | 3 | 8 | 3 | 8 | 1 | 10 | - | 1 | 12 | - | - |
| Yes | **66**<br>***15.2%*** | 11<br>*15.9%* | 13<br>*12.1%* | 24<br>*17.4%* | 17<br>*15.5%* | 33<br>*13.5%* | 29<br>*16.8%* | 25<br>*10.6%* | 21<br>*18.1%*<br>g | 20<br>*27.4%*<br>G | 18<br>*10.9%* | 17<br>*13.5%* | 31<br>*22.3%*<br>Jk | 19<br>*16.1%* | 47<br>*15.4%* | 12<br>*20.3%* | 44<br>*13.5%* | 30<br>*27.3%*<br>R | 36<br>*11.2%* | 6<br>*25.0%*<br>** | 24<br>*27.9%* | 42<br>*14.4%* | 24<br>*16.9%* | -<br>- |
| No | **367**<br>***84.8%*** | 58<br>*84.1%* | 94<br>*87.9%* | 114<br>*82.6%* | 93<br>*84.5%* | 212<br>*86.5%* | 144<br>*83.2%* | 211<br>*89.4%*<br>hl | 95<br>*81.9%* | 53<br>*72.6%* | 147<br>*89.1%*<br>L | 109<br>*86.5%*<br>l | 108<br>*77.7%* | 99<br>*83.9%* | 259<br>*84.6%* | 47<br>*79.7%* | 283<br>*86.5%* | 80<br>*72.7%* | 285<br>*88.8%*<br>Q | 18<br>*75.0%*<br>** | 62<br>*72.1%* | 249<br>*85.6%* | 118<br>*83.1%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **66**<br>***15.2%*** | 11<br>*15.9%* | 13<br>*12.1%* | 24<br>*17.4%* | 17<br>*15.5%* | 33<br>*13.5%* | 29<br>*16.8%* | 25<br>*10.6%* | 21<br>*18.1%*<br>g | 20<br>*27.4%*<br>G | 18<br>*10.9%* | 17<br>*13.5%* | 31<br>*22.3%*<br>Jk | 19<br>*16.1%* | 47<br>*15.4%* | 12<br>*20.3%* | 44<br>*13.5%* | 30<br>*27.3%*<br>R | 36<br>*11.2%* | 6<br>*25.0%*<br>** | 24<br>*27.9%* | 42<br>*14.4%* | 24<br>*16.9%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **66**<br>***100.0%*** | **11**<br>***100.0%*** | **13**<br>***100.0%*** | **24**<br>***100.0%*** | **17**<br>***100.0%*** | **33**<br>***100.0%*** | **29**<br>***100.0%*** | **25**<br>***100.0%*** | **21**<br>***100.0%*** | **20**<br>***100.0%*** | **18**<br>***100.0%*** | **17**<br>***100.0%*** | **31**<br>***100.0%*** | **19**<br>***100.0%*** | **47**<br>***100.0%*** | **12**<br>***100.0%*** | **44**<br>***100.0%*** | **30**<br>***100.0%*** | **36**<br>***100.0%*** | **6**<br>***100.0%*** | **24**<br>***100.0%*** | **42**<br>***100.0%*** | **24**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **64**<br>***100.0%*** | **11**<br>***100.0%*** | **13**<br>***100.0%*** | **22**<br>***100.0%*** | **17**<br>***100.0%*** | **33**<br>***100.0%*** | **27**<br>***100.0%*** | **25**<br>***100.0%*** | **19**<br>***100.0%*** | **20**<br>***100.0%*** | **18**<br>***100.0%*** | **15**<br>***100.0%*** | **31**<br>***100.0%*** | **17**<br>***100.0%*** | **47**<br>***100.0%*** | **11**<br>***100.0%*** | **43**<br>***100.0%*** | **29**<br>***100.0%*** | **35**<br>***100.0%*** | **5**<br>***100.0%*** | **24**<br>***100.0%*** | **41**<br>***100.0%*** | **23**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **2** | - | - | 2 | - | - | 2 | - | 2 | - | - | 2 | - | 2 | - | 1 | 1 | 1 | 1 | 1 | - | 1 | 1 | - |
| Yes | **59**<br>***92.2%*** | 9<br>*81.8%*<br>** | 13<br>*100.0%*<br>** | 20<br>*90.9%*<br>** | 16<br>*94.1%*<br>** | 30<br>*90.9%* | 25<br>*92.6%*<br>** | 24<br>*96.0%*<br>** | 17<br>*89.5%*<br>** | 18<br>*90.0%*<br>** | 17<br>*94.4%*<br>** | 14<br>*93.3%*<br>** | 28<br>*90.3%* | 14<br>*82.4%*<br>** | 45<br>*95.7%* | 9<br>*81.8%*<br>** | 41<br>*95.3%* | 27<br>*93.1%*<br>** | 32<br>*91.4%* | 5<br>*100.0%*<br>** | 22<br>*91.7%*<br>** | 38<br>*92.7%* | 21<br>*91.3%*<br>** | -<br>- |
| No | **5**<br>***7.8%*** | 2<br>*18.2%*<br>** | -<br>-<br>** | 2<br>*9.1%*<br>** | 1<br>*5.9%*<br>** | 3<br>*9.1%* | 2<br>*7.4%*<br>** | 1<br>*4.0%*<br>** | 2<br>*10.5%*<br>** | 2<br>*10.0%*<br>** | 1<br>*5.6%*<br>** | 1<br>*6.7%*<br>** | 3<br>*9.7%* | 3<br>*17.6%*<br>** | 2<br>*4.3%* | 2<br>*18.2%*<br>** | 2<br>*4.7%* | 2<br>*6.9%*<br>** | 3<br>*8.6%* | -<br>-<br>** | 2<br>*8.3%*<br>** | 3<br>*7.3%* | 2<br>*8.7%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **59**<br>***92.2%*** | 9<br>*81.8%*<br>** | 13<br>*100.0%*<br>** | 20<br>*90.9%*<br>** | 16<br>*94.1%*<br>** | 30<br>*90.9%* | 25<br>*92.6%*<br>** | 24<br>*96.0%*<br>** | 17<br>*89.5%*<br>** | 18<br>*90.0%*<br>** | 17<br>*94.4%*<br>** | 14<br>*93.3%*<br>** | 28<br>*90.3%* | 14<br>*82.4%*<br>** | 45<br>*95.7%* | 9<br>*81.8%*<br>** | 41<br>*95.3%* | 27<br>*93.1%*<br>** | 32<br>*91.4%* | 5<br>*100.0%*<br>** | 22<br>*91.7%*<br>** | 38<br>*92.7%* | 21<br>*91.3%*<br>** | -<br>- |
| 3-Point Score | **2.84** | 2.64 | 3.00 | 2.82 | 2.88 | 2.82 | 2.85 | 2.92 | 2.79 | 2.80 | 2.89 | 2.87 | 2.81 | 2.65 | 2.91 | 2.64 | 2.91 | 2.86 | 2.83 | 3.00 | 2.83 | 2.85 | 2.83 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

CCC POPULATION

Table: 100
Level: Top

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **517** *100.0%* | **89** *100.0%* | **134** *100.0%* | **154** *100.0%* | **130** *100.0%* | **301** *100.0%* | **198** *100.0%* | **286** *100.0%* | **143** *100.0%* | **80** *100.0%* | **209** *100.0%* | **144** *100.0%* | **161** *100.0%* | **141** *100.0%* | **365** *100.0%* | **75** *100.0%* | **385** *100.0%* | **133** *100.0%* | **380** *100.0%* | **27** *100.0%* | **106** *100.0%* | **355** *100.0%* | **162** *100.0%* | **-** **-** |
| No Answer | **8** | 2 | 3 | - | 1 | 4 | 2 | 4 | 2 | 2 | 4 | 3 | 1 | 2 | 5 | - | 7 | 3 | 3 | 2 | 1 | 6 | 2 | - |
| Yes | **51** *9.9%* | 11 *12.4%* | 18 *13.4%* d | 12 *7.8%* | 9 *6.9%* | 22 *7.3%* | 25 *12.6%* E | 19 *6.6%* | 19 *13.3%* G | 12 *15.0%* G | 21 *10.0%* | 15 *10.4%* | 15 *9.3%* | 18 *12.8%* | 31 *8.5%* | 7 *9.3%* | 37 *9.6%* | 18 *13.5%* | 33 *8.7%* | 1 *3.7%* ** | 17 *16.0%* | 33 *9.3%* | 18 *11.1%* | - - |
| No | **466** *90.1%* | 78 *87.6%* | 116 *86.6%* | 142 *92.2%* | 121 *93.1%* b | 279 *92.7%* F | 173 *87.4%* | 267 *93.4%* HI | 124 *86.7%* | 68 *85.0%* | 188 *90.0%* | 129 *89.6%* | 146 *90.7%* | 123 *87.2%* | 334 *91.5%* | 68 *90.7%* | 348 *90.4%* | 115 *86.5%* | 347 *91.3%* | 26 *96.3%* ** | 89 *84.0%* | 322 *90.7%* | 144 *88.9%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **51** *9.9%* | 11 *12.4%* | 18 *13.4%* d | 12 *7.8%* | 9 *6.9%* | 22 *7.3%* | 25 *12.6%* E | 19 *6.6%* | 19 *13.3%* G | 12 *15.0%* G | 21 *10.0%* | 15 *10.4%* | 15 *9.3%* | 18 *12.8%* | 31 *8.5%* | 7 *9.3%* | 37 *9.6%* | 18 *13.5%* | 33 *8.7%* | 1 *3.7%* ** | 17 *16.0%* | 33 *9.3%* | 18 *11.1%* | - - |

Cell Contents:
- Count
- Column Percentage
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **51**<br>***100.0%*** | **11**<br>***100.0%*** | **18**<br>***100.0%*** | **12**<br>***100.0%*** | **9**<br>***100.0%*** | **22**<br>***100.0%*** | **25**<br>***100.0%*** | **19**<br>***100.0%*** | **19**<br>***100.0%*** | **12**<br>***100.0%*** | **21**<br>***100.0%*** | **15**<br>***100.0%*** | **15**<br>***100.0%*** | **18**<br>***100.0%*** | **31**<br>***100.0%*** | **7**<br>***100.0%*** | **37**<br>***100.0%*** | **18**<br>***100.0%*** | **33**<br>***100.0%*** | **1**<br>***100.0%*** | **17**<br>***100.0%*** | **33**<br>***100.0%*** | **18**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **48**<br>***100.0%*** | **9**<br>***100.0%*** | **18**<br>***100.0%*** | **11**<br>***100.0%*** | **9**<br>***100.0%*** | **20**<br>***100.0%*** | **24**<br>***100.0%*** | **17**<br>***100.0%*** | **18**<br>***100.0%*** | **12**<br>***100.0%*** | **19**<br>***100.0%*** | **14**<br>***100.0%*** | **15**<br>***100.0%*** | **18**<br>***100.0%*** | **29**<br>***100.0%*** | **6**<br>***100.0%*** | **35**<br>***100.0%*** | **18**<br>***100.0%*** | **30**<br>***100.0%*** | **1**<br>***100.0%*** | **17**<br>***100.0%*** | **30**<br>***100.0%*** | **18**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | 2 | - | 1 | - | 2 | 1 | 2 | 1 | - | 2 | 1 | - | - | 2 | 1 | 2 | - | 3 | - | - | 3 | - | - |
| Always | **26**<br>***54.2%*** | 4<br>*44.4%*<br>** | 6<br>*33.3%*<br>** | 10<br>*90.9%*<br>** | 5<br>*55.6%*<br>** | 9<br>*45.0%*<br>** | 15<br>*62.5%*<br>** | 9<br>*52.9%*<br>** | 11<br>*61.1%*<br>** | 5<br>*41.7%*<br>** | 11<br>*57.9%*<br>** | 9<br>*64.3%*<br>** | 6<br>*40.0%*<br>** | 6<br>*33.3%*<br>** | 20<br>*69.0%*<br>** | 3<br>*50.0%*<br>** | 18<br>*51.4%* | 11<br>*61.1%*<br>** | 15<br>*50.0%* | -<br>-<br>** | 11<br>*64.7%*<br>** | 15<br>*50.0%* | 11<br>*61.1%*<br>** | -<br>- |
| Usually | **12**<br>***25.0%*** | 2<br>*22.2%*<br>** | 7<br>*38.9%*<br>** | 1<br>*9.1%*<br>** | 2<br>*22.2%*<br>** | 7<br>*35.0%*<br>** | 5<br>*20.8%*<br>** | 4<br>*23.5%*<br>** | 5<br>*27.8%*<br>** | 3<br>*25.0%*<br>** | 5<br>*26.3%*<br>** | 4<br>*28.6%*<br>** | 3<br>*20.0%*<br>** | 6<br>*33.3%*<br>** | 5<br>*17.2%*<br>** | 1<br>*16.7%*<br>** | 9<br>*25.7%* | 5<br>*27.8%*<br>** | 7<br>*23.3%* | 1<br>*100.0%*<br>** | 4<br>*23.5%*<br>** | 9<br>*30.0%* | 3<br>*16.7%*<br>** | -<br>- |
| Sometimes | **3**<br>***6.3%*** | 1<br>*11.1%*<br>** | 1<br>*5.6%*<br>** | -<br>-<br>** | 1<br>*11.1%*<br>** | 1<br>*5.0%*<br>** | 1<br>*4.2%*<br>** | -<br>-<br>** | 2<br>*11.1%*<br>** | 1<br>*8.3%*<br>** | -<br>-<br>** | 1<br>*7.1%*<br>** | 2<br>*13.3%*<br>** | -<br>-<br>** | 3<br>*10.3%*<br>** | -<br>-<br>** | 3<br>*8.6%* | 1<br>*5.6%*<br>** | 2<br>*6.7%* | -<br>-<br>** | 1<br>*5.9%*<br>** | 1<br>*3.3%* | 2<br>*11.1%*<br>** | -<br>- |
| Never | **7**<br>***14.6%*** | 2<br>*22.2%*<br>** | 4<br>*22.2%*<br>** | -<br>-<br>** | 1<br>*11.1%*<br>** | 3<br>*15.0%*<br>** | 3<br>*12.5%*<br>** | 4<br>*23.5%*<br>** | -<br>-<br>** | 3<br>*25.0%*<br>** | 3<br>*15.8%*<br>** | -<br>-<br>** | 4<br>*26.7%*<br>** | 6<br>*33.3%*<br>** | 1<br>*3.4%*<br>** | 2<br>*33.3%*<br>** | 5<br>*14.3%* | 1<br>*5.6%*<br>** | 6<br>*20.0%* | -<br>-<br>** | 1<br>*5.9%*<br>** | 5<br>*16.7%* | 2<br>*11.1%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **38**<br>***79.2%*** | 6<br>*66.7%*<br>** | 13<br>*72.2%*<br>** | 11<br>*100.0%*<br>** | 7<br>*77.8%*<br>** | 16<br>*80.0%*<br>** | 20<br>*83.3%*<br>** | 13<br>*76.5%*<br>** | 16<br>*88.9%*<br>** | 8<br>*66.7%*<br>** | 16<br>*84.2%*<br>** | 13<br>*92.9%*<br>** | 9<br>*60.0%*<br>** | 12<br>*66.7%*<br>** | 25<br>*86.2%*<br>** | 4<br>*66.7%*<br>** | 27<br>*77.1%* | 16<br>*88.9%*<br>** | 22<br>*73.3%* | 1<br>*100.0%*<br>** | 15<br>*88.2%*<br>** | 24<br>*80.0%* | 14<br>*77.8%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **26**<br>***54.2%*** | 4<br>*44.4%*<br>** | 6<br>*33.3%*<br>** | 10<br>*90.9%*<br>** | 5<br>*55.6%*<br>** | 9<br>*45.0%*<br>** | 15<br>*62.5%*<br>** | 9<br>*52.9%*<br>** | 11<br>*61.1%*<br>** | 5<br>*41.7%*<br>** | 11<br>*57.9%*<br>** | 9<br>*64.3%*<br>** | 6<br>*40.0%*<br>** | 6<br>*33.3%*<br>** | 20<br>*69.0%*<br>** | 3<br>*50.0%*<br>** | 18<br>*51.4%* | 11<br>*61.1%*<br>** | 15<br>*50.0%* | -<br>-<br>** | 11<br>*64.7%*<br>** | 15<br>*50.0%* | 11<br>*61.1%*<br>** | -<br>- |
| 3-Point Score | **2.33** | 2.11 | 2.06 | 2.91 | 2.33 | 2.25 | 2.46 | 2.29 | 2.50 | 2.08 | 2.42 | 2.57 | 2.00 | 2.00 | 2.55 | 2.17 | 2.29 | 2.50 | 2.23 | 2.00 | 2.53 | 2.30 | 2.39 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **51** *100.0%* | **11** *100.0%* | **18** *100.0%* | **12** *100.0%* | **9** *100.0%* | **22** *100.0%* | **25** *100.0%* | **19** *100.0%* | **19** *100.0%* | **12** *100.0%* | **21** *100.0%* | **15** *100.0%* | **15** *100.0%* | **18** *100.0%* | **31** *100.0%* | **7** *100.0%* | **37** *100.0%* | **18** *100.0%* | **33** *100.0%* | **1** *100.0%* | **17** *100.0%* | **33** *100.0%* | **18** *100.0%* | **-** **-** |
| **Total Valid Responses** | **49** *100.0%* | **10** *100.0%* | **18** *100.0%* | **11** *100.0%* | **9** *100.0%* | **20** *100.0%* | **25** *100.0%* | **17** *100.0%* | **19** *100.0%* | **12** *100.0%* | **19** *100.0%* | **15** *100.0%* | **15** *100.0%* | **18** *100.0%* | **29** *100.0%* | **6** *100.0%* | **36** *100.0%* | **18** *100.0%* | **31** *100.0%* | **1** *100.0%* | **17** *100.0%* | **31** *100.0%* | **18** *100.0%* | **-** **-** |
| No Answer | **2** | 1 | - | 1 | - | 2 | - | 2 | - | - | 2 | - | - | - | 2 | 1 | 1 | - | 2 | - | - | 2 | - | - |
| Yes | **37** *75.5%* | 8 *80.0%* ** | 13 *72.2%* ** | 10 *90.9%* ** | 6 *66.7%* ** | 14 *70.0%* ** | 21 *84.0%* ** | 15 *88.2%* ** | 13 *68.4%* ** | 8 *66.7%* ** | 17 *89.5%* ** | 11 *73.3%* ** | 9 *60.0%* ** | 15 *83.3%* ** | 20 *69.0%* ** | 4 *66.7%* ** | 28 *77.8%* | 12 *66.7%* ** | 25 *80.6%* | 1 *100.0%* ** | 11 *64.7%* ** | 28 *90.3%* | 9 *50.0%* ** | - - |
| No | **12** *24.5%* | 2 *20.0%* ** | 5 *27.8%* ** | 1 *9.1%* ** | 3 *33.3%* ** | 6 *30.0%* ** | 4 *16.0%* ** | 2 *11.8%* ** | 6 *31.6%* ** | 4 *33.3%* ** | 2 *10.5%* ** | 4 *26.7%* ** | 6 *40.0%* ** | 3 *16.7%* ** | 9 *31.0%* ** | 2 *33.3%* ** | 8 *22.2%* | 6 *33.3%* ** | 6 *19.4%* | - - ** | 6 *35.3%* ** | 3 *9.7%* | 9 *50.0%* ** | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **37** *75.5%* | 8 *80.0%* ** | 13 *72.2%* ** | 10 *90.9%* ** | 6 *66.7%* ** | 14 *70.0%* ** | 21 *84.0%* ** | 15 *88.2%* ** | 13 *68.4%* ** | 8 *66.7%* ** | 17 *89.5%* ** | 11 *73.3%* ** | 9 *60.0%* ** | 15 *83.3%* ** | 20 *69.0%* ** | 4 *66.7%* ** | 28 *77.8%* | 12 *66.7%* ** | 25 *80.6%* | 1 *100.0%* ** | 11 *64.7%* ** | 28 *90.3%* | 9 *50.0%* ** | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **516**<br>***100.0%*** | **90**<br>***100.0%*** | **136**<br>***100.0%*** | **153**<br>***100.0%*** | **126**<br>***100.0%*** | **299**<br>***100.0%*** | **198**<br>***100.0%*** | **286**<br>***100.0%*** | **143**<br>***100.0%*** | **79**<br>***100.0%*** | **210**<br>***100.0%*** | **143**<br>***100.0%*** | **160**<br>***100.0%*** | **141**<br>***100.0%*** | **364**<br>***100.0%*** | **75**<br>***100.0%*** | **384**<br>***100.0%*** | **136**<br>***100.0%*** | **376**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **357**<br>***100.0%*** | **159**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **9** | 1 | 1 | 1 | 5 | 6 | 2 | 4 | 2 | 3 | 3 | 4 | 2 | 2 | 6 | - | 8 | - | 7 | - | - | 4 | 5 | - |
| Yes | **73**<br>***14.1%*** | 15<br>*16.7%* | 20<br>*14.7%* | 22<br>*14.4%* | 14<br>*11.1%* | 46<br>*15.4%* | 24<br>*12.1%* | 27<br>*9.4%* | 23<br>*16.1%*<br>G | 23<br>*29.1%*<br>GH | 31<br>*14.8%* | 18<br>*12.6%* | 24<br>*15.0%* | 20<br>*14.2%* | 53<br>*14.6%* | 10<br>*13.3%* | 54<br>*14.1%* | 26<br>*19.1%*<br>R | 46<br>*12.2%* | 6<br>*20.7%*<br>** | 20<br>*18.7%* | 44<br>*12.3%* | 29<br>*18.2%*<br>u | -<br>- |
| No | **443**<br>***85.9%*** | 75<br>*83.3%* | 116<br>*85.3%* | 131<br>*85.6%* | 112<br>*88.9%* | 253<br>*84.6%* | 174<br>*87.9%* | 259<br>*90.6%*<br>HI | 120<br>*83.9%*<br>I | 56<br>*70.9%* | 179<br>*85.2%* | 125<br>*87.4%* | 136<br>*85.0%* | 121<br>*85.8%* | 311<br>*85.4%* | 65<br>*86.7%* | 330<br>*85.9%* | 110<br>*80.9%* | 330<br>*87.8%*<br>Q | 23<br>*79.3%*<br>** | 87<br>*81.3%* | 313<br>*87.7%*<br>v | 130<br>*81.8%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **73**<br>***14.1%*** | 15<br>*16.7%* | 20<br>*14.7%* | 22<br>*14.4%* | 14<br>*11.1%* | 46<br>*15.4%* | 24<br>*12.1%* | 27<br>*9.4%* | 23<br>*16.1%*<br>G | 23<br>*29.1%*<br>GH | 31<br>*14.8%* | 18<br>*12.6%* | 24<br>*15.0%* | 20<br>*14.2%* | 53<br>*14.6%* | 10<br>*13.3%* | 54<br>*14.1%* | 26<br>*19.1%*<br>R | 46<br>*12.2%* | 6<br>*20.7%*<br>** | 20<br>*18.7%* | 44<br>*12.3%* | 29<br>*18.2%*<br>u | -<br>- |

Cell Contents:
- Count
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **73**<br>***100.0%*** | **15**<br>***100.0%*** | **20**<br>***100.0%*** | **22**<br>***100.0%*** | **14**<br>***100.0%*** | **46**<br>***100.0%*** | **24**<br>***100.0%*** | **27**<br>***100.0%*** | **23**<br>***100.0%*** | **23**<br>***100.0%*** | **31**<br>***100.0%*** | **18**<br>***100.0%*** | **24**<br>***100.0%*** | **20**<br>***100.0%*** | **53**<br>***100.0%*** | **10**<br>***100.0%*** | **54**<br>***100.0%*** | **26**<br>***100.0%*** | **46**<br>***100.0%*** | **6**<br>***100.0%*** | **20**<br>***100.0%*** | **44**<br>***100.0%*** | **29**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **70**<br>***100.0%*** | **14**<br>***100.0%*** | **19**<br>***100.0%*** | **21**<br>***100.0%*** | **14**<br>***100.0%*** | **43**<br>***100.0%*** | **24**<br>***100.0%*** | **26**<br>***100.0%*** | **22**<br>***100.0%*** | **22**<br>***100.0%*** | **29**<br>***100.0%*** | **18**<br>***100.0%*** | **23**<br>***100.0%*** | **18**<br>***100.0%*** | **52**<br>***100.0%*** | **9**<br>***100.0%*** | **52**<br>***100.0%*** | **26**<br>***100.0%*** | **43**<br>***100.0%*** | **6**<br>***100.0%*** | **20**<br>***100.0%*** | **41**<br>***100.0%*** | **29**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | 1 | 1 | 1 | - | 3 | - | 1 | 1 | 1 | 2 | - | 1 | 2 | 1 | 1 | 2 | - | 3 | - | - | 3 | - | - |
| Always | **42**<br>***60.0%*** | 9<br>*64.3%*<br>** | 10<br>*52.6%*<br>** | 10<br>*47.6%*<br>** | 11<br>*78.6%*<br>** | 27<br>*62.8%* | 13<br>*54.2%*<br>** | 17<br>*65.4%*<br>** | 17<br>*77.3%*<br>** | 8<br>*36.4%*<br>** | 19<br>*65.5%*<br>** | 12<br>*66.7%*<br>** | 11<br>*47.8%*<br>** | 8<br>*44.4%*<br>** | 34<br>*65.4%* | 6<br>*66.7%*<br>** | 31<br>*59.6%* | 17<br>*65.4%*<br>** | 24<br>*55.8%* | 4<br>*66.7%*<br>** | 13<br>*65.0%*<br>** | 27<br>*65.9%* | 15<br>*51.7%*<br>** | -<br>- |
| Usually | **11**<br>***15.7%*** | 1<br>*7.1%*<br>** | 5<br>*26.3%*<br>** | 4<br>*19.0%*<br>** | 1<br>*7.1%*<br>** | 6<br>*14.0%* | 5<br>*20.8%*<br>** | 4<br>*15.4%*<br>** | -<br>-<br>** | 7<br>*31.8%*<br>** | 5<br>*17.2%*<br>** | -<br>-<br>** | 6<br>*26.1%*<br>** | 3<br>*16.7%*<br>** | 8<br>*15.4%* | 1<br>*11.1%*<br>** | 9<br>*17.3%* | 3<br>*11.5%*<br>** | 8<br>*18.6%* | -<br>-<br>** | 3<br>*15.0%*<br>** | 6<br>*14.6%* | 5<br>*17.2%*<br>** | -<br>- |
| Sometimes | **11**<br>***15.7%*** | 2<br>*14.3%*<br>** | 2<br>*10.5%*<br>** | 6<br>*28.6%*<br>** | 1<br>*7.1%*<br>** | 6<br>*14.0%* | 4<br>*16.7%*<br>** | 3<br>*11.5%*<br>** | 4<br>*18.2%*<br>** | 4<br>*18.2%*<br>** | 3<br>*10.3%*<br>** | 5<br>*27.8%*<br>** | 3<br>*13.0%*<br>** | 2<br>*11.1%*<br>** | 9<br>*17.3%* | 1<br>*11.1%*<br>** | 7<br>*13.5%* | 4<br>*15.4%*<br>** | 7<br>*16.3%* | 1<br>*16.7%*<br>** | 3<br>*15.0%*<br>** | 6<br>*14.6%* | 5<br>*17.2%*<br>** | -<br>- |
| Never | **6**<br>***8.6%*** | 2<br>*14.3%*<br>** | 2<br>*10.5%*<br>** | 1<br>*4.8%*<br>** | 1<br>*7.1%*<br>** | 4<br>*9.3%* | 2<br>*8.3%*<br>** | 2<br>*7.7%*<br>** | 1<br>*4.5%*<br>** | 3<br>*13.6%*<br>** | 2<br>*6.9%*<br>** | 1<br>*5.6%*<br>** | 3<br>*13.0%*<br>** | 5<br>*27.8%*<br>** | 1<br>*1.9%* | 1<br>*11.1%*<br>** | 5<br>*9.6%* | 2<br>*7.7%*<br>** | 4<br>*9.3%* | 1<br>*16.7%*<br>** | 1<br>*5.0%*<br>** | 2<br>*4.9%* | 4<br>*13.8%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **53**<br>***75.7%*** | 10<br>*71.4%*<br>** | 15<br>*78.9%*<br>** | 14<br>*66.7%*<br>** | 12<br>*85.7%*<br>** | 33<br>*76.7%* | 18<br>*75.0%*<br>** | 21<br>*80.8%*<br>** | 17<br>*77.3%*<br>** | 15<br>*68.2%*<br>** | 24<br>*82.8%*<br>** | 12<br>*66.7%*<br>** | 17<br>*73.9%*<br>** | 11<br>*61.1%*<br>** | 42<br>*80.8%* | 7<br>*77.8%*<br>** | 40<br>*76.9%* | 20<br>*76.9%*<br>** | 32<br>*74.4%* | 4<br>*66.7%*<br>** | 16<br>*80.0%*<br>** | 33<br>*80.5%* | 20<br>*69.0%*<br>** | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **42**<br>***60.0%*** | 9<br>*64.3%*<br>** | 10<br>*52.6%*<br>** | 10<br>*47.6%*<br>** | 11<br>*78.6%*<br>** | 27<br>*62.8%* | 13<br>*54.2%*<br>** | 17<br>*65.4%*<br>** | 17<br>*77.3%*<br>** | 8<br>*36.4%*<br>** | 19<br>*65.5%*<br>** | 12<br>*66.7%*<br>** | 11<br>*47.8%*<br>** | 8<br>*44.4%*<br>** | 34<br>*65.4%* | 6<br>*66.7%*<br>** | 31<br>*59.6%* | 17<br>*65.4%*<br>** | 24<br>*55.8%* | 4<br>*66.7%*<br>** | 13<br>*65.0%*<br>** | 27<br>*65.9%* | 15<br>*51.7%*<br>** | -<br>- |
| 3-Point Score | **2.36** | 2.36 | 2.32 | 2.14 | 2.64 | 2.40 | 2.29 | 2.46 | 2.55 | 2.05 | 2.48 | 2.33 | 2.22 | 2.06 | 2.46 | 2.44 | 2.37 | 2.42 | 2.30 | 2.33 | 2.45 | 2.46 | 2.21 | - |

Cell Contents:
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- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **73** *100.0%* | **15** *100.0%* | **20** *100.0%* | **22** *100.0%* | **14** *100.0%* | **46** *100.0%* | **24** *100.0%* | **27** *100.0%* | **23** *100.0%* | **23** *100.0%* | **31** *100.0%* | **18** *100.0%* | **24** *100.0%* | **20** *100.0%* | **53** *100.0%* | **10** *100.0%* | **54** *100.0%* | **26** *100.0%* | **46** *100.0%* | **6** *100.0%* | **20** *100.0%* | **44** *100.0%* | **29** *100.0%* | **-** **-** |
| **Total Valid Responses** | **70** *100.0%* | **14** *100.0%* | **19** *100.0%* | **21** *100.0%* | **14** *100.0%* | **43** *100.0%* | **24** *100.0%* | **26** *100.0%* | **22** *100.0%* | **22** *100.0%* | **29** *100.0%* | **18** *100.0%* | **23** *100.0%* | **18** *100.0%* | **52** *100.0%* | **9** *100.0%* | **52** *100.0%* | **26** *100.0%* | **43** *100.0%* | **6** *100.0%* | **20** *100.0%* | **41** *100.0%* | **29** *100.0%* | **-** **-** |
| No Answer | **3** | 1 | 1 | 1 | - | 3 | - | 1 | 1 | 1 | 2 | - | 1 | 2 | 1 | 1 | 2 | - | 3 | - | - | 3 | - | - |
| Yes | **46** *65.7%* | 8 *57.1%* ** | 15 *78.9%* ** | 14 *66.7%* ** | 7 *50.0%* ** | 24 *55.8%* | 19 *79.2%* ** | 16 *61.5%* ** | 18 *81.8%* ** | 12 *54.5%* ** | 20 *69.0%* ** | 12 *66.7%* ** | 14 *60.9%* ** | 10 *55.6%* ** | 36 *69.2%* | 7 *77.8%* ** | 34 *65.4%* | 19 *73.1%* ** | 26 *60.5%* | 6 *100.0%* ** | 13 *65.0%* ** | 26 *63.4%* | 20 *69.0%* ** | - - |
| No | **24** *34.3%* | 6 *42.9%* ** | 4 *21.1%* ** | 7 *33.3%* ** | 7 *50.0%* ** | 19 *44.2%* | 5 *20.8%* ** | 10 *38.5%* ** | 4 *18.2%* ** | 10 *45.5%* ** | 9 *31.0%* ** | 6 *33.3%* ** | 9 *39.1%* ** | 8 *44.4%* ** | 16 *30.8%* | 2 *22.2%* ** | 18 *34.6%* | 7 *26.9%* ** | 17 *39.5%* | - - ** | 7 *35.0%* ** | 15 *36.6%* | 9 *31.0%* ** | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **46** *65.7%* | 8 *57.1%* ** | 15 *78.9%* ** | 14 *66.7%* ** | 7 *50.0%* ** | 24 *55.8%* | 19 *79.2%* ** | 16 *61.5%* ** | 18 *81.8%* ** | 12 *54.5%* ** | 20 *69.0%* ** | 12 *66.7%* ** | 14 *60.9%* ** | 10 *55.6%* ** | 36 *69.2%* | 7 *77.8%* ** | 34 *65.4%* | 19 *73.1%* ** | 26 *60.5%* | 6 *100.0%* ** | 13 *65.0%* ** | 26 *63.4%* | 20 *69.0%* ** | - - |

Cell Contents:
- Count
- Column Percentage
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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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?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 106
Level: Top

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **522** *100.0%* | **90** *100.0%* | **137** *100.0%* | **153** *100.0%* | **130** *100.0%* | **302** *100.0%* | **200** *100.0%* | **288** *100.0%* | **145** *100.0%* | **81** *100.0%* | **211** *100.0%* | **147** *100.0%* | **161** *100.0%* | **141** *100.0%* | **370** *100.0%* | **75** *100.0%* | **390** *100.0%* | **135** *100.0%* | **382** *100.0%* | **29** *100.0%* | **106** *100.0%* | **358** *100.0%* | **164** *100.0%* | **-** **-** |
| No Answer | **3** | 1 | - | 1 | 1 | 3 | - | 2 | - | 1 | 2 | - | 1 | 2 | - | - | 2 | 1 | 1 | - | 1 | 3 | - | - |
| Yes | **195** *37.4%* | 34 *37.8%* | 46 *33.6%* | 59 *38.6%* | 49 *37.7%* | 124 *41.1%* F | 63 *31.5%* | 98 *34.0%* | 57 *39.3%* | 37 *45.7%* g | 35 *16.6%* | 58 *39.5%* J | 100 *62.1%* JK | 58 *41.1%* | 131 *35.4%* | 35 *46.7%* P | 135 *34.6%* | 54 *40.0%* | 138 *36.1%* | 13 *44.8%* ** | 41 *38.7%* | 140 *39.1%* | 55 *33.5%* | - - |
| No | **327** *62.6%* | 56 *62.2%* | 91 *66.4%* | 94 *61.4%* | 81 *62.3%* | 178 *58.9%* | 137 *68.5%* E | 190 *66.0%* i | 88 *60.7%* | 44 *54.3%* | 176 *83.4%* KL | 89 *60.5%* L | 61 *37.9%* | 83 *58.9%* | 239 *64.6%* | 40 *53.3%* | 255 *65.4%* O | 81 *60.0%* | 244 *63.9%* | 16 *55.2%* ** | 65 *61.3%* | 218 *60.9%* | 109 *66.5%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **195** *37.4%* | 34 *37.8%* | 46 *33.6%* | 59 *38.6%* | 49 *37.7%* | 124 *41.1%* F | 63 *31.5%* | 98 *34.0%* | 57 *39.3%* | 37 *45.7%* g | 35 *16.6%* | 58 *39.5%* J | 100 *62.1%* JK | 58 *41.1%* | 131 *35.4%* | 35 *46.7%* P | 135 *34.6%* | 54 *40.0%* | 138 *36.1%* | 13 *44.8%* ** | 41 *38.7%* | 140 *39.1%* | 55 *33.5%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
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2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **195**<br>***100.0%*** | **34**<br>***100.0%*** | **46**<br>***100.0%*** | **59**<br>***100.0%*** | **49**<br>***100.0%*** | **124**<br>***100.0%*** | **63**<br>***100.0%*** | **98**<br>***100.0%*** | **57**<br>***100.0%*** | **37**<br>***100.0%*** | **35**<br>***100.0%*** | **58**<br>***100.0%*** | **100**<br>***100.0%*** | **58**<br>***100.0%*** | **131**<br>***100.0%*** | **35**<br>***100.0%*** | **135**<br>***100.0%*** | **54**<br>***100.0%*** | **138**<br>***100.0%*** | **13**<br>***100.0%*** | **41**<br>***100.0%*** | **140**<br>***100.0%*** | **55**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **192**<br>***100.0%*** | **32**<br>***100.0%*** | **45**<br>***100.0%*** | **59**<br>***100.0%*** | **49**<br>***100.0%*** | **122**<br>***100.0%*** | **63**<br>***100.0%*** | **96**<br>***100.0%*** | **57**<br>***100.0%*** | **36**<br>***100.0%*** | **35**<br>***100.0%*** | **56**<br>***100.0%*** | **99**<br>***100.0%*** | **56**<br>***100.0%*** | **130**<br>***100.0%*** | **35**<br>***100.0%*** | **133**<br>***100.0%*** | **54**<br>***100.0%*** | **135**<br>***100.0%*** | **13**<br>***100.0%*** | **41**<br>***100.0%*** | **138**<br>***100.0%*** | **54**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | 2 | 1 | - | - | 2 | - | 2 | - | 1 | - | 2 | 1 | 2 | 1 | - | 2 | - | 3 | - | - | 2 | 1 | - |
| Always | **103**<br>***53.6%*** | 18<br>*56.3%* | 21<br>*46.7%* | 29<br>*49.2%* | 30<br>*61.2%* | 70<br>*57.4%* | 30<br>*47.6%* | 54<br>*56.3%* | 30<br>*52.6%* | 17<br>*47.2%* | 18<br>*51.4%* | 33<br>*58.9%* | 52<br>*52.5%* | 24<br>*42.9%* | 75<br>*57.7%*<br>m | 17<br>*48.6%* | 75<br>*56.4%* | 33<br>*61.1%* | 69<br>*51.1%* | 9<br>*69.2%*<br>** | 24<br>*58.5%* | 70<br>*50.7%* | 33<br>*61.1%* | -<br>- |
| Usually | **37**<br>***19.3%*** | 5<br>*15.6%* | 8<br>*17.8%* | 11<br>*18.6%* | 12<br>*24.5%* | 21<br>*17.2%* | 14<br>*22.2%* | 19<br>*19.8%* | 12<br>*21.1%* | 5<br>*13.9%* | 5<br>*14.3%* | 13<br>*23.2%* | 17<br>*17.2%* | 7<br>*12.5%* | 28<br>*21.5%* | 6<br>*17.1%* | 25<br>*18.8%* | 9<br>*16.7%* | 27<br>*20.0%* | -<br>-<br>** | 9<br>*22.0%* | 27<br>*19.6%* | 10<br>*18.5%* | -<br>- |
| Sometimes | **30**<br>***15.6%*** | 3<br>*9.4%* | 8<br>*17.8%* | 15<br>*25.4%*<br>aD | 4<br>*8.2%* | 19<br>*15.6%* | 11<br>*17.5%* | 11<br>*11.5%* | 10<br>*17.5%* | 9<br>*25.0%*<br>g | 8<br>*22.9%* | 7<br>*12.5%* | 15<br>*15.2%* | 10<br>*17.9%* | 20<br>*15.4%* | 6<br>*17.1%* | 21<br>*15.8%* | 9<br>*16.7%* | 20<br>*14.8%* | 3<br>*23.1%*<br>** | 6<br>*14.6%* | 20<br>*14.5%* | 10<br>*18.5%* | -<br>- |
| Never | **22**<br>***11.5%*** | 6<br>*18.8%*<br>cd | 8<br>*17.8%*<br>cd | 4<br>*6.8%* | 3<br>*6.1%* | 12<br>*9.8%* | 8<br>*12.7%* | 12<br>*12.5%* | 5<br>*8.8%* | 5<br>*13.9%* | 4<br>*11.4%* | 3<br>*5.4%* | 15<br>*15.2%*<br>k | 15<br>*26.8%*<br>N | 7<br>*5.4%* | 6<br>*17.1%* | 12<br>*9.0%* | 3<br>*5.6%* | 19<br>*14.1%* | 1<br>*7.7%*<br>** | 2<br>*4.9%* | 21<br>*15.2%*<br>V | 1<br>*1.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **140**<br>***72.9%*** | 23<br>*71.9%* | 29<br>*64.4%* | 40<br>*67.8%* | 42<br>*85.7%*<br>BC | 91<br>*74.6%* | 44<br>*69.8%* | 73<br>*76.0%*<br>i | 42<br>*73.7%* | 22<br>*61.1%* | 23<br>*65.7%* | 46<br>*82.1%*<br>jl | 69<br>*69.7%* | 31<br>*55.4%* | 103<br>*79.2%*<br>M | 23<br>*65.7%* | 100<br>*75.2%* | 42<br>*77.8%* | 96<br>*71.1%* | 9<br>*69.2%*<br>** | 33<br>*80.5%* | 97<br>*70.3%* | 43<br>*79.6%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **103**<br>***53.6%*** | 18<br>*56.3%* | 21<br>*46.7%* | 29<br>*49.2%* | 30<br>*61.2%* | 70<br>*57.4%* | 30<br>*47.6%* | 54<br>*56.3%* | 30<br>*52.6%* | 17<br>*47.2%* | 18<br>*51.4%* | 33<br>*58.9%* | 52<br>*52.5%* | 24<br>*42.9%* | 75<br>*57.7%*<br>m | 17<br>*48.6%* | 75<br>*56.4%* | 33<br>*61.1%* | 69<br>*51.1%* | 9<br>*69.2%*<br>** | 24<br>*58.5%* | 70<br>*50.7%* | 33<br>*61.1%* | -<br>- |
| 3-Point Score | **2.27** | 2.28 | 2.11 | 2.17 | 2.47 | 2.32 | 2.17 | 2.32 | 2.26 | 2.08 | 2.17 | 2.41 | 2.22 | 1.98 | 2.37 | 2.14 | 2.32 | 2.39 | 2.22 | 2.38 | 2.39 | 2.21 | 2.41 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **195** *100.0%* | **34** *100.0%* | **46** *100.0%* | **59** *100.0%* | **49** *100.0%* | **124** *100.0%* | **63** *100.0%* | **98** *100.0%* | **57** *100.0%* | **37** *100.0%* | **35** *100.0%* | **58** *100.0%* | **100** *100.0%* | **58** *100.0%* | **131** *100.0%* | **35** *100.0%* | **135** *100.0%* | **54** *100.0%* | **138** *100.0%* | **13** *100.0%* | **41** *100.0%* | **140** *100.0%* | **55** *100.0%* | **-** **-** |
| **Total Valid Responses** | **191** *100.0%* | **32** *100.0%* | **46** *100.0%* | **58** *100.0%* | **48** *100.0%* | **123** *100.0%* | **61** *100.0%* | **96** *100.0%* | **56** *100.0%* | **36** *100.0%* | **35** *100.0%* | **56** *100.0%* | **98** *100.0%* | **56** *100.0%* | **129** *100.0%* | **35** *100.0%* | **132** *100.0%* | **54** *100.0%* | **134** *100.0%* | **13** *100.0%* | **41** *100.0%* | **137** *100.0%* | **54** *100.0%* | **-** **-** |
| No Answer | **4** | 2 | - | 1 | 1 | 1 | 2 | 2 | 1 | 1 | - | 2 | 2 | 2 | 2 | - | 3 | - | 4 | - | - | 3 | 1 | - |
| Yes | **119** *62.3%* | 18 *56.3%* | 30 *65.2%* | 35 *60.3%* | 30 *62.5%* | 75 *61.0%* | 40 *65.6%* | 60 *62.5%* | 33 *58.9%* | 25 *69.4%* | 26 *74.3%* k | 31 *55.4%* | 60 *61.2%* | 30 *53.6%* | 85 *65.9%* | 21 *60.0%* | 88 *66.7%* | 37 *68.5%* | 81 *60.4%* | 8 *61.5%* ** | 29 *70.7%* | 82 *59.9%* | 37 *68.5%* | - - |
| No | **72** *37.7%* | 14 *43.8%* | 16 *34.8%* | 23 *39.7%* | 18 *37.5%* | 48 *39.0%* | 21 *34.4%* | 36 *37.5%* | 23 *41.1%* | 11 *30.6%* | 9 *25.7%* | 25 *44.6%* j | 38 *38.8%* | 26 *46.4%* | 44 *34.1%* | 14 *40.0%* | 44 *33.3%* | 17 *31.5%* | 53 *39.6%* | 5 *38.5%* ** | 12 *29.3%* | 55 *40.1%* | 17 *31.5%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **119** *62.3%* | 18 *56.3%* | 30 *65.2%* | 35 *60.3%* | 30 *62.5%* | 75 *61.0%* | 40 *65.6%* | 60 *62.5%* | 33 *58.9%* | 25 *69.4%* | 26 *74.3%* k | 31 *55.4%* | 60 *61.2%* | 30 *53.6%* | 85 *65.9%* | 21 *60.0%* | 88 *66.7%* | 37 *68.5%* | 81 *60.4%* | 8 *61.5%* ** | 29 *70.7%* | 82 *59.9%* | 37 *68.5%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 109
Level: Top

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **512**<br>***100.0%*** | **89**<br>***100.0%*** | **137**<br>***100.0%*** | **150**<br>***100.0%*** | **126**<br>***100.0%*** | **295**<br>***100.0%*** | **199**<br>***100.0%*** | **285**<br>***100.0%*** | **142**<br>***100.0%*** | **77**<br>***100.0%*** | **210**<br>***100.0%*** | **143**<br>***100.0%*** | **156**<br>***100.0%*** | **137**<br>***100.0%*** | **364**<br>***100.0%*** | **75**<br>***100.0%*** | **384**<br>***100.0%*** | **135**<br>***100.0%*** | **373**<br>***100.0%*** | **28**<br>***100.0%*** | **107**<br>***100.0%*** | **350**<br>***100.0%*** | **162**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **13** | 2 | - | 4 | 5 | 10 | 1 | 5 | 3 | 5 | 3 | 4 | 6 | 6 | 6 | - | 8 | 1 | 10 | 1 | - | 11 | 2 | - |
| Yes | **156**<br>***30.5%*** | 31<br>*34.8%* | 44<br>*32.1%* | 41<br>*27.3%* | 36<br>*28.6%* | 84<br>*28.5%* | 66<br>*33.2%* | 77<br>*27.0%* | 50<br>*35.2%*<br>g | 28<br>*36.4%* | 59<br>*28.1%* | 31<br>*21.7%* | 64<br>*41.0%*<br>JK | 37<br>*27.0%* | 117<br>*32.1%* | 22<br>*29.3%* | 128<br>*33.3%* | 54<br>*40.0%*<br>R | 102<br>*27.3%* | 9<br>*32.1%*<br>** | 45<br>*42.1%* | 105<br>*30.0%* | 51<br>*31.5%* | -<br>- |
| No | **356**<br>***69.5%*** | 58<br>*65.2%* | 93<br>*67.9%* | 109<br>*72.7%* | 90<br>*71.4%* | 211<br>*71.5%* | 133<br>*66.8%* | 208<br>*73.0%*<br>h | 92<br>*64.8%* | 49<br>*63.6%* | 151<br>*71.9%*<br>L | 112<br>*78.3%*<br>L | 92<br>*59.0%* | 100<br>*73.0%* | 247<br>*67.9%* | 53<br>*70.7%* | 256<br>*66.7%* | 81<br>*60.0%* | 271<br>*72.7%*<br>Q | 19<br>*67.9%*<br>** | 62<br>*57.9%* | 245<br>*70.0%* | 111<br>*68.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **156**<br>***30.5%*** | 31<br>*34.8%* | 44<br>*32.1%* | 41<br>*27.3%* | 36<br>*28.6%* | 84<br>*28.5%* | 66<br>*33.2%* | 77<br>*27.0%* | 50<br>*35.2%*<br>g | 28<br>*36.4%* | 59<br>*28.1%* | 31<br>*21.7%* | 64<br>*41.0%*<br>JK | 37<br>*27.0%* | 117<br>*32.1%* | 22<br>*29.3%* | 128<br>*33.3%* | 54<br>*40.0%*<br>R | 102<br>*27.3%* | 9<br>*32.1%*<br>** | 45<br>*42.1%* | 105<br>*30.0%* | 51<br>*31.5%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q29. (CC-CCC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **156** *100.0%* | **31** *100.0%* | **44** *100.0%* | **41** *100.0%* | **36** *100.0%* | **84** *100.0%* | **66** *100.0%* | **77** *100.0%* | **50** *100.0%* | **28** *100.0%* | **59** *100.0%* | **31** *100.0%* | **64** *100.0%* | **37** *100.0%* | **117** *100.0%* | **22** *100.0%* | **128** *100.0%* | **54** *100.0%* | **102** *100.0%* | **9** *100.0%* | **45** *100.0%* | **105** *100.0%* | **51** *100.0%* | **-** **-** |
| **Total Valid Responses** | **154** *100.0%* | **31** *100.0%* | **44** *100.0%* | **39** *100.0%* | **36** *100.0%* | **84** *100.0%* | **64** *100.0%* | **75** *100.0%* | **50** *100.0%* | **28** *100.0%* | **58** *100.0%* | **31** *100.0%* | **63** *100.0%* | **36** *100.0%* | **116** *100.0%* | **22** *100.0%* | **126** *100.0%* | **54** *100.0%* | **100** *100.0%* | **9** *100.0%* | **45** *100.0%* | **104** *100.0%* | **50** *100.0%* | **-** **-** |
| No Answer | **2** | - | - | 2 | - | - | 2 | 2 | - | - | 1 | - | 1 | 1 | 1 | - | 2 | - | 2 | - | - | 1 | 1 | - |
| Yes | **91** *59.1%* | 16 *51.6%* | 32 *72.7%* aD | 24 *61.5%* | 18 *50.0%* | 52 *61.9%* | 36 *56.3%* | 46 *61.3%* | 27 *54.0%* | 17 *60.7%* ** | 36 *62.1%* | 15 *48.4%* | 38 *60.3%* | 24 *66.7%* | 66 *56.9%* | 12 *54.5%* ** | 76 *60.3%* | 40 *74.1%* R | 51 *51.0%* | 7 *77.8%* ** | 33 *73.3%* | 62 *59.6%* | 29 *58.0%* | - - |
| No | **63** *40.9%* | 15 *48.4%* b | 12 *27.3%* | 15 *38.5%* | 18 *50.0%* B | 32 *38.1%* | 28 *43.8%* | 29 *38.7%* | 23 *46.0%* | 11 *39.3%* ** | 22 *37.9%* | 16 *51.6%* | 25 *39.7%* | 12 *33.3%* | 50 *43.1%* | 10 *45.5%* ** | 50 *39.7%* | 14 *25.9%* | 49 *49.0%* Q | 2 *22.2%* ** | 12 *26.7%* | 42 *40.4%* | 21 *42.0%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **91** *59.1%* | 16 *51.6%* | 32 *72.7%* aD | 24 *61.5%* | 18 *50.0%* | 52 *61.9%* | 36 *56.3%* | 46 *61.3%* | 27 *54.0%* | 17 *60.7%* ** | 36 *62.1%* | 15 *48.4%* | 38 *60.3%* | 24 *66.7%* | 66 *56.9%* | 12 *54.5%* ** | 76 *60.3%* | 40 *74.1%* R | 51 *51.0%* | 7 *77.8%* ** | 33 *73.3%* | 62 *59.6%* | 29 *58.0%* | - - |
| 3-Point Score | **2.18** | 2.03 | 2.45 | 2.23 | 2.00 | 2.24 | 2.13 | 2.23 | 2.08 | 2.21 | 2.24 | 1.97 | 2.21 | 2.33 | 2.14 | 2.09 | 2.21 | 2.48 | 2.02 | 2.56 | 2.47 | 2.19 | 2.16 | - |

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Statistics:
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  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | - - |
| **Total Valid Responses** | **521** *100.0%* | **89** *100.0%* | **137** *100.0%* | **154** *100.0%* | **129** *100.0%* | **301** *100.0%* | **200** *100.0%* | **287** *100.0%* | **145** *100.0%* | **81** *100.0%* | **213** *100.0%* | **144** *100.0%* | **161** *100.0%* | **143** *100.0%* | **366** *100.0%* | **75** *100.0%* | **392** *100.0%* | **135** *100.0%* | **380** *100.0%* | **29** *100.0%* | **106** *100.0%* | **357** *100.0%* | **164** *100.0%* | - - |
| No Answer | **4** | 2 | - | - | 2 | 4 | - | 3 | - | 1 | - | 3 | 1 | - | 4 | - | - | 1 | 3 | - | 1 | 4 | - | - |
| Yes | **479** *91.9%* | 82 *92.1%* | 127 *92.7%* | 136 *88.3%* | 123 *95.3%* C | 272 *90.4%* | 192 *96.0%* E | 268 *93.4%* | 129 *89.0%* | 74 *91.4%* | 201 *94.4%* I | 132 *91.7%* | 143 *88.8%* | 125 *87.4%* | 342 *93.4%* M | 75 *100.0%* | 392 *100.0%* | 128 *94.8%* | 345 *90.8%* | 27 *93.1%* ** | 101 *95.3%* | 323 *90.5%* | 156 *95.1%* u | - - |
| No | **42** *8.1%* | 7 *7.9%* | 10 *7.3%* | 18 *11.7%* D | 6 *4.7%* | 29 *9.6%* F | 8 *4.0%* | 19 *6.6%* | 16 *11.0%* | 7 *8.6%* | 12 *5.6%* | 12 *8.3%* | 18 *11.2%* j | 18 *12.6%* N | 24 *6.6%* | - - | - - | 7 *5.2%* | 35 *9.2%* | 2 *6.9%* ** | 5 *4.7%* | 34 *9.5%* v | 8 *4.9%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **479** *91.9%* | 82 *92.1%* | 127 *92.7%* | 136 *88.3%* | 123 *95.3%* C | 272 *90.4%* | 192 *96.0%* E | 268 *93.4%* | 129 *89.0%* | 74 *91.4%* | 201 *94.4%* I | 132 *91.7%* | 143 *88.8%* | 125 *87.4%* | 342 *93.4%* M | 75 *100.0%* | 392 *100.0%* | 128 *94.8%* | 345 *90.8%* | 27 *93.1%* ** | 101 *95.3%* | 323 *90.5%* | 156 *95.1%* u | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **479**<br>***100.0%*** | **82**<br>***100.0%*** | **127**<br>***100.0%*** | **136**<br>***100.0%*** | **123**<br>***100.0%*** | **272**<br>***100.0%*** | **192**<br>***100.0%*** | **268**<br>***100.0%*** | **129**<br>***100.0%*** | **74**<br>***100.0%*** | **201**<br>***100.0%*** | **132**<br>***100.0%*** | **143**<br>***100.0%*** | **125**<br>***100.0%*** | **342**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **128**<br>***100.0%*** | **345**<br>***100.0%*** | **27**<br>***100.0%*** | **101**<br>***100.0%*** | **323**<br>***100.0%*** | **156**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **455**<br>***100.0%*** | **75**<br>***100.0%*** | **121**<br>***100.0%*** | **130**<br>***100.0%*** | **118**<br>***100.0%*** | **257**<br>***100.0%*** | **184**<br>***100.0%*** | **251**<br>***100.0%*** | **126**<br>***100.0%*** | **71**<br>***100.0%*** | **192**<br>***100.0%*** | **125**<br>***100.0%*** | **135**<br>***100.0%*** | **118**<br>***100.0%*** | **326**<br>***100.0%*** | **73**<br>***100.0%*** | **379**<br>***100.0%*** | **123**<br>***100.0%*** | **326**<br>***100.0%*** | **27**<br>***100.0%*** | **96**<br>***100.0%*** | **303**<br>***100.0%*** | **152**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **24** | 7 | 6 | 6 | 5 | 15 | 8 | 17 | 3 | 3 | 9 | 7 | 8 | 7 | 16 | 2 | 13 | 5 | 19 | - | 5 | 20 | 4 | - |
| None | **37**<br>***8.1%*** | 5<br>*6.7%* | 5<br>*4.1%* | 11<br>*8.5%* | 14<br>*11.9%*<br>B | 19<br>*7.4%* | 16<br>*8.7%* | 24<br>*9.6%* | 6<br>*4.8%* | 4<br>*5.6%* | 12<br>*6.3%* | 12<br>*9.6%* | 13<br>*9.6%* | 11<br>*9.3%* | 26<br>*8.0%* | 10<br>*13.7%*<br>p | 27<br>*7.1%* | 4<br>*3.3%* | 33<br>*10.1%*<br>Q | 1<br>*3.7%*<br>** | 3<br>*3.1%* | 23<br>*7.6%* | 14<br>*9.2%* | -<br>- |
| 1 time | **83**<br>***18.2%*** | 6<br>*8.0%* | 18<br>*14.9%* | 32<br>*24.6%*<br>Ab | 26<br>*22.0%*<br>A | 32<br>*12.5%* | 51<br>*27.7%*<br>E | 55<br>*21.9%*<br>hl | 18<br>*14.3%* | 7<br>*9.9%* | 39<br>*20.3%* | 22<br>*17.6%* | 20<br>*14.8%* | 18<br>*15.3%* | 61<br>*18.7%* | 13<br>*17.8%* | 70<br>*18.5%* | 18<br>*14.6%* | 64<br>*19.6%* | 4<br>*14.8%*<br>** | 14<br>*14.6%* | 55<br>*18.2%* | 28<br>*18.4%* | -<br>- |
| 2 | **103**<br>***22.6%*** | 20<br>*26.7%* | 25<br>*20.7%* | 30<br>*23.1%* | 25<br>*21.2%* | 52<br>*20.2%* | 46<br>*25.0%* | 62<br>*24.7%* | 30<br>*23.8%* | 11<br>*15.5%* | 42<br>*21.9%* | 32<br>*25.6%* | 28<br>*20.7%* | 25<br>*21.2%* | 73<br>*22.4%* | 20<br>*27.4%* | 83<br>*21.9%* | 21<br>*17.1%* | 81<br>*24.8%*<br>q | 5<br>*18.5%*<br>** | 16<br>*16.7%* | 71<br>*23.4%* | 32<br>*21.1%* | -<br>- |
| 3 | **95**<br>***20.9%*** | 17<br>*22.7%* | 32<br>*26.4%* | 24<br>*18.5%* | 22<br>*18.6%* | 63<br>*24.5%*<br>f | 32<br>*17.4%* | 48<br>*19.1%* | 30<br>*23.8%* | 16<br>*22.5%* | 41<br>*21.4%* | 25<br>*20.0%* | 29<br>*21.5%* | 28<br>*23.7%* | 66<br>*20.2%* | 7<br>*9.6%* | 86<br>*22.7%*<br>O | 25<br>*20.3%* | 69<br>*21.2%* | 5<br>*18.5%*<br>** | 20<br>*20.8%* | 67<br>*22.1%* | 28<br>*18.4%* | -<br>- |
| 4 | **52**<br>***11.4%*** | 8<br>*10.7%* | 17<br>*14.0%* | 13<br>*10.0%* | 12<br>*10.2%* | 35<br>*13.6%*<br>F | 13<br>*7.1%* | 23<br>*9.2%* | 21<br>*16.7%*<br>G | 8<br>*11.3%* | 21<br>*10.9%* | 15<br>*12.0%* | 16<br>*11.9%* | 11<br>*9.3%* | 40<br>*12.3%* | 5<br>*6.8%* | 47<br>*12.4%* | 24<br>*19.5%*<br>R | 27<br>*8.3%* | 6<br>*22.2%*<br>** | 18<br>*18.8%* | 36<br>*11.9%* | 16<br>*10.5%* | -<br>- |
| 5 to 9 | **66**<br>***14.5%*** | 14<br>*18.7%* | 19<br>*15.7%* | 16<br>*12.3%* | 15<br>*12.7%* | 42<br>*16.3%* | 21<br>*11.4%* | 32<br>*12.7%* | 16<br>*12.7%* | 18<br>*25.4%*<br>GH | 29<br>*15.1%* | 18<br>*14.4%* | 19<br>*14.1%* | 21<br>*17.8%* | 45<br>*13.8%* | 14<br>*19.2%* | 51<br>*13.5%* | 23<br>*18.7%*<br>r | 41<br>*12.6%* | 2<br>*7.4%*<br>** | 21<br>*21.9%* | 42<br>*13.9%* | 24<br>*15.8%* | -<br>- |
| 10 or more times | **19**<br>***4.2%*** | 5<br>*6.7%* | 5<br>*4.1%* | 4<br>*3.1%* | 4<br>*3.4%* | 14<br>*5.4%* | 5<br>*2.7%* | 7<br>*2.8%* | 5<br>*4.0%* | 7<br>*9.9%*<br>Gh | 8<br>*4.2%*<br>k | 1<br>*0.8%* | 10<br>*7.4%*<br>K | 4<br>*3.4%* | 15<br>*4.6%* | 4<br>*5.5%* | 15<br>*4.0%* | 8<br>*6.5%* | 11<br>*3.4%* | 4<br>*14.8%*<br>** | 4<br>*4.2%* | 9<br>*3.0%* | 10<br>*6.6%*<br>u | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 1 or more times | **418**<br>***91.9%*** | 70<br>*93.3%* | 116<br>*95.9%*<br>D | 119<br>*91.5%* | 104<br>*88.1%* | 238<br>*92.6%* | 168<br>*91.3%* | 227<br>*90.4%* | 120<br>*95.2%* | 67<br>*94.4%* | 180<br>*93.8%* | 113<br>*90.4%* | 122<br>*90.4%* | 107<br>*90.7%* | 300<br>*92.0%* | 63<br>*86.3%* | 352<br>*92.9%*<br>o | 119<br>*96.7%*<br>R | 293<br>*89.9%* | 26<br>*96.3%*<br>** | 93<br>*96.9%* | 280<br>*92.4%* | 138<br>*90.8%* | -<br>- |

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Statistics:
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  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418**<br>***100.0%*** | **70**<br>***100.0%*** | **116**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **238**<br>***100.0%*** | **168**<br>***100.0%*** | **227**<br>***100.0%*** | **120**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **113**<br>***100.0%*** | **122**<br>***100.0%*** | **107**<br>***100.0%*** | **300**<br>***100.0%*** | **63**<br>***100.0%*** | **352**<br>***100.0%*** | **119**<br>***100.0%*** | **293**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **280**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **415**<br>***100.0%*** | **70**<br>***100.0%*** | **114**<br>***100.0%*** | **119**<br>***100.0%*** | **103**<br>***100.0%*** | **236**<br>***100.0%*** | **167**<br>***100.0%*** | **227**<br>***100.0%*** | **118**<br>***100.0%*** | **66**<br>***100.0%*** | **180**<br>***100.0%*** | **111**<br>***100.0%*** | **121**<br>***100.0%*** | **106**<br>***100.0%*** | **299**<br>***100.0%*** | **63**<br>***100.0%*** | **350**<br>***100.0%*** | **119**<br>***100.0%*** | **290**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **278**<br>***100.0%*** | **137**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | - | 2 | - | 1 | 2 | 1 | - | 2 | 1 | - | 2 | 1 | 1 | 1 | - | 2 | - | 3 | - | - | 2 | 1 | - |
| Always | **328**<br>***79.0%*** | 60<br>*85.7%*<br>c | 91<br>*79.8%* | 89<br>*74.8%* | 83<br>*80.6%* | 184<br>*78.0%* | 137<br>*82.0%* | 188<br>*82.8%*<br>I | 90<br>*76.3%* | 46<br>*69.7%* | 147<br>*81.7%*<br>I | 90<br>*81.1%* | 88<br>*72.7%* | 69<br>*65.1%* | 250<br>*83.6%*<br>M | 23<br>*36.5%* | 304<br>*86.9%*<br>O | 92<br>*77.3%* | 231<br>*79.7%* | 14<br>*53.8%*<br>** | 78<br>*83.9%* | 220<br>*79.1%* | 108<br>*78.8%* | -<br>- |
| Usually | **53**<br>***12.8%*** | 4<br>*5.7%* | 15<br>*13.2%* | 17<br>*14.3%*<br>a | 16<br>*15.5%*<br>A | 34<br>*14.4%* | 17<br>*10.2%* | 25<br>*11.0%* | 15<br>*12.7%* | 13<br>*19.7%*<br>g | 20<br>*11.1%* | 14<br>*12.6%* | 19<br>*15.7%* | 26<br>*24.5%*<br>N | 27<br>*9.0%* | 15<br>*23.8%*<br>P | 38<br>*10.9%* | 16<br>*13.4%* | 37<br>*12.8%* | 7<br>*26.9%*<br>** | 9<br>*9.7%* | 38<br>*13.7%* | 15<br>*10.9%* | -<br>- |
| Sometimes | **31**<br>***7.5%*** | 6<br>*8.6%* | 8<br>*7.0%* | 12<br>*10.1%*<br>D | 3<br>*2.9%* | 17<br>*7.2%* | 12<br>*7.2%* | 12<br>*5.3%* | 12<br>*10.2%*<br>g | 7<br>*10.6%* | 11<br>*6.1%* | 6<br>*5.4%* | 14<br>*11.6%*<br>jk | 10<br>*9.4%* | 20<br>*6.7%* | 23<br>*36.5%*<br>P | 7<br>*2.0%* | 10<br>*8.4%* | 20<br>*6.9%* | 4<br>*15.4%*<br>** | 6<br>*6.5%* | 18<br>*6.5%* | 13<br>*9.5%* | -<br>- |
| Never | **3**<br>***0.7%*** | -<br>- | -<br>- | 1<br>*0.8%* | 1<br>*1.0%* | 1<br>*0.4%* | 1<br>*0.6%* | 2<br>*0.9%* | 1<br>*0.8%* | -<br>- | 2<br>*1.1%* | 1<br>*0.9%* | -<br>- | 1<br>*0.9%* | 2<br>*0.7%* | 2<br>*3.2%*<br>P | 1<br>*0.3%* | 1<br>*0.8%* | 2<br>*0.7%* | 1<br>*3.8%*<br>** | -<br>- | 2<br>*0.7%* | 1<br>*0.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **381**<br>***91.8%*** | 64<br>*91.4%* | 106<br>*93.0%* | 106<br>*89.1%* | 99<br>*96.1%*<br>c | 218<br>*92.4%* | 154<br>*92.2%* | 213<br>*93.8%* | 105<br>*89.0%* | 59<br>*89.4%* | 167<br>*92.8%* | 104<br>*93.7%* | 107<br>*88.4%* | 95<br>*89.6%* | 277<br>*92.6%* | 38<br>*60.3%* | 342<br>*97.7%*<br>O | 108<br>*90.8%* | 268<br>*92.4%* | 21<br>*80.8%*<br>** | 87<br>*93.5%* | 258<br>*92.8%* | 123<br>*89.8%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **328**<br>***79.0%*** | 60<br>*85.7%*<br>c | 91<br>*79.8%* | 89<br>*74.8%* | 83<br>*80.6%* | 184<br>*78.0%* | 137<br>*82.0%* | 188<br>*82.8%*<br>I | 90<br>*76.3%* | 46<br>*69.7%* | 147<br>*81.7%*<br>I | 90<br>*81.1%* | 88<br>*72.7%* | 69<br>*65.1%* | 250<br>*83.6%*<br>M | 23<br>*36.5%* | 304<br>*86.9%*<br>O | 92<br>*77.3%* | 231<br>*79.7%* | 14<br>*53.8%*<br>** | 78<br>*83.9%* | 220<br>*79.1%* | 108<br>*78.8%* | -<br>- |
| 3-Point Score | **2.71** | 2.77 | 2.73 | 2.64 | 2.77 | 2.70 | 2.74 | 2.77 | 2.65 | 2.59 | 2.74 | 2.75 | 2.61 | 2.55 | 2.76 | 1.97 | 2.85 | 2.68 | 2.72 | 2.35 | 2.77 | 2.72 | 2.69 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q33. (HWDC) In the last 6 months, how often did your childs personal doctor listen carefully to you?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418**<br>***100.0%*** | **70**<br>***100.0%*** | **116**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **238**<br>***100.0%*** | **168**<br>***100.0%*** | **227**<br>***100.0%*** | **120**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **113**<br>***100.0%*** | **122**<br>***100.0%*** | **107**<br>***100.0%*** | **300**<br>***100.0%*** | **63**<br>***100.0%*** | **352**<br>***100.0%*** | **119**<br>***100.0%*** | **293**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **280**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **414**<br>***100.0%*** | **69**<br>***100.0%*** | **114**<br>***100.0%*** | **119**<br>***100.0%*** | **103**<br>***100.0%*** | **236**<br>***100.0%*** | **166**<br>***100.0%*** | **226**<br>***100.0%*** | **117**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **111**<br>***100.0%*** | **120**<br>***100.0%*** | **106**<br>***100.0%*** | **297**<br>***100.0%*** | **62**<br>***100.0%*** | **350**<br>***100.0%*** | **118**<br>***100.0%*** | **290**<br>***100.0%*** | **26**<br>***100.0%*** | **92**<br>***100.0%*** | **276**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **4** | 1 | 2 | - | 1 | 2 | 2 | 1 | 3 | - | - | 2 | 2 | 1 | 3 | 1 | 2 | 1 | 3 | - | 1 | 4 | - | - |
| Always | **340**<br>***82.1%*** | 63<br>*91.3%*<br>bC | 92<br>*80.7%* | 90<br>*75.6%* | 88<br>*85.4%*<br>c | 199<br>*84.3%* | 132<br>*79.5%* | 194<br>*85.8%*<br>I | 93<br>*79.5%* | 50<br>*74.6%* | 158<br>*87.8%*<br>kL | 89<br>*80.2%* | 90<br>*75.0%* | 73<br>*68.9%* | 257<br>*86.5%*<br>M | 27<br>*43.5%* | 312<br>*89.1%*<br>O | 98<br>*83.1%* | 236<br>*81.4%* | 16<br>*61.5%*<br>** | 82<br>*89.1%* | 225<br>*81.5%* | 115<br>*83.3%* | -<br>- |
| Usually | **52**<br>***12.6%*** | 3<br>*4.3%* | 15<br>*13.2%*<br>a | 19<br>*16.0%*<br>A | 14<br>*13.6%*<br>A | 23<br>*9.7%* | 27<br>*16.3%*<br>e | 25<br>*11.1%* | 15<br>*12.8%* | 11<br>*16.4%* | 17<br>*9.4%* | 17<br>*15.3%* | 18<br>*15.0%* | 24<br>*22.6%*<br>N | 27<br>*9.1%* | 20<br>*32.3%*<br>P | 31<br>*8.9%* | 13<br>*11.0%* | 39<br>*13.4%* | 4<br>*15.4%*<br>** | 9<br>*9.8%* | 38<br>*13.8%* | 14<br>*10.1%* | -<br>- |
| Sometimes | **20**<br>***4.8%*** | 3<br>*4.3%* | 6<br>*5.3%*<br>d | 9<br>*7.6%*<br>D | 1<br>*1.0%* | 12<br>*5.1%* | 7<br>*4.2%* | 6<br>*2.7%* | 9<br>*7.7%*<br>G | 5<br>*7.5%*<br>g | 4<br>*2.2%* | 5<br>*4.5%* | 11<br>*9.2%*<br>J | 8<br>*7.5%* | 12<br>*4.0%* | 13<br>*21.0%*<br>P | 7<br>*2.0%* | 7<br>*5.9%* | 13<br>*4.5%* | 6<br>*23.1%*<br>** | 1<br>*1.1%* | 13<br>*4.7%* | 7<br>*5.1%* | -<br>- |
| Never | **2**<br>***0.5%*** | -<br>- | 1<br>*0.9%* | 1<br>*0.8%* | -<br>- | 2<br>*0.8%* | -<br>- | 1<br>*0.4%* | -<br>- | 1<br>*1.5%* | 1<br>*0.6%* | -<br>- | 1<br>*0.8%* | 1<br>*0.9%* | 1<br>*0.3%* | 2<br>*3.2%*<br>P | -<br>- | -<br>- | 2<br>*0.7%* | -<br>-<br>** | -<br>- | -<br>- | 2<br>*1.4%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **392**<br>***94.7%*** | 66<br>*95.7%* | 107<br>*93.9%* | 109<br>*91.6%* | 102<br>*99.0%*<br>BC | 222<br>*94.1%* | 159<br>*95.8%* | 219<br>*96.9%*<br>hI | 108<br>*92.3%* | 61<br>*91.0%* | 175<br>*97.2%*<br>L | 106<br>*95.5%* | 108<br>*90.0%* | 97<br>*91.5%* | 284<br>*95.6%* | 47<br>*75.8%* | 343<br>*98.0%*<br>O | 111<br>*94.1%* | 275<br>*94.8%* | 20<br>*76.9%*<br>** | 91<br>*98.9%* | 263<br>*95.3%* | 129<br>*93.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **340**<br>***82.1%*** | 63<br>*91.3%*<br>bC | 92<br>*80.7%* | 90<br>*75.6%* | 88<br>*85.4%*<br>c | 199<br>*84.3%* | 132<br>*79.5%* | 194<br>*85.8%*<br>I | 93<br>*79.5%* | 50<br>*74.6%* | 158<br>*87.8%*<br>kL | 89<br>*80.2%* | 90<br>*75.0%* | 73<br>*68.9%* | 257<br>*86.5%*<br>M | 27<br>*43.5%* | 312<br>*89.1%*<br>O | 98<br>*83.1%* | 236<br>*81.4%* | 16<br>*61.5%*<br>** | 82<br>*89.1%* | 225<br>*81.5%* | 115<br>*83.3%* | -<br>- |
| 3-Point Score | **2.77** | 2.87 | 2.75 | 2.67 | 2.84 | 2.78 | 2.75 | 2.83 | 2.72 | 2.66 | 2.85 | 2.76 | 2.65 | 2.60 | 2.82 | 2.19 | 2.87 | 2.77 | 2.76 | 2.38 | 2.88 | 2.77 | 2.77 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q34. (HWDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418**<br>***100.0%*** | **70**<br>***100.0%*** | **116**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **238**<br>***100.0%*** | **168**<br>***100.0%*** | **227**<br>***100.0%*** | **120**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **113**<br>***100.0%*** | **122**<br>***100.0%*** | **107**<br>***100.0%*** | **300**<br>***100.0%*** | **63**<br>***100.0%*** | **352**<br>***100.0%*** | **119**<br>***100.0%*** | **293**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **280**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **412**<br>***100.0%*** | **70**<br>***100.0%*** | **113**<br>***100.0%*** | **116**<br>***100.0%*** | **104**<br>***100.0%*** | **237**<br>***100.0%*** | **163**<br>***100.0%*** | **224**<br>***100.0%*** | **117**<br>***100.0%*** | **67**<br>***100.0%*** | **179**<br>***100.0%*** | **110**<br>***100.0%*** | **120**<br>***100.0%*** | **105**<br>***100.0%*** | **297**<br>***100.0%*** | **62**<br>***100.0%*** | **348**<br>***100.0%*** | **118**<br>***100.0%*** | **288**<br>***100.0%*** | **26**<br>***100.0%*** | **92**<br>***100.0%*** | **274**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **6** | - | 3 | 3 | - | 1 | 5 | 3 | 3 | - | 1 | 3 | 2 | 2 | 3 | 1 | 4 | 1 | 5 | - | 1 | 6 | - | - |
| Always | **345**<br>***83.7%*** | 65<br>*92.9%*<br>BC | 92<br>*81.4%* | 90<br>*77.6%* | 92<br>*88.5%*<br>C | 198<br>*83.5%* | 138<br>*84.7%* | 194<br>*86.6%* | 94<br>*80.3%* | 54<br>*80.6%* | 155<br>*86.6%* | 91<br>*82.7%* | 96<br>*80.0%* | 75<br>*71.4%* | 261<br>*87.9%*<br>M | 30<br>*48.4%* | 314<br>*90.2%*<br>O | 99<br>*83.9%* | 240<br>*83.3%* | 16<br>*61.5%*<br>** | 83<br>*90.2%* | 222<br>*81.0%* | 123<br>*89.1%*<br>U | -<br>- |
| Usually | **42**<br>***10.2%*** | 4<br>*5.7%* | 15<br>*13.3%* | 12<br>*10.3%* | 10<br>*9.6%* | 21<br>*8.9%* | 20<br>*12.3%* | 18<br>*8.0%* | 17<br>*14.5%*<br>g | 6<br>*9.0%* | 16<br>*8.9%* | 15<br>*13.6%* | 11<br>*9.2%* | 20<br>*19.0%*<br>N | 21<br>*7.1%* | 13<br>*21.0%*<br>P | 28<br>*8.0%* | 11<br>*9.3%* | 31<br>*10.8%* | 4<br>*15.4%*<br>** | 7<br>*7.6%* | 34<br>*12.4%*<br>V | 8<br>*5.8%* | -<br>- |
| Sometimes | **25**<br>***6.1%*** | 1<br>*1.4%* | 6<br>*5.3%* | 14<br>*12.1%*<br>AbD | 2<br>*1.9%* | 18<br>*7.6%*<br>f | 5<br>*3.1%* | 12<br>*5.4%* | 6<br>*5.1%* | 7<br>*10.4%* | 8<br>*4.5%* | 4<br>*3.6%* | 13<br>*10.8%*<br>JK | 10<br>*9.5%* | 15<br>*5.1%* | 19<br>*30.6%*<br>P | 6<br>*1.7%* | 8<br>*6.8%* | 17<br>*5.9%* | 6<br>*23.1%*<br>** | 2<br>*2.2%* | 18<br>*6.6%* | 7<br>*5.1%* | -<br>- |
| Never | **-**<br>**-** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **387**<br>***93.9%*** | 69<br>*98.6%*<br>C | 107<br>*94.7%*<br>c | 102<br>*87.9%* | 102<br>*98.1%*<br>C | 219<br>*92.4%* | 158<br>*96.9%*<br>e | 212<br>*94.6%* | 111<br>*94.9%* | 60<br>*89.6%* | 171<br>*95.5%*<br>L | 106<br>*96.4%*<br>L | 107<br>*89.2%* | 95<br>*90.5%* | 282<br>*94.9%* | 43<br>*69.4%* | 342<br>*98.3%*<br>O | 110<br>*93.2%* | 271<br>*94.1%* | 20<br>*76.9%*<br>** | 90<br>*97.8%* | 256<br>*93.4%* | 131<br>*94.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **345**<br>***83.7%*** | 65<br>*92.9%*<br>BC | 92<br>*81.4%* | 90<br>*77.6%* | 92<br>*88.5%*<br>C | 198<br>*83.5%* | 138<br>*84.7%* | 194<br>*86.6%* | 94<br>*80.3%* | 54<br>*80.6%* | 155<br>*86.6%* | 91<br>*82.7%* | 96<br>*80.0%* | 75<br>*71.4%* | 261<br>*87.9%*<br>M | 30<br>*48.4%* | 314<br>*90.2%*<br>O | 99<br>*83.9%* | 240<br>*83.3%* | 16<br>*61.5%*<br>** | 83<br>*90.2%* | 222<br>*81.0%* | 123<br>*89.1%*<br>U | -<br>- |
| 3-Point Score | **2.78** | 2.91 | 2.76 | 2.66 | 2.87 | 2.76 | 2.82 | 2.81 | 2.75 | 2.70 | 2.82 | 2.79 | 2.69 | 2.62 | 2.83 | 2.18 | 2.89 | 2.77 | 2.77 | 2.38 | 2.88 | 2.74 | 2.84 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q35. Is your child able to talk with doctors about his or her health care?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418** *100.0%* | **70** *100.0%* | **116** *100.0%* | **119** *100.0%* | **104** *100.0%* | **238** *100.0%* | **168** *100.0%* | **227** *100.0%* | **120** *100.0%* | **67** *100.0%* | **180** *100.0%* | **113** *100.0%* | **122** *100.0%* | **107** *100.0%* | **300** *100.0%* | **63** *100.0%* | **352** *100.0%* | **119** *100.0%* | **293** *100.0%* | **26** *100.0%* | **93** *100.0%* | **280** *100.0%* | **138** *100.0%* | **-** **-** |
| **Total Valid Responses** | **415** *100.0%* | **70** *100.0%* | **114** *100.0%* | **119** *100.0%* | **104** *100.0%* | **237** *100.0%* | **167** *100.0%* | **226** *100.0%* | **118** *100.0%* | **67** *100.0%* | **180** *100.0%* | **112** *100.0%* | **120** *100.0%* | **106** *100.0%* | **298** *100.0%* | **62** *100.0%* | **351** *100.0%* | **118** *100.0%* | **291** *100.0%* | **26** *100.0%* | **92** *100.0%* | **278** *100.0%* | **137** *100.0%* | **-** **-** |
| No Answer | **3** | - | 2 | - | - | 1 | 1 | 1 | 2 | - | - | 1 | 2 | 1 | 2 | 1 | 1 | 1 | 2 | - | 1 | 2 | 1 | - |
| Yes | **315** *75.9%* | 42 *60.0%* | 82 *71.9%* a | 89 *74.8%* A | 96 *92.3%* ABC | 182 *76.8%* | 125 *74.9%* | 167 *73.9%* | 97 *82.2%* gi | 47 *70.1%* | 123 *68.3%* | 95 *84.8%* J | 94 *78.3%* j | 79 *74.5%* | 225 *75.5%* | 46 *74.2%* | 267 *76.1%* | 88 *74.6%* | 223 *76.6%* | 22 *84.6%* ** | 66 *71.7%* | 212 *76.3%* | 103 *75.2%* | - - |
| No | **100** *24.1%* | 28 *40.0%* bCD | 32 *28.1%* D | 30 *25.2%* D | 8 *7.7%* | 55 *23.2%* | 42 *25.1%* | 59 *26.1%* h | 21 *17.8%* | 20 *29.9%* h | 57 *31.7%* Kl | 17 *15.2%* | 26 *21.7%* | 27 *25.5%* | 73 *24.5%* | 16 *25.8%* | 84 *23.9%* | 30 *25.4%* | 68 *23.4%* | 4 *15.4%* ** | 26 *28.3%* | 66 *23.7%* | 34 *24.8%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **315** *75.9%* | 42 *60.0%* | 82 *71.9%* a | 89 *74.8%* A | 96 *92.3%* ABC | 182 *76.8%* | 125 *74.9%* | 167 *73.9%* | 97 *82.2%* gi | 47 *70.1%* | 123 *68.3%* | 95 *84.8%* J | 94 *78.3%* j | 79 *74.5%* | 225 *75.5%* | 46 *74.2%* | 267 *76.1%* | 88 *74.6%* | 223 *76.6%* | 22 *84.6%* ** | 66 *71.7%* | 212 *76.3%* | 103 *75.2%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **315**<br>***100.0%*** | **42**<br>***100.0%*** | **82**<br>***100.0%*** | **89**<br>***100.0%*** | **96**<br>***100.0%*** | **182**<br>***100.0%*** | **125**<br>***100.0%*** | **167**<br>***100.0%*** | **97**<br>***100.0%*** | **47**<br>***100.0%*** | **123**<br>***100.0%*** | **95**<br>***100.0%*** | **94**<br>***100.0%*** | **79**<br>***100.0%*** | **225**<br>***100.0%*** | **46**<br>***100.0%*** | **267**<br>***100.0%*** | **88**<br>***100.0%*** | **223**<br>***100.0%*** | **22**<br>***100.0%*** | **66**<br>***100.0%*** | **212**<br>***100.0%*** | **103**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **309**<br>***100.0%*** | **41**<br>***100.0%*** | **77**<br>***100.0%*** | **89**<br>***100.0%*** | **96**<br>***100.0%*** | **180**<br>***100.0%*** | **121**<br>***100.0%*** | **163**<br>***100.0%*** | **95**<br>***100.0%*** | **47**<br>***100.0%*** | **118**<br>***100.0%*** | **95**<br>***100.0%*** | **93**<br>***100.0%*** | **76**<br>***100.0%*** | **222**<br>***100.0%*** | **44**<br>***100.0%*** | **263**<br>***100.0%*** | **87**<br>***100.0%*** | **218**<br>***100.0%*** | **22**<br>***100.0%*** | **65**<br>***100.0%*** | **206**<br>***100.0%*** | **103**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **6** | 1 | 5 | - | - | 2 | 4 | 4 | 2 | - | 5 | - | 1 | 3 | 3 | 2 | 4 | 1 | 5 | - | 1 | 6 | - | - |
| Always | **228**<br>***73.8%*** | 34<br>*82.9%*<br>c | 53<br>*68.8%* | 60<br>*67.4%* | 77<br>*80.2%*<br>bC | 135<br>*75.0%* | 88<br>*72.7%* | 126<br>*77.3%* | 66<br>*69.5%* | 32<br>*68.1%* | 90<br>*76.3%* | 71<br>*74.7%* | 64<br>*68.8%* | 43<br>*56.6%* | 175<br>*78.8%*<br>M | 17<br>*38.6%* | 209<br>*79.5%*<br>O | 64<br>*73.6%* | 160<br>*73.4%* | 13<br>*59.1%*<br>** | 51<br>*78.5%* | 153<br>*74.3%* | 75<br>*72.8%* | -<br>- |
| Usually | **53**<br>***17.2%*** | 4<br>*9.8%* | 15<br>*19.5%* | 19<br>*21.3%* | 14<br>*14.6%* | 27<br>*15.0%* | 24<br>*19.8%* | 25<br>*15.3%* | 20<br>*21.1%* | 8<br>*17.0%* | 19<br>*16.1%* | 17<br>*17.9%* | 17<br>*18.3%* | 21<br>*27.6%*<br>N | 31<br>*14.0%* | 13<br>*29.5%*<br>P | 40<br>*15.2%* | 11<br>*12.6%* | 42<br>*19.3%* | 3<br>*13.6%*<br>** | 8<br>*12.3%* | 36<br>*17.5%* | 17<br>*16.5%* | -<br>- |
| Sometimes | **22**<br>***7.1%*** | 3<br>*7.3%* | 7<br>*9.1%*<br>d | 9<br>*10.1%*<br>d | 3<br>*3.1%* | 13<br>*7.2%* | 9<br>*7.4%* | 10<br>*6.1%* | 7<br>*7.4%* | 5<br>*10.6%* | 6<br>*5.1%* | 6<br>*6.3%* | 10<br>*10.8%* | 11<br>*14.5%*<br>N | 11<br>*5.0%* | 10<br>*22.7%*<br>P | 12<br>*4.6%* | 10<br>*11.5%*<br>r | 12<br>*5.5%* | 5<br>*22.7%*<br>** | 5<br>*7.7%* | 13<br>*6.3%* | 9<br>*8.7%* | -<br>- |
| Never | **6**<br>***1.9%*** | -<br>- | 2<br>*2.6%* | 1<br>*1.1%* | 2<br>*2.1%* | 5<br>*2.8%*<br>f | -<br>- | 2<br>*1.2%* | 2<br>*2.1%* | 2<br>*4.3%* | 3<br>*2.5%* | 1<br>*1.1%* | 2<br>*2.2%* | 1<br>*1.3%* | 5<br>*2.3%* | 4<br>*9.1%*<br>P | 2<br>*0.8%* | 2<br>*2.3%* | 4<br>*1.8%* | 1<br>*4.5%*<br>** | 1<br>*1.5%* | 4<br>*1.9%* | 2<br>*1.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **281**<br>***90.9%*** | 38<br>*92.7%* | 68<br>*88.3%* | 79<br>*88.8%* | 91<br>*94.8%* | 162<br>*90.0%* | 112<br>*92.6%* | 151<br>*92.6%* | 86<br>*90.5%* | 40<br>*85.1%* | 109<br>*92.4%* | 88<br>*92.6%* | 81<br>*87.1%* | 64<br>*84.2%* | 206<br>*92.8%*<br>M | 30<br>*68.2%* | 249<br>*94.7%*<br>O | 75<br>*86.2%* | 202<br>*92.7%*<br>q | 16<br>*72.7%*<br>** | 59<br>*90.8%* | 189<br>*91.7%* | 92<br>*89.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **228**<br>***73.8%*** | 34<br>*82.9%*<br>c | 53<br>*68.8%* | 60<br>*67.4%* | 77<br>*80.2%*<br>bC | 135<br>*75.0%* | 88<br>*72.7%* | 126<br>*77.3%* | 66<br>*69.5%* | 32<br>*68.1%* | 90<br>*76.3%* | 71<br>*74.7%* | 64<br>*68.8%* | 43<br>*56.6%* | 175<br>*78.8%*<br>M | 17<br>*38.6%* | 209<br>*79.5%*<br>O | 64<br>*73.6%* | 160<br>*73.4%* | 13<br>*59.1%*<br>** | 51<br>*78.5%* | 153<br>*74.3%* | 75<br>*72.8%* | -<br>- |
| 3-Point Score | **2.65** | 2.76 | 2.57 | 2.56 | 2.75 | 2.65 | 2.65 | 2.70 | 2.60 | 2.53 | 2.69 | 2.67 | 2.56 | 2.41 | 2.72 | 2.07 | 2.74 | 2.60 | 2.66 | 2.32 | 2.69 | 2.66 | 2.62 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q37. (HWDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418**<br>***100.0%*** | **70**<br>***100.0%*** | **116**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **238**<br>***100.0%*** | **168**<br>***100.0%*** | **227**<br>***100.0%*** | **120**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **113**<br>***100.0%*** | **122**<br>***100.0%*** | **107**<br>***100.0%*** | **300**<br>***100.0%*** | **63**<br>***100.0%*** | **352**<br>***100.0%*** | **119**<br>***100.0%*** | **293**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **280**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **413**<br>***100.0%*** | **68**<br>***100.0%*** | **113**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **235**<br>***100.0%*** | **166**<br>***100.0%*** | **226**<br>***100.0%*** | **118**<br>***100.0%*** | **65**<br>***100.0%*** | **177**<br>***100.0%*** | **113**<br>***100.0%*** | **120**<br>***100.0%*** | **105**<br>***100.0%*** | **297**<br>***100.0%*** | **60**<br>***100.0%*** | **351**<br>***100.0%*** | **118**<br>***100.0%*** | **289**<br>***100.0%*** | **26**<br>***100.0%*** | **92**<br>***100.0%*** | **275**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **5** | 2 | 3 | - | - | 3 | 2 | 1 | 2 | 2 | 3 | - | 2 | 2 | 3 | 3 | 1 | 1 | 4 | - | 1 | 5 | - | - |
| Always | **289**<br>***70.0%*** | 51<br>*75.0%* | 79<br>*69.9%* | 78<br>*65.5%* | 76<br>*73.1%* | 168<br>*71.5%* | 115<br>*69.3%* | 172<br>*76.1%*<br>HI | 76<br>*64.4%* | 38<br>*58.5%* | 139<br>*78.5%*<br>KL | 75<br>*66.4%* | 72<br>*60.0%* | 58<br>*55.2%* | 221<br>*74.4%*<br>M | 19<br>*31.7%* | 269<br>*76.6%*<br>O | 80<br>*67.8%* | 204<br>*70.6%* | 13<br>*50.0%*<br>** | 67<br>*72.8%* | 189<br>*68.7%* | 100<br>*72.5%* | -<br>- |
| Usually | **75**<br>***18.2%*** | 10<br>*14.7%* | 19<br>*16.8%* | 24<br>*20.2%* | 20<br>*19.2%* | 33<br>*14.0%* | 38<br>*22.9%*<br>E | 36<br>*15.9%* | 28<br>*23.7%*<br>g | 10<br>*15.4%* | 27<br>*15.3%* | 23<br>*20.4%* | 25<br>*20.8%* | 26<br>*24.8%*<br>n | 49<br>*16.5%* | 14<br>*23.3%* | 60<br>*17.1%* | 24<br>*20.3%* | 50<br>*17.3%* | 5<br>*19.2%*<br>** | 19<br>*20.7%* | 56<br>*20.4%* | 19<br>*13.8%* | -<br>- |
| Sometimes | **34**<br>***8.2%*** | 5<br>*7.4%* | 11<br>*9.7%* | 11<br>*9.2%* | 6<br>*5.8%* | 22<br>*9.4%* | 11<br>*6.6%* | 11<br>*4.9%* | 12<br>*10.2%*<br>g | 11<br>*16.9%*<br>G | 7<br>*4.0%* | 10<br>*8.8%*<br>j | 17<br>*14.2%*<br>J | 17<br>*16.2%*<br>N | 16<br>*5.4%* | 18<br>*30.0%*<br>P | 16<br>*4.6%* | 9<br>*7.6%* | 25<br>*8.7%* | 5<br>*19.2%*<br>** | 4<br>*4.3%* | 23<br>*8.4%* | 11<br>*8.0%* | -<br>- |
| Never | **15**<br>***3.6%*** | 2<br>*2.9%* | 4<br>*3.5%* | 6<br>*5.0%* | 2<br>*1.9%* | 12<br>*5.1%*<br>F | 2<br>*1.2%* | 7<br>*3.1%* | 2<br>*1.7%* | 6<br>*9.2%*<br>GH | 4<br>*2.3%* | 5<br>*4.4%* | 6<br>*5.0%* | 4<br>*3.8%* | 11<br>*3.7%* | 9<br>*15.0%*<br>P | 6<br>*1.7%* | 5<br>*4.2%* | 10<br>*3.5%* | 3<br>*11.5%*<br>** | 2<br>*2.2%* | 7<br>*2.5%* | 8<br>*5.8%*<br>u | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **364**<br>***88.1%*** | 61<br>*89.7%* | 98<br>*86.7%* | 102<br>*85.7%* | 96<br>*92.3%* | 201<br>*85.5%* | 153<br>*92.2%*<br>E | 208<br>*92.0%*<br>I | 104<br>*88.1%*<br>I | 48<br>*73.8%* | 166<br>*93.8%*<br>KL | 98<br>*86.7%* | 97<br>*80.8%* | 84<br>*80.0%* | 270<br>*90.9%*<br>M | 33<br>*55.0%* | 329<br>*93.7%*<br>O | 104<br>*88.1%* | 254<br>*87.9%* | 18<br>*69.2%*<br>** | 86<br>*93.5%* | 245<br>*89.1%* | 119<br>*86.2%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **289**<br>***70.0%*** | 51<br>*75.0%* | 79<br>*69.9%* | 78<br>*65.5%* | 76<br>*73.1%* | 168<br>*71.5%* | 115<br>*69.3%* | 172<br>*76.1%*<br>HI | 76<br>*64.4%* | 38<br>*58.5%* | 139<br>*78.5%*<br>KL | 75<br>*66.4%* | 72<br>*60.0%* | 58<br>*55.2%* | 221<br>*74.4%*<br>M | 19<br>*31.7%* | 269<br>*76.6%*<br>O | 80<br>*67.8%* | 204<br>*70.6%* | 13<br>*50.0%*<br>** | 67<br>*72.8%* | 189<br>*68.7%* | 100<br>*72.5%* | -<br>- |
| 3-Point Score | **2.58** | 2.65 | 2.57 | 2.51 | 2.65 | 2.57 | 2.61 | 2.68 | 2.53 | 2.32 | 2.72 | 2.53 | 2.41 | 2.35 | 2.65 | 1.87 | 2.70 | 2.56 | 2.58 | 2.19 | 2.66 | 2.58 | 2.59 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418**<br>***100.0%*** | **70**<br>***100.0%*** | **116**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **238**<br>***100.0%*** | **168**<br>***100.0%*** | **227**<br>***100.0%*** | **120**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **113**<br>***100.0%*** | **122**<br>***100.0%*** | **107**<br>***100.0%*** | **300**<br>***100.0%*** | **63**<br>***100.0%*** | **352**<br>***100.0%*** | **119**<br>***100.0%*** | **293**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **280**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **415**<br>***100.0%*** | **69**<br>***100.0%*** | **115**<br>***100.0%*** | **119**<br>***100.0%*** | **103**<br>***100.0%*** | **237**<br>***100.0%*** | **166**<br>***100.0%*** | **226**<br>***100.0%*** | **119**<br>***100.0%*** | **66**<br>***100.0%*** | **179**<br>***100.0%*** | **113**<br>***100.0%*** | **120**<br>***100.0%*** | **107**<br>***100.0%*** | **297**<br>***100.0%*** | **62**<br>***100.0%*** | **351**<br>***100.0%*** | **119**<br>***100.0%*** | **290**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **277**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | 1 | 1 | - | 1 | 1 | 2 | 1 | 1 | 1 | 1 | - | 2 | - | 3 | 1 | 1 | - | 3 | - | - | 3 | - | - |
| Yes | **347**<br>***83.6%*** | 58<br>*84.1%* | 98<br>*85.2%* | 98<br>*82.4%* | 86<br>*83.5%* | 202<br>*85.2%* | 136<br>*81.9%* | 191<br>*84.5%* | 93<br>*78.2%* | 59<br>*89.4%*<br>h | 156<br>*87.2%* | 91<br>*80.5%* | 97<br>*80.8%* | 84<br>*78.5%* | 254<br>*85.5%*<br>m | 39<br>*62.9%* | 307<br>*87.5%*<br>O | 104<br>*87.4%* | 237<br>*81.7%* | 22<br>*84.6%*<br>** | 82<br>*88.2%* | 232<br>*83.8%* | 115<br>*83.3%* | -<br>- |
| No | **68**<br>***16.4%*** | 11<br>*15.9%* | 17<br>*14.8%* | 21<br>*17.6%* | 17<br>*16.5%* | 35<br>*14.8%* | 30<br>*18.1%* | 35<br>*15.5%* | 26<br>*21.8%*<br>i | 7<br>*10.6%* | 23<br>*12.8%* | 22<br>*19.5%* | 23<br>*19.2%* | 23<br>*21.5%*<br>n | 43<br>*14.5%* | 23<br>*37.1%*<br>P | 44<br>*12.5%* | 15<br>*12.6%* | 53<br>*18.3%* | 4<br>*15.4%*<br>** | 11<br>*11.8%* | 45<br>*16.2%* | 23<br>*16.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **347**<br>***83.6%*** | 58<br>*84.1%* | 98<br>*85.2%* | 98<br>*82.4%* | 86<br>*83.5%* | 202<br>*85.2%* | 136<br>*81.9%* | 191<br>*84.5%* | 93<br>*78.2%* | 59<br>*89.4%*<br>h | 156<br>*87.2%* | 91<br>*80.5%* | 97<br>*80.8%* | 84<br>*78.5%* | 254<br>*85.5%*<br>m | 39<br>*62.9%* | 307<br>*87.5%*<br>O | 104<br>*87.4%* | 237<br>*81.7%* | 22<br>*84.6%*<br>** | 82<br>*88.2%* | 232<br>*83.8%* | 115<br>*83.3%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **418**<br>***100.0%*** | **70**<br>***100.0%*** | **116**<br>***100.0%*** | **119**<br>***100.0%*** | **104**<br>***100.0%*** | **238**<br>***100.0%*** | **168**<br>***100.0%*** | **227**<br>***100.0%*** | **120**<br>***100.0%*** | **67**<br>***100.0%*** | **180**<br>***100.0%*** | **113**<br>***100.0%*** | **122**<br>***100.0%*** | **107**<br>***100.0%*** | **300**<br>***100.0%*** | **63**<br>***100.0%*** | **352**<br>***100.0%*** | **119**<br>***100.0%*** | **293**<br>***100.0%*** | **26**<br>***100.0%*** | **93**<br>***100.0%*** | **280**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **412**<br>***100.0%*** | **66**<br>***100.0%*** | **115**<br>***100.0%*** | **119**<br>***100.0%*** | **103**<br>***100.0%*** | **235**<br>***100.0%*** | **165**<br>***100.0%*** | **224**<br>***100.0%*** | **119**<br>***100.0%*** | **65**<br>***100.0%*** | **178**<br>***100.0%*** | **112**<br>***100.0%*** | **119**<br>***100.0%*** | **106**<br>***100.0%*** | **296**<br>***100.0%*** | **62**<br>***100.0%*** | **348**<br>***100.0%*** | **118**<br>***100.0%*** | **289**<br>***100.0%*** | **26**<br>***100.0%*** | **92**<br>***100.0%*** | **274**<br>***100.0%*** | **138**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **6** | 4 | 1 | - | 1 | 3 | 3 | 3 | 1 | 2 | 2 | 1 | 3 | 1 | 4 | 1 | 4 | 1 | 4 | - | 1 | 6 | - | - |
| Yes | **186**<br>***45.1%*** | 31<br>*47.0%* | 45<br>*39.1%* | 51<br>*42.9%* | 53<br>*51.5%*<br>b | 100<br>*42.6%* | 80<br>*48.5%* | 87<br>*38.8%* | 64<br>*53.8%*<br>G | 33<br>*50.8%*<br>g | 74<br>*41.6%* | 44<br>*39.3%* | 65<br>*54.6%*<br>JK | 48<br>*45.3%* | 133<br>*44.9%* | 26<br>*41.9%* | 158<br>*45.4%* | 65<br>*55.1%*<br>R | 120<br>*41.5%* | 15<br>*57.7%*<br>** | 50<br>*54.3%* | 125<br>*45.6%* | 61<br>*44.2%* | -<br>- |
| No | **226**<br>***54.9%*** | 35<br>*53.0%* | 70<br>*60.9%*<br>d | 68<br>*57.1%* | 50<br>*48.5%* | 135<br>*57.4%* | 85<br>*51.5%* | 137<br>*61.2%*<br>Hi | 55<br>*46.2%* | 32<br>*49.2%* | 104<br>*58.4%*<br>L | 68<br>*60.7%*<br>L | 54<br>*45.4%* | 58<br>*54.7%* | 163<br>*55.1%* | 36<br>*58.1%* | 190<br>*54.6%* | 53<br>*44.9%* | 169<br>*58.5%*<br>Q | 11<br>*42.3%*<br>** | 42<br>*45.7%* | 149<br>*54.4%* | 77<br>*55.8%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **186**<br>***45.1%*** | 31<br>*47.0%* | 45<br>*39.1%* | 51<br>*42.9%* | 53<br>*51.5%*<br>b | 100<br>*42.6%* | 80<br>*48.5%* | 87<br>*38.8%* | 64<br>*53.8%*<br>G | 33<br>*50.8%*<br>g | 74<br>*41.6%* | 44<br>*39.3%* | 65<br>*54.6%*<br>JK | 48<br>*45.3%* | 133<br>*44.9%* | 26<br>*41.9%* | 158<br>*45.4%* | 65<br>*55.1%*<br>R | 120<br>*41.5%* | 15<br>*57.7%*<br>** | 50<br>*54.3%* | 125<br>*45.6%* | 61<br>*44.2%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **186** *100.0%* | **31** *100.0%* | **45** *100.0%* | **51** *100.0%* | **53** *100.0%* | **100** *100.0%* | **80** *100.0%* | **87** *100.0%* | **64** *100.0%* | **33** *100.0%* | **74** *100.0%* | **44** *100.0%* | **65** *100.0%* | **48** *100.0%* | **133** *100.0%* | **26** *100.0%* | **158** *100.0%* | **65** *100.0%* | **120** *100.0%* | **15** *100.0%* | **50** *100.0%* | **125** *100.0%* | **61** *100.0%* | **-** **-** |
| **Total Valid Responses** | **182** *100.0%* | **31** *100.0%* | **45** *100.0%* | **49** *100.0%* | **51** *100.0%* | **96** *100.0%* | **80** *100.0%* | **87** *100.0%* | **61** *100.0%* | **32** *100.0%* | **74** *100.0%* | **43** *100.0%* | **62** *100.0%* | **46** *100.0%* | **131** *100.0%* | **26** *100.0%* | **154** *100.0%* | **64** *100.0%* | **118** *100.0%* | **14** *100.0%* | **50** *100.0%* | **123** *100.0%* | **59** *100.0%* | **-** **-** |
| No Answer | **4** | - | - | 2 | 2 | 4 | - | - | 3 | 1 | - | 1 | 3 | 2 | 2 | - | 4 | 1 | 2 | 1 | - | 2 | 2 | - |
| Always | **106** *58.2%* | 20 *64.5%* | 27 *60.0%* | 27 *55.1%* | 29 *56.9%* | 60 *62.5%* | 42 *52.5%* | 54 *62.1%* | 31 *50.8%* | 20 *62.5%* | 43 *58.1%* | 24 *55.8%* | 38 *61.3%* | 22 *47.8%* | 81 *61.8%* m | 6 *23.1%* ** | 99 *64.3%* | 39 *60.9%* | 67 *56.8%* | 8 *57.1%* ** | 31 *62.0%* | 73 *59.3%* | 33 *55.9%* | - - |
| Usually | **34** *18.7%* | 6 *19.4%* b | 3 *6.7%* | 12 *24.5%* B | 11 *21.6%* B | 15 *15.6%* | 18 *22.5%* | 13 *14.9%* | 16 *26.2%* g | 5 *15.6%* | 15 *20.3%* | 11 *25.6%* | 8 *12.9%* | 7 *15.2%* | 25 *19.1%* | 2 *7.7%* ** | 32 *20.8%* | 10 *15.6%* | 24 *20.3%* | 3 *21.4%* ** | 7 *14.0%* | 20 *16.3%* | 14 *23.7%* | - - |
| Sometimes | **27** *14.8%* | 1 *3.2%* | 10 *22.2%* A | 8 *16.3%* a | 8 *15.7%* a | 14 *14.6%* | 13 *16.3%* | 14 *16.1%* | 6 *9.8%* | 6 *18.8%* | 13 *17.6%* | 6 *14.0%* | 7 *11.3%* | 9 *19.6%* | 18 *13.7%* | 12 *46.2%* ** | 15 *9.7%* | 10 *15.6%* | 17 *14.4%* | 3 *21.4%* ** | 7 *14.0%* | 18 *14.6%* | 9 *15.3%* | - - |
| Never | **15** *8.2%* | 4 *12.9%* | 5 *11.1%* | 2 *4.1%* | 3 *5.9%* | 7 *7.3%* | 7 *8.8%* | 6 *6.9%* | 8 *13.1%* | 1 *3.1%* | 3 *4.1%* | 2 *4.7%* | 9 *14.5%* J | 8 *17.4%* N | 7 *5.3%* | 6 *23.1%* ** | 8 *5.2%* | 5 *7.8%* | 10 *8.5%* | - - ** | 5 *10.0%* | 12 *9.8%* | 3 *5.1%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **140** *76.9%* | 26 *83.9%* b | 30 *66.7%* | 39 *79.6%* | 40 *78.4%* | 75 *78.1%* | 60 *75.0%* | 67 *77.0%* | 47 *77.0%* | 25 *78.1%* | 58 *78.4%* | 35 *81.4%* | 46 *74.2%* | 29 *63.0%* | 106 *80.9%* M | 8 *30.8%* ** | 131 *85.1%* | 49 *76.6%* | 91 *77.1%* | 11 *78.6%* ** | 38 *76.0%* | 93 *75.6%* | 47 *79.7%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Always | **106** *58.2%* | 20 *64.5%* | 27 *60.0%* | 27 *55.1%* | 29 *56.9%* | 60 *62.5%* | 42 *52.5%* | 54 *62.1%* | 31 *50.8%* | 20 *62.5%* | 43 *58.1%* | 24 *55.8%* | 38 *61.3%* | 22 *47.8%* | 81 *61.8%* m | 6 *23.1%* ** | 99 *64.3%* | 39 *60.9%* | 67 *56.8%* | 8 *57.1%* ** | 31 *62.0%* | 73 *59.3%* | 33 *55.9%* | - - |
| 3-Point Score | **2.35** | 2.48 | 2.27 | 2.35 | 2.35 | 2.41 | 2.28 | 2.39 | 2.28 | 2.41 | 2.36 | 2.37 | 2.35 | 2.11 | 2.43 | 1.54 | 2.49 | 2.38 | 2.34 | 2.36 | 2.38 | 2.35 | 2.36 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 childs personal doctor?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **479**<br>*100.0%* | **82**<br>*100.0%* | **127**<br>*100.0%* | **136**<br>*100.0%* | **123**<br>*100.0%* | **272**<br>*100.0%* | **192**<br>*100.0%* | **268**<br>*100.0%* | **129**<br>*100.0%* | **74**<br>*100.0%* | **201**<br>*100.0%* | **132**<br>*100.0%* | **143**<br>*100.0%* | **125**<br>*100.0%* | **342**<br>*100.0%* | **75**<br>*100.0%* | **392**<br>*100.0%* | **128**<br>*100.0%* | **345**<br>*100.0%* | **27**<br>*100.0%* | **101**<br>*100.0%* | **323**<br>*100.0%* | **156**<br>*100.0%* | **-**<br>**-** |
| **Total Valid Responses** | **467**<br>*100.0%* | **78**<br>*100.0%* | **124**<br>*100.0%* | **133**<br>*100.0%* | **121**<br>*100.0%* | **264**<br>*100.0%* | **188**<br>*100.0%* | **259**<br>*100.0%* | **127**<br>*100.0%* | **74**<br>*100.0%* | **198**<br>*100.0%* | **130**<br>*100.0%* | **136**<br>*100.0%* | **121**<br>*100.0%* | **334**<br>*100.0%* | **75**<br>*100.0%* | **392**<br>*100.0%* | **126**<br>*100.0%* | **335**<br>*100.0%* | **27**<br>*100.0%* | **99**<br>*100.0%* | **313**<br>*100.0%* | **154**<br>*100.0%* | **-**<br>**-** |
| No Answer | **12** | 4 | 3 | 3 | 2 | 8 | 4 | 9 | 2 | - | 3 | 2 | 7 | 4 | 8 | - | - | 2 | 10 | - | 2 | 10 | 2 | - |
| 10 - Best personal doctor possible | **271**<br>*58.0%* | 49<br>*62.8%* | 65<br>*52.4%* | 71<br>*53.4%* | 76<br>*62.8%* | 158<br>*59.8%* | 103<br>*54.8%* | 163<br>*62.9%*<br>H | 62<br>*48.8%* | 44<br>*59.5%* | 127<br>*64.1%*<br>L | 72<br>*55.4%* | 70<br>*51.5%* | 48<br>*39.7%* | 214<br>*64.1%*<br>M | -<br>- | 271<br>*69.1%*<br>O | 81<br>*64.3%*<br>r | 185<br>*55.2%* | 15<br>*55.6%*<br>** | 66<br>*66.7%* | 174<br>*55.6%* | 97<br>*63.0%* | -<br>- |
| 9 | **68**<br>*14.6%* | 10<br>*12.8%* | 19<br>*15.3%* | 22<br>*16.5%* | 17<br>*14.0%* | 37<br>*14.0%* | 30<br>*16.0%* | 36<br>*13.9%* | 25<br>*19.7%*<br>I | 5<br>*6.8%* | 29<br>*14.6%* | 19<br>*14.6%* | 19<br>*14.0%* | 13<br>*10.7%* | 53<br>*15.9%* | -<br>- | 68<br>*17.3%*<br>O | 12<br>*9.5%* | 55<br>*16.4%*<br>q | 1<br>*3.7%*<br>** | 11<br>*11.1%* | 49<br>*15.7%* | 19<br>*12.3%* | -<br>- |
| 8 | **53**<br>*11.3%* | 8<br>*10.3%* | 17<br>*13.7%* | 16<br>*12.0%* | 12<br>*9.9%* | 23<br>*8.7%* | 28<br>*14.9%*<br>E | 26<br>*10.0%* | 16<br>*12.6%* | 10<br>*13.5%* | 18<br>*9.1%* | 20<br>*15.4%*<br>j | 15<br>*11.0%* | 20<br>*16.5%*<br>n | 33<br>*9.9%* | -<br>- | 53<br>*13.5%*<br>O | 16<br>*12.7%* | 37<br>*11.0%* | 5<br>*18.5%*<br>** | 11<br>*11.1%* | 33<br>*10.5%* | 20<br>*13.0%* | -<br>- |
| 7 | **32**<br>*6.9%* | 7<br>*9.0%* | 10<br>*8.1%* | 6<br>*4.5%* | 8<br>*6.6%* | 18<br>*6.8%* | 13<br>*6.9%* | 13<br>*5.0%* | 12<br>*9.4%*<br>g | 6<br>*8.1%* | 10<br>*5.1%* | 8<br>*6.2%* | 14<br>*10.3%*<br>j | 18<br>*14.9%*<br>N | 14<br>*4.2%* | 32<br>*42.7%*<br>P | -<br>- | 6<br>*4.8%* | 26<br>*7.8%* | 1<br>*3.7%*<br>** | 5<br>*5.1%* | 24<br>*7.7%* | 8<br>*5.2%* | -<br>- |
| 6 | **14**<br>*3.0%* | 2<br>*2.6%* | 3<br>*2.4%* | 5<br>*3.8%* | 4<br>*3.3%* | 8<br>*3.0%* | 6<br>*3.2%* | 8<br>*3.1%* | 3<br>*2.4%* | 2<br>*2.7%* | 4<br>*2.0%* | 6<br>*4.6%* | 4<br>*2.9%* | 6<br>*5.0%* | 8<br>*2.4%* | 14<br>*18.7%*<br>P | -<br>- | 5<br>*4.0%* | 9<br>*2.7%* | 3<br>*11.1%*<br>** | 2<br>*2.0%* | 11<br>*3.5%* | 3<br>*1.9%* | -<br>- |
| 5 | **16**<br>*3.4%* | 1<br>*1.3%* | 7<br>*5.6%*<br>d | 6<br>*4.5%* | 2<br>*1.7%* | 11<br>*4.2%* | 5<br>*2.7%* | 8<br>*3.1%* | 5<br>*3.9%* | 3<br>*4.1%* | 7<br>*3.5%* | 1<br>*0.8%* | 8<br>*5.9%*<br>K | 9<br>*7.4%*<br>N | 6<br>*1.8%* | 16<br>*21.3%*<br>P | -<br>- | 5<br>*4.0%* | 11<br>*3.3%* | 2<br>*7.4%*<br>** | 3<br>*3.0%* | 13<br>*4.2%* | 3<br>*1.9%* | -<br>- |
| 4 | **4**<br>*0.9%* | 1<br>*1.3%* | 1<br>*0.8%* | 2<br>*1.5%* | -<br>- | 2<br>*0.8%* | 1<br>*0.5%* | 1<br>*0.4%* | 2<br>*1.6%* | 1<br>*1.4%* | -<br>- | 1<br>*0.8%* | 3<br>*2.2%*<br>J | 2<br>*1.7%* | 2<br>*0.6%* | 4<br>*5.3%*<br>P | -<br>- | -<br>- | 4<br>*1.2%* | -<br>-<br>** | -<br>- | 3<br>*1.0%* | 1<br>*0.6%* | -<br>- |
| 3 | **2**<br>*0.4%* | -<br>- | -<br>- | 1<br>*0.8%* | 1<br>*0.8%* | 2<br>*0.8%* | -<br>- | 2<br>*0.8%* | -<br>- | -<br>- | -<br>- | 2<br>*1.5%*<br>j | -<br>- | 1<br>*0.8%* | 1<br>*0.3%* | 2<br>*2.7%*<br>P | -<br>- | -<br>- | 2<br>*0.6%* | -<br>-<br>** | -<br>- | 2<br>*0.6%* | -<br>- | -<br>- |
| 2 | **3**<br>*0.6%* | -<br>- | 1<br>*0.8%* | 2<br>*1.5%* | -<br>- | 1<br>*0.4%* | 2<br>*1.1%* | 1<br>*0.4%* | 1<br>*0.8%* | 1<br>*1.4%* | 1<br>*0.5%* | 1<br>*0.8%* | 1<br>*0.7%* | 3<br>*2.5%*<br>N | -<br>- | 3<br>*4.0%*<br>P | -<br>- | -<br>- | 3<br>*0.9%* | -<br>-<br>** | -<br>- | 3<br>*1.0%* | -<br>- | -<br>- |
| 1 | **2**<br>*0.4%* | -<br>- | 1<br>*0.8%* | -<br>- | 1<br>*0.8%* | 2<br>*0.8%* | -<br>- | -<br>- | 1<br>*0.8%* | 1<br>*1.4%*<br>g | 1<br>*0.5%* | -<br>- | 1<br>*0.7%* | -<br>- | 2<br>*0.6%* | 2<br>*2.7%*<br>P | -<br>- | 1<br>*0.8%* | 1<br>*0.3%* | -<br>-<br>** | 1<br>*1.0%* | 1<br>*0.3%* | 1<br>*0.6%* | -<br>- |
| 0 - Worst personal doctor possible | **2**<br>*0.4%* | -<br>- | -<br>- | 2<br>*1.5%* | -<br>- | 2<br>*0.8%* | -<br>- | 1<br>*0.4%* | -<br>- | 1<br>*1.4%* | 1<br>*0.5%* | -<br>- | 1<br>*0.7%* | 1<br>*0.8%* | 1<br>*0.3%* | 2<br>*2.7%*<br>P | -<br>- | -<br>- | 2<br>*0.6%* | -<br>-<br>** | -<br>- | -<br>- | 2<br>*1.3%*<br>U | -<br>- |
| SUMMARY - 0-3 | **9**<br>*1.9%* | -<br>- | 2<br>*1.6%* | 5<br>*3.8%*<br>a | 2<br>*1.7%* | 7<br>*2.7%* | 2<br>*1.1%* | 4<br>*1.5%* | 2<br>*1.6%* | 3<br>*4.1%* | 3<br>*1.5%* | 3<br>*2.3%* | 3<br>*2.2%* | 5<br>*4.1%*<br>N | 4<br>*1.2%* | 9<br>*12.0%*<br>P | -<br>- | 1<br>*0.8%* | 8<br>*2.4%* | -<br>-<br>** | 1<br>*1.0%* | 6<br>*1.9%* | 3<br>*1.9%* | -<br>- |
| SUMMARY - 4-7 | **66**<br>*14.1%* | 11<br>*14.1%* | 21<br>*16.9%* | 19<br>*14.3%* | 14<br>*11.6%* | 39<br>*14.8%* | 25<br>*13.3%* | 30<br>*11.6%* | 22<br>*17.3%* | 12<br>*16.2%* | 21<br>*10.6%* | 16<br>*12.3%* | 29<br>*21.3%*<br>Jk | 35<br>*28.9%*<br>N | 30<br>*9.0%* | 66<br>*88.0%*<br>P | -<br>- | 16<br>*12.7%* | 50<br>*14.9%* | 6<br>*22.2%*<br>** | 10<br>*10.1%* | 51<br>*16.3%*<br>v | 15<br>*9.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 8-10 | **392**<br>*83.9%* | 67<br>*85.9%* | 101<br>*81.5%* | 109<br>*82.0%* | 105<br>*86.8%* | 218<br>*82.6%* | 161<br>*85.6%* | 225<br>*86.9%* | 103<br>*81.1%* | 59<br>*79.7%* | 174<br>*87.9%*<br>L | 111<br>*85.4%*<br>l | 104<br>*76.5%* | 81<br>*66.9%* | 300<br>*89.8%*<br>M | -<br>- | 392<br>*100.0%*<br>O | 109<br>*86.5%* | 277<br>*82.7%* | 21<br>*77.8%*<br>** | 88<br>*88.9%* | 256<br>*81.8%* | 136<br>*88.3%*<br>u | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 9-10 | **339**<br>*72.6%* | 59<br>*75.6%* | 84<br>*67.7%* | 93<br>*69.9%* | 93<br>*76.9%* | 195<br>*73.9%* | 133<br>*70.7%* | 199<br>*76.8%*<br>hi | 87<br>*68.5%* | 49<br>*66.2%* | 156<br>*78.8%*<br>kL | 91<br>*70.0%* | 89<br>*65.4%* | 61<br>*50.4%* | 267<br>*79.9%*<br>M | -<br>- | 339<br>*86.5%*<br>O | 93<br>*73.8%* | 240<br>*71.6%* | 16<br>*59.3%*<br>** | 77<br>*77.8%* | 223<br>*71.2%* | 116<br>*75.3%* | -<br>- |
| 3-Point Score | **2.63** | 2.71 | 2.57 | 2.56 | 2.70 | 2.63 | 2.63 | 2.69 | 2.59 | 2.54 | 2.72 | 2.62 | 2.52 | 2.32 | 2.74 | 1.43 | 2.86 | 2.65 | 2.62 | 2.41 | 2.72 | 2.61 | 2.69 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **479**<br>***100.0%*** | **82**<br>***100.0%*** | **127**<br>***100.0%*** | **136**<br>***100.0%*** | **123**<br>***100.0%*** | **272**<br>***100.0%*** | **192**<br>***100.0%*** | **268**<br>***100.0%*** | **129**<br>***100.0%*** | **74**<br>***100.0%*** | **201**<br>***100.0%*** | **132**<br>***100.0%*** | **143**<br>***100.0%*** | **125**<br>***100.0%*** | **342**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **128**<br>***100.0%*** | **345**<br>***100.0%*** | **27**<br>***100.0%*** | **101**<br>***100.0%*** | **323**<br>***100.0%*** | **156**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **462**<br>***100.0%*** | **78**<br>***100.0%*** | **125**<br>***100.0%*** | **131**<br>***100.0%*** | **118**<br>***100.0%*** | **262**<br>***100.0%*** | **185**<br>***100.0%*** | **259**<br>***100.0%*** | **123**<br>***100.0%*** | **72**<br>***100.0%*** | **194**<br>***100.0%*** | **129**<br>***100.0%*** | **136**<br>***100.0%*** | **120**<br>***100.0%*** | **330**<br>***100.0%*** | **74**<br>***100.0%*** | **385**<br>***100.0%*** | **125**<br>***100.0%*** | **331**<br>***100.0%*** | **27**<br>***100.0%*** | **98**<br>***100.0%*** | **309**<br>***100.0%*** | **153**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **17** | 4 | 2 | 5 | 5 | 10 | 7 | 9 | 6 | 2 | 7 | 3 | 7 | 5 | 12 | 1 | 7 | 3 | 14 | - | 3 | 14 | 3 | - |
| Yes | **311**<br>***67.3%*** | 47<br>*60.3%* | 79<br>*63.2%* | 91<br>*69.5%* | 86<br>*72.9%*<br>a | 179<br>*68.3%* | 123<br>*66.5%* | 153<br>*59.1%* | 93<br>*75.6%*<br>G | 59<br>*81.9%*<br>G | 108<br>*55.7%* | 86<br>*66.7%*<br>J | 114<br>*83.8%*<br>JK | 89<br>*74.2%*<br>n | 215<br>*65.2%* | 49<br>*66.2%* | 260<br>*67.5%* | 87<br>*69.6%* | 220<br>*66.5%* | 21<br>*77.8%*<br>** | 66<br>*67.3%* | 209<br>*67.6%* | 102<br>*66.7%* | -<br>- |
| No | **151**<br>***32.7%*** | 31<br>*39.7%*<br>d | 46<br>*36.8%* | 40<br>*30.5%* | 32<br>*27.1%* | 83<br>*31.7%* | 62<br>*33.5%* | 106<br>*40.9%*<br>HI | 30<br>*24.4%* | 13<br>*18.1%* | 86<br>*44.3%*<br>KL | 43<br>*33.3%*<br>L | 22<br>*16.2%* | 31<br>*25.8%* | 115<br>*34.8%*<br>m | 25<br>*33.8%* | 125<br>*32.5%* | 38<br>*30.4%* | 111<br>*33.5%* | 6<br>*22.2%*<br>** | 32<br>*32.7%* | 100<br>*32.4%* | 51<br>*33.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **311**<br>***67.3%*** | 47<br>*60.3%* | 79<br>*63.2%* | 91<br>*69.5%* | 86<br>*72.9%*<br>a | 179<br>*68.3%* | 123<br>*66.5%* | 153<br>*59.1%* | 93<br>*75.6%*<br>G | 59<br>*81.9%*<br>G | 108<br>*55.7%* | 86<br>*66.7%*<br>J | 114<br>*83.8%*<br>JK | 89<br>*74.2%*<br>n | 215<br>*65.2%* | 49<br>*66.2%* | 260<br>*67.5%* | 87<br>*69.6%* | 220<br>*66.5%* | 21<br>*77.8%*<br>** | 66<br>*67.3%* | 209<br>*67.6%* | 102<br>*66.7%* | -<br>- |

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- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **311**<br>***100.0%*** | **47**<br>***100.0%*** | **79**<br>***100.0%*** | **91**<br>***100.0%*** | **86**<br>***100.0%*** | **179**<br>***100.0%*** | **123**<br>***100.0%*** | **153**<br>***100.0%*** | **93**<br>***100.0%*** | **59**<br>***100.0%*** | **108**<br>***100.0%*** | **86**<br>***100.0%*** | **114**<br>***100.0%*** | **89**<br>***100.0%*** | **215**<br>***100.0%*** | **49**<br>***100.0%*** | **260**<br>***100.0%*** | **87**<br>***100.0%*** | **220**<br>***100.0%*** | **21**<br>***100.0%*** | **66**<br>***100.0%*** | **209**<br>***100.0%*** | **102**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **307**<br>***100.0%*** | **47**<br>***100.0%*** | **78**<br>***100.0%*** | **90**<br>***100.0%*** | **84**<br>***100.0%*** | **177**<br>***100.0%*** | **121**<br>***100.0%*** | **151**<br>***100.0%*** | **91**<br>***100.0%*** | **59**<br>***100.0%*** | **107**<br>***100.0%*** | **86**<br>***100.0%*** | **111**<br>***100.0%*** | **88**<br>***100.0%*** | **212**<br>***100.0%*** | **48**<br>***100.0%*** | **257**<br>***100.0%*** | **86**<br>***100.0%*** | **217**<br>***100.0%*** | **21**<br>***100.0%*** | **65**<br>***100.0%*** | **206**<br>***100.0%*** | **101**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **4** | - | 1 | 1 | 2 | 2 | 2 | 2 | 2 | - | 1 | - | 3 | 1 | 3 | 1 | 3 | 1 | 3 | - | 1 | 3 | 1 | - |
| Yes | **282**<br>***91.9%*** | 44<br>*93.6%* | 70<br>*89.7%* | 85<br>*94.4%* | 75<br>*89.3%* | 161<br>*91.0%* | 112<br>*92.6%* | 144<br>*95.4%*<br>H | 78<br>*85.7%* | 54<br>*91.5%* | 103<br>*96.3%*<br>L | 81<br>*94.2%*<br>I | 95<br>*85.6%* | 73<br>*83.0%* | 202<br>*95.3%*<br>M | 35<br>*72.9%* | 245<br>*95.3%*<br>O | 80<br>*93.0%* | 198<br>*91.2%* | 19<br>*90.5%*<br>** | 61<br>*93.8%* | 187<br>*90.8%* | 95<br>*94.1%* | -<br>- |
| No | **25**<br>***8.1%*** | 3<br>*6.4%* | 8<br>*10.3%* | 5<br>*5.6%* | 9<br>*10.7%* | 16<br>*9.0%* | 9<br>*7.4%* | 7<br>*4.6%* | 13<br>*14.3%*<br>G | 5<br>*8.5%* | 4<br>*3.7%* | 5<br>*5.8%* | 16<br>*14.4%*<br>Jk | 15<br>*17.0%*<br>N | 10<br>*4.7%* | 13<br>*27.1%*<br>P | 12<br>*4.7%* | 6<br>*7.0%* | 19<br>*8.8%* | 2<br>*9.5%*<br>** | 4<br>*6.2%* | 19<br>*9.2%* | 6<br>*5.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **282**<br>***91.9%*** | 44<br>*93.6%* | 70<br>*89.7%* | 85<br>*94.4%* | 75<br>*89.3%* | 161<br>*91.0%* | 112<br>*92.6%* | 144<br>*95.4%*<br>H | 78<br>*85.7%* | 54<br>*91.5%* | 103<br>*96.3%*<br>L | 81<br>*94.2%*<br>I | 95<br>*85.6%* | 73<br>*83.0%* | 202<br>*95.3%*<br>M | 35<br>*72.9%* | 245<br>*95.3%*<br>O | 80<br>*93.0%* | 198<br>*91.2%* | 19<br>*90.5%*<br>** | 61<br>*93.8%* | 187<br>*90.8%* | 95<br>*94.1%* | -<br>- |
| 3-Point Score | **2.84** | 2.87 | 2.79 | 2.89 | 2.79 | 2.82 | 2.85 | 2.91 | 2.71 | 2.83 | 2.93 | 2.88 | 2.71 | 2.66 | 2.91 | 2.46 | 2.91 | 2.86 | 2.82 | 2.81 | 2.88 | 2.82 | 2.88 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **311**<br>***100.0%*** | **47**<br>***100.0%*** | **79**<br>***100.0%*** | **91**<br>***100.0%*** | **86**<br>***100.0%*** | **179**<br>***100.0%*** | **123**<br>***100.0%*** | **153**<br>***100.0%*** | **93**<br>***100.0%*** | **59**<br>***100.0%*** | **108**<br>***100.0%*** | **86**<br>***100.0%*** | **114**<br>***100.0%*** | **89**<br>***100.0%*** | **215**<br>***100.0%*** | **49**<br>***100.0%*** | **260**<br>***100.0%*** | **87**<br>***100.0%*** | **220**<br>***100.0%*** | **21**<br>***100.0%*** | **66**<br>***100.0%*** | **209**<br>***100.0%*** | **102**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **305**<br>***100.0%*** | **47**<br>***100.0%*** | **76**<br>***100.0%*** | **89**<br>***100.0%*** | **85**<br>***100.0%*** | **176**<br>***100.0%*** | **120**<br>***100.0%*** | **150**<br>***100.0%*** | **92**<br>***100.0%*** | **57**<br>***100.0%*** | **106**<br>***100.0%*** | **86**<br>***100.0%*** | **110**<br>***100.0%*** | **88**<br>***100.0%*** | **210**<br>***100.0%*** | **46**<br>***100.0%*** | **257**<br>***100.0%*** | **85**<br>***100.0%*** | **216**<br>***100.0%*** | **21**<br>***100.0%*** | **64**<br>***100.0%*** | **207**<br>***100.0%*** | **98**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **6** | - | 3 | 2 | 1 | 3 | 3 | 3 | 1 | 2 | 2 | - | 4 | 1 | 5 | 3 | 3 | 2 | 4 | - | 2 | 2 | 4 | - |
| Yes | **268**<br>***87.9%*** | 40<br>*85.1%* | 68<br>*89.5%* | 79<br>*88.8%* | 74<br>*87.1%* | 151<br>*85.8%* | 109<br>*90.8%* | 136<br>*90.7%* | 77<br>*83.7%* | 49<br>*86.0%* | 99<br>*93.4%*<br>L | 80<br>*93.0%*<br>L | 86<br>*78.2%* | 69<br>*78.4%* | 193<br>*91.9%*<br>M | 29<br>*63.0%* | 237<br>*92.2%*<br>O | 77<br>*90.6%* | 187<br>*86.6%* | 17<br>*81.0%*<br>** | 60<br>*93.8%* | 179<br>*86.5%* | 89<br>*90.8%* | -<br>- |
| No | **37**<br>***12.1%*** | 7<br>*14.9%* | 8<br>*10.5%* | 10<br>*11.2%* | 11<br>*12.9%* | 25<br>*14.2%* | 11<br>*9.2%* | 14<br>*9.3%* | 15<br>*16.3%* | 8<br>*14.0%* | 7<br>*6.6%* | 6<br>*7.0%* | 24<br>*21.8%*<br>JK | 19<br>*21.6%*<br>N | 17<br>*8.1%* | 17<br>*37.0%*<br>P | 20<br>*7.8%* | 8<br>*9.4%* | 29<br>*13.4%* | 4<br>*19.0%*<br>** | 4<br>*6.3%* | 28<br>*13.5%* | 9<br>*9.2%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **268**<br>***87.9%*** | 40<br>*85.1%* | 68<br>*89.5%* | 79<br>*88.8%* | 74<br>*87.1%* | 151<br>*85.8%* | 109<br>*90.8%* | 136<br>*90.7%* | 77<br>*83.7%* | 49<br>*86.0%* | 99<br>*93.4%*<br>L | 80<br>*93.0%*<br>L | 86<br>*78.2%* | 69<br>*78.4%* | 193<br>*91.9%*<br>M | 29<br>*63.0%* | 237<br>*92.2%*<br>O | 77<br>*90.6%* | 187<br>*86.6%* | 17<br>*81.0%*<br>** | 60<br>*93.8%* | 179<br>*86.5%* | 89<br>*90.8%* | -<br>- |
| 3-Point Score | **2.76** | 2.70 | 2.79 | 2.78 | 2.74 | 2.72 | 2.82 | 2.81 | 2.67 | 2.72 | 2.87 | 2.86 | 2.56 | 2.57 | 2.84 | 2.26 | 2.84 | 2.81 | 2.73 | 2.62 | 2.88 | 2.73 | 2.82 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

CCC POPULATION

Table: 126
Level: Top

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | - - |
| **Total Valid Responses** | **519** *100.0%* | **89** *100.0%* | **136** *100.0%* | **154** *100.0%* | **129** *100.0%* | **300** *100.0%* | **200** *100.0%* | **287** *100.0%* | **145** *100.0%* | **79** *100.0%* | **211** *100.0%* | **146** *100.0%* | **159** *100.0%* | **142** *100.0%* | **366** *100.0%* | **74** *100.0%* | **387** *100.0%* | **136** *100.0%* | **379** *100.0%* | **29** *100.0%* | **107** *100.0%* | **356** *100.0%* | **163** *100.0%* | - - |
| No Answer | **6** | 2 | 1 | - | 2 | 5 | - | 3 | - | 3 | 2 | 1 | 3 | 1 | 4 | 1 | 5 | - | 4 | - | - | 5 | 1 | - |
| Yes | **169** *32.6%* | 33 *37.1%* C | 53 *39.0%* C | 34 *22.1%* | 44 *34.1%* C | 82 *27.3%* | 79 *39.5%* E | 81 *28.2%* | 52 *35.9%* | 35 *44.3%* G | 70 *33.2%* | 39 *26.7%* | 59 *37.1%* k | 48 *33.8%* | 119 *32.5%* | 27 *36.5%* | 134 *34.6%* | 62 *45.6%* R | 107 *28.2%* | 15 *51.7%* ** | 47 *43.9%* | 111 *31.2%* | 58 *35.6%* | - - |
| No | **350** *67.4%* | 56 *62.9%* | 83 *61.0%* | 120 *77.9%* ABD | 85 *65.9%* | 218 *72.7%* F | 121 *60.5%* | 206 *71.8%* I | 93 *64.1%* | 44 *55.7%* | 141 *66.8%* | 107 *73.3%* I | 100 *62.9%* | 94 *66.2%* | 247 *67.5%* | 47 *63.5%* | 253 *65.4%* | 74 *54.4%* | 272 *71.8%* Q | 14 *48.3%* ** | 60 *56.1%* | 245 *68.8%* | 105 *64.4%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **169** *32.6%* | 33 *37.1%* C | 53 *39.0%* C | 34 *22.1%* | 44 *34.1%* C | 82 *27.3%* | 79 *39.5%* E | 81 *28.2%* | 52 *35.9%* | 35 *44.3%* G | 70 *33.2%* | 39 *26.7%* | 59 *37.1%* k | 48 *33.8%* | 119 *32.5%* | 27 *36.5%* | 134 *34.6%* | 62 *45.6%* R | 107 *28.2%* | 15 *51.7%* ** | 47 *43.9%* | 111 *31.2%* | 58 *35.6%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 127
Level: Top

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **169**<br>***100.0%*** | **33**<br>***100.0%*** | **53**<br>***100.0%*** | **34**<br>***100.0%*** | **44**<br>***100.0%*** | **82**<br>***100.0%*** | **79**<br>***100.0%*** | **81**<br>***100.0%*** | **52**<br>***100.0%*** | **35**<br>***100.0%*** | **70**<br>***100.0%*** | **39**<br>***100.0%*** | **59**<br>***100.0%*** | **48**<br>***100.0%*** | **119**<br>***100.0%*** | **27**<br>***100.0%*** | **134**<br>***100.0%*** | **62**<br>***100.0%*** | **107**<br>***100.0%*** | **15**<br>***100.0%*** | **47**<br>***100.0%*** | **111**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **166**<br>***100.0%*** | **32**<br>***100.0%*** | **53**<br>***100.0%*** | **33**<br>***100.0%*** | **43**<br>***100.0%*** | **80**<br>***100.0%*** | **79**<br>***100.0%*** | **80**<br>***100.0%*** | **52**<br>***100.0%*** | **33**<br>***100.0%*** | **70**<br>***100.0%*** | **38**<br>***100.0%*** | **57**<br>***100.0%*** | **45**<br>***100.0%*** | **119**<br>***100.0%*** | **26**<br>***100.0%*** | **132**<br>***100.0%*** | **62**<br>***100.0%*** | **104**<br>***100.0%*** | **15**<br>***100.0%*** | **47**<br>***100.0%*** | **110**<br>***100.0%*** | **56**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | 1 | - | 1 | 1 | 2 | - | 1 | - | 2 | - | 1 | 2 | 3 | - | 1 | 2 | - | 3 | - | - | 1 | 2 | - |
| Always | **95**<br>***57.2%*** | 19<br>*59.4%* | 31<br>*58.5%* | 16<br>*48.5%* | 27<br>*62.8%* | 46<br>*57.5%* | 45<br>*57.0%* | 44<br>*55.0%* | 33<br>*63.5%* | 17<br>*51.5%* | 40<br>*57.1%* | 23<br>*60.5%* | 31<br>*54.4%* | 24<br>*53.3%* | 71<br>*59.7%* | 11<br>*42.3%*<br>** | 83<br>*62.9%* | 40<br>*64.5%* | 55<br>*52.9%* | 7<br>*46.7%*<br>** | 33<br>*70.2%* | 58<br>*52.7%* | 37<br>*66.1%* | -<br>- |
| Usually | **33**<br>***19.9%*** | 8<br>*25.0%* | 7<br>*13.2%* | 9<br>*27.3%* | 8<br>*18.6%* | 18<br>*22.5%* | 15<br>*19.0%* | 19<br>*23.8%* | 8<br>*15.4%* | 6<br>*18.2%* | 15<br>*21.4%* | 7<br>*18.4%* | 11<br>*19.3%* | 8<br>*17.8%* | 23<br>*19.3%* | 8<br>*30.8%*<br>** | 23<br>*17.4%* | 10<br>*16.1%* | 23<br>*22.1%* | 3<br>*20.0%*<br>** | 7<br>*14.9%* | 28<br>*25.5%*<br>V | 5<br>*8.9%* | -<br>- |
| Sometimes | **33**<br>***19.9%*** | 4<br>*12.5%* | 12<br>*22.6%* | 7<br>*21.2%* | 8<br>*18.6%* | 14<br>*17.5%* | 16<br>*20.3%* | 15<br>*18.8%* | 9<br>*17.3%* | 9<br>*27.3%* | 14<br>*20.0%* | 5<br>*13.2%* | 14<br>*24.6%* | 12<br>*26.7%* | 21<br>*17.6%* | 6<br>*23.1%*<br>** | 24<br>*18.2%* | 10<br>*16.1%* | 23<br>*22.1%* | 5<br>*33.3%*<br>** | 5<br>*10.6%* | 23<br>*20.9%* | 10<br>*17.9%* | -<br>- |
| Never | **5**<br>***3.0%*** | 1<br>*3.1%* | 3<br>*5.7%* | 1<br>*3.0%* | -<br>- | 2<br>*2.5%* | 3<br>*3.8%* | 2<br>*2.5%* | 2<br>*3.8%* | 1<br>*3.0%* | 1<br>*1.4%* | 3<br>*7.9%*<br>j | 1<br>*1.8%* | 1<br>*2.2%* | 4<br>*3.4%* | 1<br>*3.8%*<br>** | 2<br>*1.5%* | 2<br>*3.2%* | 3<br>*2.9%* | -<br>-<br>** | 2<br>*4.3%* | 1<br>*0.9%* | 4<br>*7.1%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **128**<br>***77.1%*** | 27<br>*84.4%* | 38<br>*71.7%* | 25<br>*75.8%* | 35<br>*81.4%* | 64<br>*80.0%* | 60<br>*75.9%* | 63<br>*78.8%* | 41<br>*78.8%* | 23<br>*69.7%* | 55<br>*78.6%* | 30<br>*78.9%* | 42<br>*73.7%* | 32<br>*71.1%* | 94<br>*79.0%* | 19<br>*73.1%*<br>** | 106<br>*80.3%* | 50<br>*80.6%* | 78<br>*75.0%* | 10<br>*66.7%*<br>** | 40<br>*85.1%* | 86<br>*78.2%* | 42<br>*75.0%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **95**<br>***57.2%*** | 19<br>*59.4%* | 31<br>*58.5%* | 16<br>*48.5%* | 27<br>*62.8%* | 46<br>*57.5%* | 45<br>*57.0%* | 44<br>*55.0%* | 33<br>*63.5%* | 17<br>*51.5%* | 40<br>*57.1%* | 23<br>*60.5%* | 31<br>*54.4%* | 24<br>*53.3%* | 71<br>*59.7%* | 11<br>*42.3%*<br>** | 83<br>*62.9%* | 40<br>*64.5%* | 55<br>*52.9%* | 7<br>*46.7%*<br>** | 33<br>*70.2%* | 58<br>*52.7%* | 37<br>*66.1%* | -<br>- |
| 3-Point Score | **2.34** | 2.44 | 2.30 | 2.24 | 2.44 | 2.38 | 2.33 | 2.34 | 2.42 | 2.21 | 2.36 | 2.39 | 2.28 | 2.24 | 2.39 | 2.15 | 2.43 | 2.45 | 2.28 | 2.13 | 2.55 | 2.31 | 2.41 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q47. How many specialists has your child seen in the last 6 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **169**<br>***100.0%*** | **33**<br>***100.0%*** | **53**<br>***100.0%*** | **34**<br>***100.0%*** | **44**<br>***100.0%*** | **82**<br>***100.0%*** | **79**<br>***100.0%*** | **81**<br>***100.0%*** | **52**<br>***100.0%*** | **35**<br>***100.0%*** | **70**<br>***100.0%*** | **39**<br>***100.0%*** | **59**<br>***100.0%*** | **48**<br>***100.0%*** | **119**<br>***100.0%*** | **27**<br>***100.0%*** | **134**<br>***100.0%*** | **62**<br>***100.0%*** | **107**<br>***100.0%*** | **15**<br>***100.0%*** | **47**<br>***100.0%*** | **111**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **167**<br>***100.0%*** | **32**<br>***100.0%*** | **53**<br>***100.0%*** | **33**<br>***100.0%*** | **44**<br>***100.0%*** | **81**<br>***100.0%*** | **78**<br>***100.0%*** | **80**<br>***100.0%*** | **51**<br>***100.0%*** | **35**<br>***100.0%*** | **70**<br>***100.0%*** | **37**<br>***100.0%*** | **59**<br>***100.0%*** | **48**<br>***100.0%*** | **117**<br>***100.0%*** | **27**<br>***100.0%*** | **133**<br>***100.0%*** | **61**<br>***100.0%*** | **106**<br>***100.0%*** | **15**<br>***100.0%*** | **46**<br>***100.0%*** | **109**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **2** | 1 | - | 1 | - | 1 | 1 | 1 | 1 | - | - | 2 | - | - | 2 | - | 1 | 1 | 1 | - | 1 | 2 | - | - |
| None | **9**<br>***5.4%*** | 1<br>*3.1%* | 1<br>*1.9%* | 4<br>*12.1%*<br>b | 2<br>*4.5%* | 3<br>*3.7%* | 4<br>*5.1%* | 4<br>*5.0%* | 2<br>*3.9%* | 3<br>*8.6%* | 3<br>*4.3%* | 2<br>*5.4%* | 4<br>*6.8%* | 4<br>*8.3%* | 5<br>*4.3%* | 3<br>*11.1%*<br>** | 4<br>*3.0%* | 3<br>*4.9%* | 6<br>*5.7%* | 1<br>*6.7%*<br>** | 2<br>*4.3%* | 3<br>*2.8%* | 6<br>*10.3%*<br>U | -<br>- |
| 1 specialist | **98**<br>***58.7%*** | 19<br>*59.4%* | 32<br>*60.4%* | 16<br>*48.5%* | 29<br>*65.9%* | 50<br>*61.7%* | 45<br>*57.7%* | 52<br>*65.0%* | 27<br>*52.9%* | 18<br>*51.4%* | 43<br>*61.4%* | 23<br>*62.2%* | 31<br>*52.5%* | 28<br>*58.3%* | 69<br>*59.0%* | 13<br>*48.1%*<br>** | 82<br>*61.7%* | 35<br>*57.4%* | 63<br>*59.4%* | 8<br>*53.3%*<br>** | 27<br>*58.7%* | 64<br>*58.7%* | 34<br>*58.6%* | -<br>- |
| 2 | **36**<br>***21.6%*** | 8<br>*25.0%* | 13<br>*24.5%* | 5<br>*15.2%* | 10<br>*22.7%* | 16<br>*19.8%* | 20<br>*25.6%* | 16<br>*20.0%* | 15<br>*29.4%* | 5<br>*14.3%* | 15<br>*21.4%* | 10<br>*27.0%* | 11<br>*18.6%* | 7<br>*14.6%* | 28<br>*23.9%* | 7<br>*25.9%*<br>** | 29<br>*21.8%* | 13<br>*21.3%* | 23<br>*21.7%* | 3<br>*20.0%*<br>** | 10<br>*21.7%* | 26<br>*23.9%* | 10<br>*17.2%* | -<br>- |
| 3 | **15**<br>***9.0%*** | 2<br>*6.3%* | 7<br>*13.2%* | 4<br>*12.1%* | 2<br>*4.5%* | 7<br>*8.6%* | 7<br>*9.0%* | 6<br>*7.5%* | 3<br>*5.9%* | 6<br>*17.1%*<br>h | 6<br>*8.6%* | 1<br>*2.7%* | 8<br>*13.6%*<br>k | 6<br>*12.5%* | 9<br>*7.7%* | 3<br>*11.1%*<br>** | 10<br>*7.5%* | 5<br>*8.2%* | 10<br>*9.4%* | 1<br>*6.7%*<br>** | 4<br>*8.7%* | 10<br>*9.2%* | 5<br>*8.6%* | -<br>- |
| 4 | **7**<br>***4.2%*** | 1<br>*3.1%* | -<br>- | 4<br>*12.1%*<br>Bd | 1<br>*2.3%* | 4<br>*4.9%* | 2<br>*2.6%* | 1<br>*1.3%* | 3<br>*5.9%* | 3<br>*8.6%*<br>g | 2<br>*2.9%* | 1<br>*2.7%* | 4<br>*6.8%* | 3<br>*6.3%* | 4<br>*3.4%* | 1<br>*3.7%*<br>** | 6<br>*4.5%* | 3<br>*4.9%* | 4<br>*3.8%* | 2<br>*13.3%*<br>** | 1<br>*2.2%* | 4<br>*3.7%* | 3<br>*5.2%* | -<br>- |
| 5 or more specialists | **2**<br>***1.2%*** | 1<br>*3.1%* | -<br>- | -<br>- | -<br>- | 1<br>*1.2%* | -<br>- | 1<br>*1.3%* | 1<br>*2.0%* | -<br>- | 1<br>*1.4%* | -<br>- | 1<br>*1.7%* | -<br>- | 2<br>*1.7%* | -<br>-<br>** | 2<br>*1.5%* | 2<br>*3.3%*<br>r | -<br>- | -<br>-<br>** | 2<br>*4.3%* | 2<br>*1.8%* | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 1 or more specialist | **158**<br>***94.6%*** | 31<br>*96.9%* | 52<br>*98.1%*<br>c | 29<br>*87.9%* | 42<br>*95.5%* | 78<br>*96.3%* | 74<br>*94.9%* | 76<br>*95.0%* | 49<br>*96.1%* | 32<br>*91.4%* | 67<br>*95.7%* | 35<br>*94.6%* | 55<br>*93.2%* | 44<br>*91.7%* | 112<br>*95.7%* | 24<br>*88.9%*<br>** | 129<br>*97.0%* | 58<br>*95.1%* | 100<br>*94.3%* | 14<br>*93.3%*<br>** | 44<br>*95.7%* | 106<br>*97.2%*<br>V | 52<br>*89.7%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q48. 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?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **158** *100.0%* | **31** *100.0%* | **52** *100.0%* | **29** *100.0%* | **42** *100.0%* | **78** *100.0%* | **74** *100.0%* | **76** *100.0%* | **49** *100.0%* | **32** *100.0%* | **67** *100.0%* | **35** *100.0%* | **55** *100.0%* | **44** *100.0%* | **112** *100.0%* | **24** *100.0%* | **129** *100.0%* | **58** *100.0%* | **100** *100.0%* | **14** *100.0%* | **44** *100.0%* | **106** *100.0%* | **52** *100.0%* | **-** **-** |
| **Total Valid Responses** | **157** *100.0%* | **31** *100.0%* | **52** *100.0%* | **29** *100.0%* | **41** *100.0%* | **77** *100.0%* | **74** *100.0%* | **76** *100.0%* | **49** *100.0%* | **31** *100.0%* | **67** *100.0%* | **34** *100.0%* | **55** *100.0%* | **44** *100.0%* | **111** *100.0%* | **24** *100.0%* | **128** *100.0%* | **57** *100.0%* | **100** *100.0%* | **14** *100.0%* | **43** *100.0%* | **105** *100.0%* | **52** *100.0%* | **-** **-** |
| No Answer | **1** | - | - | - | 1 | 1 | - | - | - | 1 | - | 1 | - | - | 1 | - | 1 | 1 | - | - | 1 | 1 | - | - |
| 10 - Best specialist possible | **92** *58.6%* | 22 *71.0%* | 32 *61.5%* | 14 *48.3%* ** | 22 *53.7%* | 50 *64.9%* f | 38 *51.4%* | 46 *60.5%* | 28 *57.1%* | 17 *54.8%* | 43 *64.2%* | 19 *55.9%* | 29 *52.7%* | 19 *43.2%* | 72 *64.9%* M | 8 *33.3%* ** | 84 *65.6%* | 33 *57.9%* | 59 *59.0%* | 6 *42.9%* ** | 27 *62.8%* | 62 *59.0%* | 30 *57.7%* | - - |
| 9 | **21** *13.4%* | 2 *6.5%* | 4 *7.7%* | 6 *20.7%* ** | 8 *19.5%* b | 9 *11.7%* | 12 *16.2%* | 10 *13.2%* | 8 *16.3%* | 3 *9.7%* | 10 *14.9%* | 4 *11.8%* | 7 *12.7%* | 5 *11.4%* | 16 *14.4%* | 5 *20.8%* ** | 16 *12.5%* | 7 *12.3%* | 14 *14.0%* | 2 *14.3%* ** | 5 *11.6%* | 16 *15.2%* | 5 *9.6%* | - - |
| 8 | **19** *12.1%* | 3 *9.7%* | 6 *11.5%* | 3 *10.3%* ** | 7 *17.1%* | 6 *7.8%* | 13 *17.6%* e | 7 *9.2%* | 7 *14.3%* | 5 *16.1%* | 7 *10.4%* | 7 *20.6%* | 5 *9.1%* | 7 *15.9%* | 11 *9.9%* | 5 *20.8%* ** | 12 *9.4%* | 6 *10.5%* | 13 *13.0%* | 2 *14.3%* ** | 4 *9.3%* | 11 *10.5%* | 8 *15.4%* | - - |
| 7 | **6** *3.8%* | 2 *6.5%* | 3 *5.8%* | 1 *3.4%* ** | - - | 1 *1.3%* | 5 *6.8%* e | 3 *3.9%* | 2 *4.1%* | 1 *3.2%* | 1 *1.5%* | - - | 5 *9.1%* jk | 3 *6.8%* | 3 *2.7%* | 2 *8.3%* ** | 3 *2.3%* | 2 *3.5%* | 4 *4.0%* | - - ** | 2 *4.7%* | 3 *2.9%* | 3 *5.8%* | - - |
| 6 | **4** *2.5%* | 1 *3.2%* | 1 *1.9%* | 1 *3.4%* ** | 1 *2.4%* | 3 *3.9%* f | - - | 2 *2.6%* | 1 *2.0%* | 1 *3.2%* | 2 *3.0%* | - - | 2 *3.6%* | 3 *6.8%* N | 1 *0.9%* | 1 *4.2%* ** | 2 *1.6%* | 3 *5.3%* | 1 *1.0%* | 2 *14.3%* ** | 1 *2.3%* | 3 *2.9%* | 1 *1.9%* | - - |
| 5 | **6** *3.8%* | - - | 2 *3.8%* | 2 *6.9%* ** | 1 *2.4%* | 3 *3.9%* | 2 *2.7%* | 4 *5.3%* | 1 *2.0%* | 1 *3.2%* | 3 *4.5%* | 3 *8.8%* L | - - | 2 *4.5%* | 4 *3.6%* | 2 *8.3%* ** | 3 *2.3%* | 3 *5.3%* | 3 *3.0%* | 2 *14.3%* ** | 1 *2.3%* | 4 *3.8%* | 2 *3.8%* | - - |
| 4 | **1** *0.6%* | - - | - - | - - ** | 1 *2.4%* | 1 *1.3%* | - - | 1 *1.3%* | - - | - - | - - | 1 *2.9%* | - - | - - | 1 *0.9%* | - - ** | 1 *0.8%* | - - | 1 *1.0%* | - - ** | - - | 1 *1.0%* | - - | - - |
| 3 | **2** *1.3%* | - - | 1 *1.9%* | 1 *3.4%* ** | - - | 1 *1.3%* | 1 *1.4%* | - - | 1 *2.0%* | 1 *3.2%* | - - | - - | 2 *3.6%* | 1 *2.3%* | 1 *0.9%* | - - ** | 2 *1.6%* | - - | 2 *2.0%* | - - ** | - - | 1 *1.0%* | 1 *1.9%* | - - |
| 2 | **4** *2.5%* | 1 *3.2%* | 2 *3.8%* | 1 *3.4%* ** | - - | 1 *1.3%* | 3 *4.1%* | 2 *2.6%* | 1 *2.0%* | 1 *3.2%* | 1 *1.5%* | - - | 3 *5.5%* | 3 *6.8%* N | 1 *0.9%* | - - ** | 4 *3.1%* | 2 *3.5%* | 2 *2.0%* | - - ** | 2 *4.7%* | 3 *2.9%* | 1 *1.9%* | - - |
| 1 | **1** *0.6%* | - - | - - | - - ** | 1 *2.4%* | 1 *1.3%* | - - | 1 *1.3%* | - - | - - | - - | - - | 1 *1.8%* | - - | 1 *0.9%* | - - ** | 1 *0.8%* | 1 *1.8%* | - - | - - ** | 1 *2.3%* | 1 *1.0%* | - - | - - |
| 0 - Worst specialist possible | **1** *0.6%* | - - | 1 *1.9%* | - - ** | - - | 1 *1.3%* | - - | - - | - - | 1 *3.2%* | - - | - - | 1 *1.8%* | 1 *2.3%* | - - | 1 *4.2%* ** | - - | - - | 1 *1.0%* | - - ** | - - | - - | 1 *1.9%* | - - |
| SUMMARY - 0-3 | **8** *5.1%* | 1 *3.2%* | 4 *7.7%* | 2 *6.9%* ** | 1 *2.4%* | 4 *5.2%* | 4 *5.4%* | 3 *3.9%* | 2 *4.1%* | 3 *9.7%* | 1 *1.5%* | - - | 7 *12.7%* JK | 5 *11.4%* N | 3 *2.7%* | 1 *4.2%* ** | 7 *5.5%* | 3 *5.3%* | 5 *5.0%* | - - ** | 3 *7.0%* | 5 *4.8%* | 3 *5.8%* | - - |
| SUMMARY - 4-7 | **17** *10.8%* | 3 *9.7%* | 6 *11.5%* | 4 *13.8%* ** | 3 *7.3%* | 8 *10.4%* | 7 *9.5%* | 10 *13.2%* | 4 *8.2%* | 3 *9.7%* | 6 *9.0%* | 4 *11.8%* | 7 *12.7%* | 8 *18.2%* n | 9 *8.1%* | 5 *20.8%* ** | 9 *7.0%* | 8 *14.0%* | 9 *9.0%* | 4 *28.6%* ** | 4 *9.3%* | 11 *10.5%* | 6 *11.5%* | - - |
| HEDIS/CAHPS SUMMARY RATE - 8-10 | **132** *84.1%* | 27 *87.1%* | 42 *80.8%* | 23 *79.3%* ** | 37 *90.2%* | 65 *84.4%* | 63 *85.1%* | 63 *82.9%* | 43 *87.8%* | 25 *80.6%* | 60 *89.6%* L | 30 *88.2%* | 41 *74.5%* | 31 *70.5%* | 99 *89.2%* M | 18 *75.0%* ** | 112 *87.5%* | 46 *80.7%* | 86 *86.0%* | 10 *71.4%* ** | 36 *83.7%* | 89 *84.8%* | 43 *82.7%* | - - |
| HEDIS/CAHPS SUMMARY RATE - 9-10 | **113** *72.0%* | 24 *77.4%* | 36 *69.2%* | 20 *69.0%* ** | 30 *73.2%* | 59 *76.6%* | 50 *67.6%* | 56 *73.7%* | 36 *73.5%* | 20 *64.5%* | 53 *79.1%* l | 23 *67.6%* | 36 *65.5%* | 24 *54.5%* | 88 *79.3%* M | 13 *54.2%* ** | 100 *78.1%* | 40 *70.2%* | 73 *73.0%* | 8 *57.1%* ** | 32 *74.4%* | 78 *74.3%* | 35 *67.3%* | - - |
| 3-Point Score | **2.60** | 2.71 | 2.56 | 2.52 | 2.63 | 2.62 | 2.59 | 2.61 | 2.65 | 2.48 | 2.70 | 2.56 | 2.49 | 2.32 | 2.71 | 2.38 | 2.68 | 2.54 | 2.63 | 2.29 | 2.63 | 2.62 | 2.56 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q49. In the last 6 months, did you get information or help from customer service at your childs health plan?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **519**<br>***100.0%*** | **91**<br>***100.0%*** | **136**<br>***100.0%*** | **152**<br>***100.0%*** | **129**<br>***100.0%*** | **302**<br>***100.0%*** | **198**<br>***100.0%*** | **288**<br>***100.0%*** | **143**<br>***100.0%*** | **80**<br>***100.0%*** | **209**<br>***100.0%*** | **146**<br>***100.0%*** | **161**<br>***100.0%*** | **143**<br>***100.0%*** | **366**<br>***100.0%*** | **75**<br>***100.0%*** | **386**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **358**<br>***100.0%*** | **161**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **6** | - | 1 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 4 | 1 | 1 | - | 4 | - | 6 | - | - | - | - | 3 | 3 | - |
| Yes | **136**<br>***26.2%*** | 25<br>*27.5%* | 45<br>*33.1%*<br>C | 30<br>*19.7%* | 31<br>*24.0%* | 79<br>*26.2%* | 52<br>*26.3%* | 74<br>*25.7%* | 36<br>*25.2%* | 25<br>*31.3%* | 57<br>*27.3%* | 34<br>*23.3%* | 43<br>*26.7%* | 22<br>*15.4%* | 114<br>*31.1%*<br>M | 17<br>*22.7%* | 109<br>*28.2%* | 136<br>*100.0%*<br>R | -<br>- | 29<br>*100.0%*<br>** | 107<br>*100.0%* | 78<br>*21.8%* | 58<br>*36.0%*<br>U | -<br>- |
| No | **383**<br>***73.8%*** | 66<br>*72.5%* | 91<br>*66.9%* | 122<br>*80.3%*<br>B | 98<br>*76.0%* | 223<br>*73.8%* | 146<br>*73.7%* | 214<br>*74.3%* | 107<br>*74.8%* | 55<br>*68.8%* | 152<br>*72.7%* | 112<br>*76.7%* | 118<br>*73.3%* | 121<br>*84.6%*<br>N | 252<br>*68.9%* | 58<br>*77.3%* | 277<br>*71.8%* | -<br>- | 383<br>*100.0%*<br>Q | -<br>-<br>** | -<br>- | 280<br>*78.2%*<br>V | 103<br>*64.0%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **136**<br>***26.2%*** | 25<br>*27.5%* | 45<br>*33.1%*<br>C | 30<br>*19.7%* | 31<br>*24.0%* | 79<br>*26.2%* | 52<br>*26.3%* | 74<br>*25.7%* | 36<br>*25.2%* | 25<br>*31.3%* | 57<br>*27.3%* | 34<br>*23.3%* | 43<br>*26.7%* | 22<br>*15.4%* | 114<br>*31.1%*<br>M | 17<br>*22.7%* | 109<br>*28.2%* | 136<br>*100.0%*<br>R | -<br>- | 29<br>*100.0%*<br>** | 107<br>*100.0%* | 78<br>*21.8%* | 58<br>*36.0%*<br>U | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **136**<br>***100.0%*** | **25**<br>***100.0%*** | **45**<br>***100.0%*** | **30**<br>***100.0%*** | **31**<br>***100.0%*** | **79**<br>***100.0%*** | **52**<br>***100.0%*** | **74**<br>***100.0%*** | **36**<br>***100.0%*** | **25**<br>***100.0%*** | **57**<br>***100.0%*** | **34**<br>***100.0%*** | **43**<br>***100.0%*** | **22**<br>***100.0%*** | **114**<br>***100.0%*** | **17**<br>***100.0%*** | **109**<br>***100.0%*** | **136**<br>***100.0%*** | **-**<br>**-** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **78**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **136**<br>***100.0%*** | **25**<br>***100.0%*** | **45**<br>***100.0%*** | **30**<br>***100.0%*** | **31**<br>***100.0%*** | **79**<br>***100.0%*** | **52**<br>***100.0%*** | **74**<br>***100.0%*** | **36**<br>***100.0%*** | **25**<br>***100.0%*** | **57**<br>***100.0%*** | **34**<br>***100.0%*** | **43**<br>***100.0%*** | **22**<br>***100.0%*** | **114**<br>***100.0%*** | **17**<br>***100.0%*** | **109**<br>***100.0%*** | **136**<br>***100.0%*** | **-**<br>**-** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **78**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **-** | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Always | **72**<br>***52.9%*** | 16<br>*64.0%*<br>** | 21<br>*46.7%* | 16<br>*53.3%* | 15<br>*48.4%* | 45<br>*57.0%* | 23<br>*44.2%* | 41<br>*55.4%* | 15<br>*41.7%* | 15<br>*60.0%*<br>** | 36<br>*63.2%*<br>K | 14<br>*41.2%* | 21<br>*48.8%* | 5<br>*22.7%*<br>** | 67<br>*58.8%* | 3<br>*17.6%*<br>** | 63<br>*57.8%* | 72<br>*52.9%* | -<br>- | -<br>-<br>** | 72<br>*67.3%* | 45<br>*57.7%* | 27<br>*46.6%* | -<br>- |
| Usually | **35**<br>***25.7%*** | 7<br>*28.0%*<br>** | 13<br>*28.9%* | 8<br>*26.7%* | 7<br>*22.6%* | 18<br>*22.8%* | 17<br>*32.7%* | 20<br>*27.0%* | 11<br>*30.6%* | 4<br>*16.0%*<br>** | 16<br>*28.1%* | 8<br>*23.5%* | 10<br>*23.3%* | 7<br>*31.8%*<br>** | 28<br>*24.6%* | 8<br>*47.1%*<br>** | 25<br>*22.9%* | 35<br>*25.7%* | -<br>- | -<br>-<br>** | 35<br>*32.7%* | 18<br>*23.1%* | 17<br>*29.3%* | -<br>- |
| Sometimes | **29**<br>***21.3%*** | 2<br>*8.0%*<br>** | 11<br>*24.4%* | 6<br>*20.0%* | 9<br>*29.0%* | 16<br>*20.3%* | 12<br>*23.1%* | 13<br>*17.6%* | 10<br>*27.8%* | 6<br>*24.0%*<br>** | 5<br>*8.8%* | 12<br>*35.3%*<br>J | 12<br>*27.9%*<br>J | 10<br>*45.5%*<br>** | 19<br>*16.7%* | 6<br>*35.3%*<br>** | 21<br>*19.3%* | 29<br>*21.3%* | -<br>- | 29<br>*100.0%*<br>** | -<br>- | 15<br>*19.2%* | 14<br>*24.1%* | -<br>- |
| Never | **-**<br>**-** | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **107**<br>***78.7%*** | 23<br>*92.0%*<br>** | 34<br>*75.6%* | 24<br>*80.0%* | 22<br>*71.0%* | 63<br>*79.7%* | 40<br>*76.9%* | 61<br>*82.4%* | 26<br>*72.2%* | 19<br>*76.0%*<br>** | 52<br>*91.2%*<br>KL | 22<br>*64.7%* | 31<br>*72.1%* | 12<br>*54.5%*<br>** | 95<br>*83.3%* | 11<br>*64.7%*<br>** | 88<br>*80.7%* | 107<br>*78.7%* | -<br>- | -<br>-<br>** | 107<br>*100.0%* | 63<br>*80.8%* | 44<br>*75.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **72**<br>***52.9%*** | 16<br>*64.0%*<br>** | 21<br>*46.7%* | 16<br>*53.3%* | 15<br>*48.4%* | 45<br>*57.0%* | 23<br>*44.2%* | 41<br>*55.4%* | 15<br>*41.7%* | 15<br>*60.0%*<br>** | 36<br>*63.2%*<br>K | 14<br>*41.2%* | 21<br>*48.8%* | 5<br>*22.7%*<br>** | 67<br>*58.8%* | 3<br>*17.6%*<br>** | 63<br>*57.8%* | 72<br>*52.9%* | -<br>- | -<br>-<br>** | 72<br>*67.3%* | 45<br>*57.7%* | 27<br>*46.6%* | -<br>- |
| 3-Point Score | **2.32** | 2.56 | 2.22 | 2.33 | 2.19 | 2.37 | 2.21 | 2.38 | 2.14 | 2.36 | 2.54 | 2.06 | 2.21 | 1.77 | 2.42 | 1.82 | 2.39 | 2.32 | - | 1.00 | 2.67 | 2.38 | 2.22 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **136**<br>***100.0%*** | **25**<br>***100.0%*** | **45**<br>***100.0%*** | **30**<br>***100.0%*** | **31**<br>***100.0%*** | **79**<br>***100.0%*** | **52**<br>***100.0%*** | **74**<br>***100.0%*** | **36**<br>***100.0%*** | **25**<br>***100.0%*** | **57**<br>***100.0%*** | **34**<br>***100.0%*** | **43**<br>***100.0%*** | **22**<br>***100.0%*** | **114**<br>***100.0%*** | **17**<br>***100.0%*** | **109**<br>***100.0%*** | **136**<br>***100.0%*** | **-**<br>**-** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **78**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **136**<br>***100.0%*** | **25**<br>***100.0%*** | **45**<br>***100.0%*** | **30**<br>***100.0%*** | **31**<br>***100.0%*** | **79**<br>***100.0%*** | **52**<br>***100.0%*** | **74**<br>***100.0%*** | **36**<br>***100.0%*** | **25**<br>***100.0%*** | **57**<br>***100.0%*** | **34**<br>***100.0%*** | **43**<br>***100.0%*** | **22**<br>***100.0%*** | **114**<br>***100.0%*** | **17**<br>***100.0%*** | **109**<br>***100.0%*** | **136**<br>***100.0%*** | **-**<br>**-** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **78**<br>***100.0%*** | **58**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **-** | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Always | **108**<br>***79.4%*** | 19<br>*76.0%*<br>** | 39<br>*86.7%*<br>d | 24<br>*80.0%* | 22<br>*71.0%* | 64<br>*81.0%* | 40<br>*76.9%* | 61<br>*82.4%* | 27<br>*75.0%* | 19<br>*76.0%*<br>** | 48<br>*84.2%* | 24<br>*70.6%* | 34<br>*79.1%* | 13<br>*59.1%*<br>** | 95<br>*83.3%* | 10<br>*58.8%*<br>** | 89<br>*81.7%* | 108<br>*79.4%* | -<br>- | 17<br>*58.6%*<br>** | 91<br>*85.0%* | 56<br>*71.8%* | 52<br>*89.7%*<br>U | -<br>- |
| Usually | **21**<br>***15.4%*** | 5<br>*20.0%*<br>** | 5<br>*11.1%* | 3<br>*10.0%* | 8<br>*25.8%*<br>b | 12<br>*15.2%* | 9<br>*17.3%* | 11<br>*14.9%* | 6<br>*16.7%* | 4<br>*16.0%*<br>** | 8<br>*14.0%* | 7<br>*20.6%* | 6<br>*14.0%* | 7<br>*31.8%*<br>** | 14<br>*12.3%* | 5<br>*29.4%*<br>** | 16<br>*14.7%* | 21<br>*15.4%* | -<br>- | 7<br>*24.1%*<br>** | 14<br>*13.1%* | 16<br>*20.5%*<br>v | 5<br>*8.6%* | -<br>- |
| Sometimes | **6**<br>***4.4%*** | 1<br>*4.0%*<br>** | 1<br>*2.2%* | 2<br>*6.7%* | 1<br>*3.2%* | 2<br>*2.5%* | 3<br>*5.8%* | 2<br>*2.7%* | 3<br>*8.3%* | 1<br>*4.0%*<br>** | 1<br>*1.8%* | 3<br>*8.8%* | 2<br>*4.7%* | 2<br>*9.1%*<br>** | 4<br>*3.5%* | 2<br>*11.8%*<br>** | 3<br>*2.8%* | 6<br>*4.4%* | -<br>- | 5<br>*17.2%*<br>** | 1<br>*0.9%* | 5<br>*6.4%* | 1<br>*1.7%* | -<br>- |
| Never | **1**<br>***0.7%*** | -<br>-<br>** | -<br>- | 1<br>*3.3%* | -<br>- | 1<br>*1.3%* | -<br>- | -<br>- | -<br>- | 1<br>*4.0%*<br>** | -<br>- | -<br>- | 1<br>*2.3%* | -<br>-<br>** | 1<br>*0.9%* | -<br>-<br>** | 1<br>*0.9%* | 1<br>*0.7%* | -<br>- | -<br>-<br>** | 1<br>*0.9%* | 1<br>*1.3%* | -<br>- | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **129**<br>***94.9%*** | 24<br>*96.0%*<br>** | 44<br>*97.8%* | 27<br>*90.0%* | 30<br>*96.8%* | 76<br>*96.2%* | 49<br>*94.2%* | 72<br>*97.3%* | 33<br>*91.7%* | 23<br>*92.0%*<br>** | 56<br>*98.2%* | 31<br>*91.2%* | 40<br>*93.0%* | 20<br>*90.9%*<br>** | 109<br>*95.6%* | 15<br>*88.2%*<br>** | 105<br>*96.3%* | 129<br>*94.9%* | -<br>- | 24<br>*82.8%*<br>** | 105<br>*98.1%* | 72<br>*92.3%* | 57<br>*98.3%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **108**<br>***79.4%*** | 19<br>*76.0%*<br>** | 39<br>*86.7%*<br>d | 24<br>*80.0%* | 22<br>*71.0%* | 64<br>*81.0%* | 40<br>*76.9%* | 61<br>*82.4%* | 27<br>*75.0%* | 19<br>*76.0%*<br>** | 48<br>*84.2%* | 24<br>*70.6%* | 34<br>*79.1%* | 13<br>*59.1%*<br>** | 95<br>*83.3%* | 10<br>*58.8%*<br>** | 89<br>*81.7%* | 108<br>*79.4%* | -<br>- | 17<br>*58.6%*<br>** | 91<br>*85.0%* | 56<br>*71.8%* | 52<br>*89.7%*<br>U | -<br>- |
| 3-Point Score | **2.74** | 2.72 | 2.84 | 2.70 | 2.68 | 2.77 | 2.71 | 2.80 | 2.67 | 2.68 | 2.82 | 2.62 | 2.72 | 2.50 | 2.79 | 2.47 | 2.78 | 2.74 | - | 2.41 | 2.83 | 2.64 | 2.88 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q52. In the last 6 months, did your childs health plan give you any forms to fill out?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **512** *100.0%* | **88** *100.0%* | **137** *100.0%* | **149** *100.0%* | **127** *100.0%* | **299** *100.0%* | **194** *100.0%* | **283** *100.0%* | **143** *100.0%* | **78** *100.0%* | **207** *100.0%* | **143** *100.0%* | **159** *100.0%* | **143** *100.0%* | **360** *100.0%* | **75** *100.0%* | **380** *100.0%* | **133** *100.0%* | **378** *100.0%* | **29** *100.0%* | **104** *100.0%* | **354** *100.0%* | **158** *100.0%* | **-** **-** |
| No Answer | **13** | 3 | - | 5 | 4 | 6 | 6 | 7 | 2 | 4 | 6 | 4 | 3 | - | 10 | - | 12 | 3 | 5 | - | 3 | 7 | 6 | - |
| Yes | **122** *23.8%* | 24 *27.3%* | 34 *24.8%* | 34 *22.8%* | 26 *20.5%* | 71 *23.7%* | 44 *22.7%* | 69 *24.4%* | 27 *18.9%* | 23 *29.5%* h | 48 *23.2%* | 27 *18.9%* | 46 *28.9%* K | 27 *18.9%* | 94 *26.1%* m | 20 *26.7%* | 91 *23.9%* | 52 *39.1%* R | 69 *18.3%* | 11 *37.9%* ** | 41 *39.4%* | 76 *21.5%* | 46 *29.1%* u | - - |
| No | **390** *76.2%* | 64 *72.7%* | 103 *75.2%* | 115 *77.2%* | 101 *79.5%* | 228 *76.3%* | 150 *77.3%* | 214 *75.6%* | 116 *81.1%* i | 55 *70.5%* | 159 *76.8%* | 116 *81.1%* L | 113 *71.1%* | 116 *81.1%* n | 266 *73.9%* | 55 *73.3%* | 289 *76.1%* | 81 *60.9%* | 309 *81.7%* Q | 18 *62.1%* ** | 63 *60.6%* | 278 *78.5%* v | 112 *70.9%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **122** *23.8%* | 24 *27.3%* | 34 *24.8%* | 34 *22.8%* | 26 *20.5%* | 71 *23.7%* | 44 *22.7%* | 69 *24.4%* | 27 *18.9%* | 23 *29.5%* h | 48 *23.2%* | 27 *18.9%* | 46 *28.9%* K | 27 *18.9%* | 94 *26.1%* m | 20 *26.7%* | 91 *23.9%* | 52 *39.1%* R | 69 *18.3%* | 11 *37.9%* ** | 41 *39.4%* | 76 *21.5%* | 46 *29.1%* u | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q53. (FOF) In the last 6 months, how often were the forms from your childs health plan easy to fill out?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **512**<br>***100.0%*** | **88**<br>***100.0%*** | **137**<br>***100.0%*** | **149**<br>***100.0%*** | **127**<br>***100.0%*** | **299**<br>***100.0%*** | **194**<br>***100.0%*** | **283**<br>***100.0%*** | **143**<br>***100.0%*** | **78**<br>***100.0%*** | **207**<br>***100.0%*** | **143**<br>***100.0%*** | **159**<br>***100.0%*** | **143**<br>***100.0%*** | **360**<br>***100.0%*** | **75**<br>***100.0%*** | **380**<br>***100.0%*** | **133**<br>***100.0%*** | **378**<br>***100.0%*** | **29**<br>***100.0%*** | **104**<br>***100.0%*** | **354**<br>***100.0%*** | **158**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **505**<br>***100.0%*** | **86**<br>***100.0%*** | **136**<br>***100.0%*** | **147**<br>***100.0%*** | **125**<br>***100.0%*** | **295**<br>***100.0%*** | **191**<br>***100.0%*** | **279**<br>***100.0%*** | **142**<br>***100.0%*** | **77**<br>***100.0%*** | **205**<br>***100.0%*** | **141**<br>***100.0%*** | **156**<br>***100.0%*** | **141**<br>***100.0%*** | **355**<br>***100.0%*** | **75**<br>***100.0%*** | **375**<br>***100.0%*** | **132**<br>***100.0%*** | **372**<br>***100.0%*** | **29**<br>***100.0%*** | **103**<br>***100.0%*** | **350**<br>***100.0%*** | **155**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **7** | 2 | 1 | 2 | 2 | 4 | 3 | 4 | 1 | 1 | 2 | 2 | 3 | 2 | 5 | - | 5 | 1 | 6 | - | 1 | 4 | 3 | - |
| Always | **460**<br>***91.1%*** | 79<br>*91.9%* | 124<br>*91.2%* | 136<br>*92.5%* | 111<br>*88.8%* | 266<br>*90.2%* | 176<br>*92.1%* | 253<br>*90.7%* | 132<br>*93.0%* | 68<br>*88.3%* | 190<br>*92.7%*<br>I | 131<br>*92.9%* | 136<br>*87.2%* | 125<br>*88.7%* | 326<br>*91.8%* | 60<br>*80.0%* | 349<br>*93.1%*<br>O | 114<br>*86.4%* | 345<br>*92.7%*<br>Q | 24<br>*82.8%*<br>** | 90<br>*87.4%* | 322<br>*92.0%* | 138<br>*89.0%* | -<br>- |
| Usually | **31**<br>***6.1%*** | 5<br>*5.8%* | 7<br>*5.1%* | 7<br>*4.8%* | 12<br>*9.6%* | 18<br>*6.1%* | 13<br>*6.8%* | 18<br>*6.5%* | 7<br>*4.9%* | 6<br>*7.8%* | 9<br>*4.4%* | 6<br>*4.3%* | 16<br>*10.3%*<br>JK | 11<br>*7.8%* | 20<br>*5.6%* | 9<br>*12.0%*<br>P | 21<br>*5.6%* | 10<br>*7.6%* | 21<br>*5.6%* | 1<br>*3.4%*<br>** | 9<br>*8.7%* | 17<br>*4.9%* | 14<br>*9.0%*<br>u | -<br>- |
| Sometimes | **9**<br>***1.8%*** | 1<br>*1.2%* | 3<br>*2.2%* | 3<br>*2.0%* | 1<br>*0.8%* | 7<br>*2.4%* | 1<br>*0.5%* | 4<br>*1.4%* | 3<br>*2.1%* | 2<br>*2.6%* | 3<br>*1.5%* | 4<br>*2.8%* | 2<br>*1.3%* | 2<br>*1.4%* | 7<br>*2.0%* | 2<br>*2.7%* | 4<br>*1.1%* | 7<br>*5.3%*<br>R | 2<br>*0.5%* | 4<br>*13.8%*<br>** | 3<br>*2.9%* | 7<br>*2.0%* | 2<br>*1.3%* | -<br>- |
| Never | **5**<br>***1.0%*** | 1<br>*1.2%* | 2<br>*1.5%* | 1<br>*0.7%* | 1<br>*0.8%* | 4<br>*1.4%* | 1<br>*0.5%* | 4<br>*1.4%* | -<br>- | 1<br>*1.3%* | 3<br>*1.5%* | -<br>- | 2<br>*1.3%* | 3<br>*2.1%* | 2<br>*0.6%* | 4<br>*5.3%*<br>P | 1<br>*0.3%* | 1<br>*0.8%* | 4<br>*1.1%* | -<br>-<br>** | 1<br>*1.0%* | 4<br>*1.1%* | 1<br>*0.6%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **491**<br>***97.2%*** | 84<br>*97.7%* | 131<br>*96.3%* | 143<br>*97.3%* | 123<br>*98.4%* | 284<br>*96.3%* | 189<br>*99.0%*<br>e | 271<br>*97.1%* | 139<br>*97.9%* | 74<br>*96.1%* | 199<br>*97.1%* | 137<br>*97.2%* | 152<br>*97.4%* | 136<br>*96.5%* | 346<br>*97.5%* | 69<br>*92.0%* | 370<br>*98.7%*<br>O | 124<br>*93.9%* | 366<br>*98.4%*<br>Q | 25<br>*86.2%*<br>** | 99<br>*96.1%* | 339<br>*96.9%* | 152<br>*98.1%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **460**<br>***91.1%*** | 79<br>*91.9%* | 124<br>*91.2%* | 136<br>*92.5%* | 111<br>*88.8%* | 266<br>*90.2%* | 176<br>*92.1%* | 253<br>*90.7%* | 132<br>*93.0%* | 68<br>*88.3%* | 190<br>*92.7%*<br>I | 131<br>*92.9%* | 136<br>*87.2%* | 125<br>*88.7%* | 326<br>*91.8%* | 60<br>*80.0%* | 349<br>*93.1%*<br>O | 114<br>*86.4%* | 345<br>*92.7%*<br>Q | 24<br>*82.8%*<br>** | 90<br>*87.4%* | 322<br>*92.0%* | 138<br>*89.0%* | -<br>- |
| 3-Point Score | **2.88** | 2.90 | 2.88 | 2.90 | 2.87 | 2.86 | 2.91 | 2.88 | 2.91 | 2.84 | 2.90 | 2.90 | 2.85 | 2.85 | 2.89 | 2.72 | 2.92 | 2.80 | 2.91 | 2.69 | 2.83 | 2.89 | 2.87 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2014

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 childs health plan?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 135
Level: Top

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 childs health plan?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **513**<br>***100.0%*** | **88**<br>***100.0%*** | **137**<br>***100.0%*** | **152**<br>***100.0%*** | **125**<br>***100.0%*** | **298**<br>***100.0%*** | **195**<br>***100.0%*** | **284**<br>***100.0%*** | **141**<br>***100.0%*** | **80**<br>***100.0%*** | **208**<br>***100.0%*** | **144**<br>***100.0%*** | **158**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **74**<br>***100.0%*** | **381**<br>***100.0%*** | **136**<br>***100.0%*** | **373**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **349**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **12** | 3 | - | 2 | 6 | 7 | 5 | 6 | 4 | 2 | 5 | 3 | 4 | - | - | 1 | 11 | - | 10 | - | - | 12 | - | - |
| 10 - Best health plan possible | **213**<br>***41.5%*** | 39<br>*44.3%* | 57<br>*41.6%* | 60<br>*39.5%* | 52<br>*41.6%* | 136<br>*45.6%*<br>F | 71<br>*36.4%* | 137<br>*48.2%*<br>HI | 51<br>*36.2%* | 24<br>*30.0%* | 103<br>*49.5%*<br>L | 60<br>*41.7%*<br>l | 49<br>*31.0%* | -<br>- | 213<br>*57.6%*<br>M | 8<br>*10.8%* | 185<br>*48.6%*<br>O | 71<br>*52.2%*<br>R | 139<br>*37.3%* | 10<br>*34.5%*<br>** | 61<br>*57.0%* | 135<br>*38.7%* | 78<br>*47.6%*<br>u | -<br>- |
| 9 | **70**<br>***13.6%*** | 14<br>*15.9%* | 16<br>*11.7%* | 14<br>*9.2%* | 24<br>*19.2%*<br>bC | 41<br>*13.8%* | 27<br>*13.8%* | 38<br>*13.4%* | 19<br>*13.5%* | 11<br>*13.8%* | 27<br>*13.0%* | 21<br>*14.6%* | 21<br>*13.3%* | -<br>- | 70<br>*18.9%*<br>M | 10<br>*13.5%* | 55<br>*14.4%* | 21<br>*15.4%* | 48<br>*12.9%* | 3<br>*10.3%*<br>** | 18<br>*16.8%* | 52<br>*14.9%* | 18<br>*11.0%* | -<br>- |
| 8 | **87**<br>***17.0%*** | 10<br>*11.4%* | 21<br>*15.3%* | 28<br>*18.4%* | 25<br>*20.0%*<br>a | 42<br>*14.1%* | 39<br>*20.0%*<br>e | 42<br>*14.8%* | 33<br>*23.4%*<br>Gi | 11<br>*13.8%* | 29<br>*13.9%* | 27<br>*18.8%* | 31<br>*19.6%* | -<br>- | 87<br>*23.5%*<br>M | 16<br>*21.6%* | 60<br>*15.7%* | 22<br>*16.2%* | 65<br>*17.4%* | 6<br>*20.7%*<br>** | 16<br>*15.0%* | 55<br>*15.8%* | 32<br>*19.5%* | -<br>- |
| 7 | **52**<br>***10.1%*** | 10<br>*11.4%*<br>d | 12<br>*8.8%* | 24<br>*15.8%*<br>bD | 6<br>*4.8%* | 31<br>*10.4%* | 21<br>*10.8%* | 24<br>*8.5%* | 17<br>*12.1%* | 10<br>*12.5%* | 17<br>*8.2%* | 18<br>*12.5%* | 16<br>*10.1%* | 52<br>*36.4%*<br>N | -<br>- | 15<br>*20.3%*<br>P | 30<br>*7.9%* | 6<br>*4.4%* | 46<br>*12.3%*<br>Q | 2<br>*6.9%*<br>** | 4<br>*3.7%* | 39<br>*11.2%* | 13<br>*7.9%* | -<br>- |
| 6 | **22**<br>***4.3%*** | 5<br>*5.7%* | 6<br>*4.4%* | 6<br>*3.9%* | 5<br>*4.0%* | 13<br>*4.4%* | 8<br>*4.1%* | 12<br>*4.2%* | 4<br>*2.8%* | 4<br>*5.0%* | 13<br>*6.3%*<br>k | 3<br>*2.1%* | 6<br>*3.8%* | 22<br>*15.4%*<br>N | -<br>- | 5<br>*6.8%* | 14<br>*3.7%* | 3<br>*2.2%* | 19<br>*5.1%* | 1<br>*3.4%*<br>** | 2<br>*1.9%* | 16<br>*4.6%* | 6<br>*3.7%* | -<br>- |
| 5 | **36**<br>***7.0%*** | 7<br>*8.0%* | 9<br>*6.6%* | 12<br>*7.9%* | 8<br>*6.4%* | 21<br>*7.0%* | 13<br>*6.7%* | 15<br>*5.3%* | 11<br>*7.8%* | 10<br>*12.5%*<br>G | 11<br>*5.3%* | 8<br>*5.6%* | 17<br>*10.8%*<br>j | 36<br>*25.2%*<br>N | -<br>- | 12<br>*16.2%*<br>P | 19<br>*5.0%* | 6<br>*4.4%* | 30<br>*8.0%* | 5<br>*17.2%*<br>** | 1<br>*0.9%* | 27<br>*7.7%* | 9<br>*5.5%* | -<br>- |
| 4 | **10**<br>***1.9%*** | 1<br>*1.1%* | 6<br>*4.4%*<br>D | 3<br>*2.0%* | -<br>- | 3<br>*1.0%* | 7<br>*3.6%*<br>E | 6<br>*2.1%* | 2<br>*1.4%* | 2<br>*2.5%* | 2<br>*1.0%* | 4<br>*2.8%* | 4<br>*2.5%* | 10<br>*7.0%*<br>N | -<br>- | 2<br>*2.7%* | 7<br>*1.8%* | 5<br>*3.7%*<br>r | 5<br>*1.3%* | 1<br>*3.4%*<br>** | 4<br>*3.7%* | 7<br>*2.0%* | 3<br>*1.8%* | -<br>- |
| 3 | **7**<br>***1.4%*** | -<br>- | 2<br>*1.5%* | 2<br>*1.3%* | 3<br>*2.4%* | 1<br>*0.3%* | 6<br>*3.1%*<br>E | 4<br>*1.4%* | 2<br>*1.4%* | 1<br>*1.3%* | 2<br>*1.0%* | 2<br>*1.4%* | 3<br>*1.9%* | 7<br>*4.9%*<br>N | -<br>- | 2<br>*2.7%* | 4<br>*1.0%* | 1<br>*0.7%* | 6<br>*1.6%* | 1<br>*3.4%*<br>** | -<br>- | 5<br>*1.4%* | 2<br>*1.2%* | -<br>- |
| 2 | **4**<br>***0.8%*** | 1<br>*1.1%* | 1<br>*0.7%* | -<br>- | 1<br>*0.8%* | 3<br>*1.0%* | -<br>- | 1<br>*0.4%* | 1<br>*0.7%* | 2<br>*2.5%*<br>g | 1<br>*0.5%* | -<br>- | 3<br>*1.9%*<br>k | 4<br>*2.8%*<br>N | -<br>- | 2<br>*2.7%*<br>p | 2<br>*0.5%* | 1<br>*0.7%* | 3<br>*0.8%* | -<br>-<br>** | 1<br>*0.9%* | 4<br>*1.1%* | -<br>- | -<br>- |
| 1 | **-**<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>-<br>** | -<br>- | -<br>- | -<br>- | -<br>- |
| 0 - Worst health plan possible | **12**<br>***2.3%*** | 1<br>*1.1%* | 7<br>*5.1%*<br>D | 3<br>*2.0%* | 1<br>*0.8%* | 7<br>*2.3%* | 3<br>*1.5%* | 5<br>*1.8%* | 1<br>*0.7%* | 5<br>*6.3%*<br>GH | 3<br>*1.4%* | 1<br>*0.7%* | 8<br>*5.1%*<br>JK | 12<br>*8.4%*<br>N | -<br>- | 2<br>*2.7%* | 5<br>*1.3%* | -<br>- | 12<br>*3.2%*<br>Q | -<br>-<br>** | -<br>- | 9<br>*2.6%* | 3<br>*1.8%* | -<br>- |
| SUMMARY - 0-3 | **23**<br>***4.5%*** | 2<br>*2.3%* | 10<br>*7.3%* | 5<br>*3.3%* | 5<br>*4.0%* | 11<br>*3.7%* | 9<br>*4.6%* | 10<br>*3.5%* | 4<br>*2.8%* | 8<br>*10.0%*<br>GH | 6<br>*2.9%* | 3<br>*2.1%* | 14<br>*8.9%*<br>JK | 23<br>*16.1%*<br>N | -<br>- | 6<br>*8.1%*<br>P | 11<br>*2.9%* | 2<br>*1.5%* | 21<br>*5.6%*<br>Q | 1<br>*3.4%*<br>** | 1<br>*0.9%* | 18<br>*5.2%* | 5<br>*3.0%* | -<br>- |
| SUMMARY - 4-7 | **120**<br>***23.4%*** | 23<br>*26.1%*<br>D | 33<br>*24.1%*<br>d | 45<br>*29.6%*<br>D | 19<br>*15.2%* | 68<br>*22.8%* | 49<br>*25.1%* | 57<br>*20.1%* | 34<br>*24.1%* | 26<br>*32.5%*<br>G | 43<br>*20.7%* | 33<br>*22.9%* | 43<br>*27.2%* | 120<br>*83.9%*<br>N | -<br>- | 34<br>*45.9%*<br>P | 70<br>*18.4%* | 20<br>*14.7%* | 100<br>*26.8%*<br>Q | 9<br>*31.0%*<br>** | 11<br>*10.3%* | 89<br>*25.5%* | 31<br>*18.9%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 8-10 | **370**<br>***72.1%*** | 63<br>*71.6%* | 94<br>*68.6%* | 102<br>*67.1%* | 101<br>*80.8%*<br>BC | 219<br>*73.5%* | 137<br>*70.3%* | 217<br>*76.4%*<br>I | 103<br>*73.0%*<br>I | 46<br>*57.5%* | 159<br>*76.4%*<br>L | 108<br>*75.0%*<br>L | 101<br>*63.9%* | -<br>- | 370<br>*100.0%*<br>M | 34<br>*45.9%* | 300<br>*78.7%*<br>O | 114<br>*83.8%*<br>R | 252<br>*67.6%* | 19<br>*65.5%*<br>** | 95<br>*88.8%* | 242<br>*69.3%* | 128<br>*78.0%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - 9-10 | **283**<br>***55.2%*** | 53<br>*60.2%*<br>c | 73<br>*53.3%* | 74<br>*48.7%* | 76<br>*60.8%*<br>C | 177<br>*59.4%*<br>F | 98<br>*50.3%* | 175<br>*61.6%*<br>HI | 70<br>*49.6%* | 35<br>*43.8%* | 130<br>*62.5%*<br>L | 81<br>*56.3%*<br>L | 70<br>*44.3%* | -<br>- | 283<br>*76.5%*<br>M | 18<br>*24.3%* | 240<br>*63.0%*<br>O | 92<br>*67.6%*<br>R | 187<br>*50.1%* | 13<br>*44.8%*<br>** | 79<br>*73.8%* | 187<br>*53.6%* | 96<br>*58.5%* | -<br>- |
| 3-Point Score | **2.37** | 2.43 | 2.31 | 2.32 | 2.46 | 2.43 | 2.31 | 2.46 | 2.35 | 2.14 | 2.47 | 2.44 | 2.18 | 1.36 | 2.76 | 1.91 | 2.50 | 2.56 | 2.30 | 2.17 | 2.66 | 2.34 | 2.45 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q55. In the last 6 months, did you get or refill any prescription medicines for your child?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **522** *100.0%* | **90** *100.0%* | **136** *100.0%* | **153** *100.0%* | **131** *100.0%* | **304** *100.0%* | **198** *100.0%* | **289** *100.0%* | **143** *100.0%* | **82** *100.0%* | **212** *100.0%* | **146** *100.0%* | **161** *100.0%* | **143** *100.0%* | **367** *100.0%* | **75** *100.0%* | **389** *100.0%* | **134** *100.0%* | **382** *100.0%* | **28** *100.0%* | **106** *100.0%* | **359** *100.0%* | **163** *100.0%* | **-** **-** |
| No Answer | **3** | 1 | 1 | 1 | - | 1 | 2 | 1 | 2 | - | 1 | 1 | 1 | - | 3 | - | 3 | 2 | 1 | 1 | 1 | 2 | 1 | - |
| Yes | **435** *83.3%* | 74 *82.2%* | 115 *84.6%* | 128 *83.7%* | 109 *83.2%* | 250 *82.2%* | 172 *86.9%* | 235 *81.3%* | 125 *87.4%* | 70 *85.4%* | 178 *84.0%* | 123 *84.2%* | 131 *81.4%* | 121 *84.6%* | 305 *83.1%* | 63 *84.0%* | 335 *86.1%* | 110 *82.1%* | 319 *83.5%* | 20 *71.4%* ** | 90 *84.9%* | 301 *83.8%* | 134 *82.2%* | - - |
| No | **87** *16.7%* | 16 *17.8%* | 21 *15.4%* | 25 *16.3%* | 22 *16.8%* | 54 *17.8%* | 26 *13.1%* | 54 *18.7%* | 18 *12.6%* | 12 *14.6%* | 34 *16.0%* | 23 *15.8%* | 30 *18.6%* | 22 *15.4%* | 62 *16.9%* | 12 *16.0%* | 54 *13.9%* | 24 *17.9%* | 63 *16.5%* | 8 *28.6%* ** | 16 *15.1%* | 58 *16.2%* | 29 *17.8%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **435** *83.3%* | 74 *82.2%* | 115 *84.6%* | 128 *83.7%* | 109 *83.2%* | 250 *82.2%* | 172 *86.9%* | 235 *81.3%* | 125 *87.4%* | 70 *85.4%* | 178 *84.0%* | 123 *84.2%* | 131 *81.4%* | 121 *84.6%* | 305 *83.1%* | 63 *84.0%* | 335 *86.1%* | 110 *82.1%* | 319 *83.5%* | 20 *71.4%* ** | 90 *84.9%* | 301 *83.8%* | 134 *82.2%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey (646299)

Table: 137
Level: Top

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **435**<br>***100.0%*** | **74**<br>***100.0%*** | **115**<br>***100.0%*** | **128**<br>***100.0%*** | **109**<br>***100.0%*** | **250**<br>***100.0%*** | **172**<br>***100.0%*** | **235**<br>***100.0%*** | **125**<br>***100.0%*** | **70**<br>***100.0%*** | **178**<br>***100.0%*** | **123**<br>***100.0%*** | **131**<br>***100.0%*** | **121**<br>***100.0%*** | **305**<br>***100.0%*** | **63**<br>***100.0%*** | **335**<br>***100.0%*** | **110**<br>***100.0%*** | **319**<br>***100.0%*** | **20**<br>***100.0%*** | **90**<br>***100.0%*** | **301**<br>***100.0%*** | **134**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **426**<br>***100.0%*** | **72**<br>***100.0%*** | **113**<br>***100.0%*** | **126**<br>***100.0%*** | **106**<br>***100.0%*** | **246**<br>***100.0%*** | **167**<br>***100.0%*** | **228**<br>***100.0%*** | **124**<br>***100.0%*** | **69**<br>***100.0%*** | **173**<br>***100.0%*** | **121**<br>***100.0%*** | **129**<br>***100.0%*** | **116**<br>***100.0%*** | **301**<br>***100.0%*** | **62**<br>***100.0%*** | **329**<br>***100.0%*** | **109**<br>***100.0%*** | **311**<br>***100.0%*** | **19**<br>***100.0%*** | **90**<br>***100.0%*** | **294**<br>***100.0%*** | **132**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **9** | 2 | 2 | 2 | 3 | 4 | 5 | 7 | 1 | 1 | 5 | 2 | 2 | 5 | 4 | 1 | 6 | 1 | 8 | 1 | - | 7 | 2 | - |
| Always | **269**<br>***63.1%*** | 45<br>*62.5%* | 72<br>*63.7%* | 73<br>*57.9%* | 74<br>*69.8%*<br>c | 158<br>*64.2%* | 104<br>*62.3%* | 153<br>*67.1%*<br>i | 74<br>*59.7%* | 38<br>*55.1%* | 112<br>*64.7%* | 81<br>*66.9%* | 75<br>*58.1%* | 47<br>*40.5%* | 215<br>*71.4%*<br>M | 30<br>*48.4%* | 218<br>*66.3%*<br>O | 66<br>*60.6%* | 198<br>*63.7%* | 11<br>*57.9%*<br>** | 55<br>*61.1%* | 184<br>*62.6%* | 85<br>*64.4%* | -<br>- |
| Usually | **86**<br>***20.2%*** | 15<br>*20.8%* | 16<br>*14.2%* | 31<br>*24.6%*<br>B | 23<br>*21.7%* | 47<br>*19.1%* | 36<br>*21.6%* | 40<br>*17.5%* | 34<br>*27.4%*<br>Gi | 11<br>*15.9%* | 32<br>*18.5%* | 30<br>*24.8%* | 22<br>*17.1%* | 29<br>*25.0%* | 56<br>*18.6%* | 15<br>*24.2%* | 64<br>*19.5%* | 21<br>*19.3%* | 65<br>*20.9%* | 3<br>*15.8%*<br>** | 18<br>*20.0%* | 57<br>*19.4%* | 29<br>*22.0%* | -<br>- |
| Sometimes | **53**<br>***12.4%*** | 7<br>*9.7%* | 18<br>*15.9%*<br>d | 18<br>*14.3%* | 8<br>*7.5%* | 29<br>*11.8%* | 22<br>*13.2%* | 25<br>*11.0%* | 12<br>*9.7%* | 16<br>*23.2%*<br>GH | 24<br>*13.9%*<br>k | 8<br>*6.6%* | 21<br>*16.3%*<br>K | 27<br>*23.3%*<br>N | 25<br>*8.3%* | 9<br>*14.5%* | 39<br>*11.9%* | 20<br>*18.3%*<br>R | 32<br>*10.3%* | 5<br>*26.3%*<br>** | 15<br>*16.7%* | 39<br>*13.3%* | 14<br>*10.6%* | -<br>- |
| Never | **18**<br>***4.2%*** | 5<br>*6.9%*<br>D | 7<br>*6.2%*<br>D | 4<br>*3.2%* | 1<br>*0.9%* | 12<br>*4.9%* | 5<br>*3.0%* | 10<br>*4.4%* | 4<br>*3.2%* | 4<br>*5.8%* | 5<br>*2.9%* | 2<br>*1.7%* | 11<br>*8.5%*<br>JK | 13<br>*11.2%*<br>N | 5<br>*1.7%* | 8<br>*12.9%*<br>P | 8<br>*2.4%* | 2<br>*1.8%* | 16<br>*5.1%* | -<br>-<br>** | 2<br>*2.2%* | 14<br>*4.8%* | 4<br>*3.0%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always/Usually | **355**<br>***83.3%*** | 60<br>*83.3%* | 88<br>*77.9%* | 104<br>*82.5%* | 97<br>*91.5%*<br>aBC | 205<br>*83.3%* | 140<br>*83.8%* | 193<br>*84.6%*<br>I | 108<br>*87.1%*<br>I | 49<br>*71.0%* | 144<br>*83.2%*<br>I | 111<br>*91.7%*<br>JL | 97<br>*75.2%* | 76<br>*65.5%* | 271<br>*90.0%*<br>M | 45<br>*72.6%* | 282<br>*85.7%*<br>O | 87<br>*79.8%* | 263<br>*84.6%* | 14<br>*73.7%*<br>** | 73<br>*81.1%* | 241<br>*82.0%* | 114<br>*86.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Always | **269**<br>***63.1%*** | 45<br>*62.5%* | 72<br>*63.7%* | 73<br>*57.9%* | 74<br>*69.8%*<br>c | 158<br>*64.2%* | 104<br>*62.3%* | 153<br>*67.1%*<br>i | 74<br>*59.7%* | 38<br>*55.1%* | 112<br>*64.7%* | 81<br>*66.9%* | 75<br>*58.1%* | 47<br>*40.5%* | 215<br>*71.4%*<br>M | 30<br>*48.4%* | 218<br>*66.3%*<br>O | 66<br>*60.6%* | 198<br>*63.7%* | 11<br>*57.9%*<br>** | 55<br>*61.1%* | 184<br>*62.6%* | 85<br>*64.4%* | -<br>- |
| 3-Point Score | **2.46** | 2.46 | 2.42 | 2.40 | 2.61 | 2.48 | 2.46 | 2.52 | 2.47 | 2.26 | 2.48 | 2.59 | 2.33 | 2.06 | 2.61 | 2.21 | 2.52 | 2.40 | 2.48 | 2.32 | 2.42 | 2.45 | 2.51 | - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q57. Did anyone from your childs health plan, doctors office, or clinic help you get your childs prescription medicines?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **435**<br>***100.0%*** | **74**<br>***100.0%*** | **115**<br>***100.0%*** | **128**<br>***100.0%*** | **109**<br>***100.0%*** | **250**<br>***100.0%*** | **172**<br>***100.0%*** | **235**<br>***100.0%*** | **125**<br>***100.0%*** | **70**<br>***100.0%*** | **178**<br>***100.0%*** | **123**<br>***100.0%*** | **131**<br>***100.0%*** | **121**<br>***100.0%*** | **305**<br>***100.0%*** | **63**<br>***100.0%*** | **335**<br>***100.0%*** | **110**<br>***100.0%*** | **319**<br>***100.0%*** | **20**<br>***100.0%*** | **90**<br>***100.0%*** | **301**<br>***100.0%*** | **134**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **427**<br>***100.0%*** | **73**<br>***100.0%*** | **113**<br>***100.0%*** | **125**<br>***100.0%*** | **107**<br>***100.0%*** | **244**<br>***100.0%*** | **170**<br>***100.0%*** | **230**<br>***100.0%*** | **123**<br>***100.0%*** | **69**<br>***100.0%*** | **174**<br>***100.0%*** | **121**<br>***100.0%*** | **129**<br>***100.0%*** | **119**<br>***100.0%*** | **299**<br>***100.0%*** | **62**<br>***100.0%*** | **330**<br>***100.0%*** | **109**<br>***100.0%*** | **312**<br>***100.0%*** | **20**<br>***100.0%*** | **89**<br>***100.0%*** | **297**<br>***100.0%*** | **130**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **8** | 1 | 2 | 3 | 2 | 6 | 2 | 5 | 2 | 1 | 4 | 2 | 2 | 2 | 6 | 1 | 5 | 1 | 7 | - | 1 | 4 | 4 | - |
| Yes | **242**<br>***56.7%*** | 47<br>*64.4%*<br>C | 65<br>*57.5%* | 59<br>*47.2%* | 64<br>*59.8%*<br>c | 140<br>*57.4%* | 94<br>*55.3%* | 126<br>*54.8%* | 66<br>*53.7%* | 47<br>*68.1%*<br>gh | 97<br>*55.7%* | 58<br>*47.9%* | 85<br>*65.9%*<br>jK | 57<br>*47.9%* | 179<br>*59.9%*<br>M | 34<br>*54.8%* | 189<br>*57.3%* | 74<br>*67.9%*<br>R | 164<br>*52.6%* | 15<br>*75.0%*<br>** | 59<br>*66.3%* | 174<br>*58.6%* | 68<br>*52.3%* | -<br>- |
| No | **185**<br>***43.3%*** | 26<br>*35.6%* | 48<br>*42.5%* | 66<br>*52.8%*<br>Ad | 43<br>*40.2%* | 104<br>*42.6%* | 76<br>*44.7%* | 104<br>*45.2%*<br>i | 57<br>*46.3%*<br>i | 22<br>*31.9%* | 77<br>*44.3%*<br>l | 63<br>*52.1%*<br>L | 44<br>*34.1%* | 62<br>*52.1%*<br>N | 120<br>*40.1%* | 28<br>*45.2%* | 141<br>*42.7%* | 35<br>*32.1%* | 148<br>*47.4%*<br>Q | 5<br>*25.0%*<br>** | 30<br>*33.7%* | 123<br>*41.4%* | 62<br>*47.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **242**<br>***56.7%*** | 47<br>*64.4%*<br>C | 65<br>*57.5%* | 59<br>*47.2%* | 64<br>*59.8%*<br>c | 140<br>*57.4%* | 94<br>*55.3%* | 126<br>*54.8%* | 66<br>*53.7%* | 47<br>*68.1%*<br>gh | 97<br>*55.7%* | 58<br>*47.9%* | 85<br>*65.9%*<br>jK | 57<br>*47.9%* | 179<br>*59.9%*<br>M | 34<br>*54.8%* | 189<br>*57.3%* | 74<br>*67.9%*<br>R | 164<br>*52.6%* | 15<br>*75.0%*<br>** | 59<br>*66.3%* | 174<br>*58.6%* | 68<br>*52.3%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q58. In general, how would you rate your childs overall health?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **517**<br>***100.0%*** | **91**<br>***100.0%*** | **134**<br>***100.0%*** | **153**<br>***100.0%*** | **128**<br>***100.0%*** | **299**<br>***100.0%*** | **198**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **212**<br>***100.0%*** | **144**<br>***100.0%*** | **160**<br>***100.0%*** | **139**<br>***100.0%*** | **366**<br>***100.0%*** | **73**<br>***100.0%*** | **387**<br>***100.0%*** | **135**<br>***100.0%*** | **376**<br>***100.0%*** | **29**<br>***100.0%*** | **106**<br>***100.0%*** | **354**<br>***100.0%*** | **163**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **8** | - | 3 | 1 | 3 | 6 | 2 | - | - | - | 1 | 3 | 2 | 4 | 4 | 2 | 5 | 1 | 7 | - | 1 | 7 | 1 | - |
| Excellent | **113**<br>***21.9%*** | 26<br>*28.6%*<br>D | 33<br>*24.6%* | 30<br>*19.6%* | 22<br>*17.2%* | 67<br>*22.4%* | 44<br>*22.2%* | 113<br>*39.0%*<br>HI | -<br>- | -<br>- | 70<br>*33.0%*<br>KL | 22<br>*15.3%* | 21<br>*13.1%* | 23<br>*16.5%* | 85<br>*23.2%* | 16<br>*21.9%* | 87<br>*22.5%* | 31<br>*23.0%* | 81<br>*21.5%* | 4<br>*13.8%*<br>** | 27<br>*25.5%* | 85<br>*24.0%*<br>v | 28<br>*17.2%* | -<br>- |
| Very good | **177**<br>***34.2%*** | 31<br>*34.1%* | 47<br>*35.1%* | 53<br>*34.6%* | 43<br>*33.6%* | 90<br>*30.1%* | 81<br>*40.9%*<br>E | 177<br>*61.0%*<br>HI | -<br>- | -<br>- | 105<br>*49.5%*<br>KL | 45<br>*31.3%*<br>L | 27<br>*16.9%* | 44<br>*31.7%* | 132<br>*36.1%* | 18<br>*24.7%* | 138<br>*35.7%*<br>o | 43<br>*31.9%* | 133<br>*35.4%* | 9<br>*31.0%*<br>** | 34<br>*32.1%* | 128<br>*36.2%* | 49<br>*30.1%* | -<br>- |
| Good | **145**<br>***28.0%*** | 20<br>*22.0%* | 37<br>*27.6%* | 43<br>*28.1%* | 41<br>*32.0%* | 82<br>*27.4%* | 56<br>*28.3%* | -<br>- | 145<br>*100.0%*<br>GI | -<br>- | 28<br>*13.2%* | 62<br>*43.1%*<br>JI | 54<br>*33.8%*<br>J | 38<br>*27.3%* | 103<br>*28.1%* | 24<br>*32.9%* | 103<br>*26.6%* | 36<br>*26.7%* | 107<br>*28.5%* | 10<br>*34.5%*<br>** | 26<br>*24.5%* | 97<br>*27.4%* | 48<br>*29.4%* | -<br>- |
| Fair | **71**<br>***13.7%*** | 13<br>*14.3%* | 14<br>*10.4%* | 23<br>*15.0%* | 19<br>*14.8%* | 49<br>*16.4%*<br>F | 17<br>*8.6%* | -<br>- | -<br>- | 71<br>*86.6%*<br>GH | 9<br>*4.2%* | 14<br>*9.7%*<br>J | 48<br>*30.0%*<br>JK | 31<br>*22.3%*<br>N | 39<br>*10.7%* | 13<br>*17.8%* | 51<br>*13.2%* | 21<br>*15.6%* | 48<br>*12.8%* | 4<br>*13.8%*<br>** | 17<br>*16.0%* | 41<br>*11.6%* | 30<br>*18.4%*<br>U | -<br>- |
| Poor | **11**<br>***2.1%*** | 1<br>*1.1%* | 3<br>*2.2%* | 4<br>*2.6%* | 3<br>*2.3%* | 11<br>*3.7%*<br>F | -<br>- | -<br>- | -<br>- | 11<br>*13.4%*<br>GH | -<br>- | 1<br>*0.7%* | 10<br>*6.3%*<br>JK | 3<br>*2.2%* | 7<br>*1.9%* | 2<br>*2.7%* | 8<br>*2.1%* | 4<br>*3.0%* | 7<br>*1.9%* | 2<br>*6.9%*<br>** | 2<br>*1.9%* | 3<br>*0.8%* | 8<br>*4.9%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Excellent/Very good | **290**<br>***56.1%*** | 57<br>*62.6%*<br>d | 80<br>*59.7%* | 83<br>*54.2%* | 65<br>*50.8%* | 157<br>*52.5%* | 125<br>*63.1%*<br>E | 290<br>*100.0%*<br>HI | -<br>- | -<br>- | 175<br>*82.5%*<br>KL | 67<br>*46.5%*<br>L | 48<br>*30.0%* | 67<br>*48.2%* | 217<br>*59.3%*<br>M | 34<br>*46.6%* | 225<br>*58.1%*<br>o | 74<br>*54.8%* | 214<br>*56.9%* | 13<br>*44.8%*<br>** | 61<br>*57.5%* | 213<br>*60.2%*<br>V | 77<br>*47.2%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q59. In general, how would you rate your childs overall mental or emotional health?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **522** *100.0%* | **91** *100.0%* | **135** *100.0%* | **154** *100.0%* | **131** *100.0%* | **302** *100.0%* | **200** *100.0%* | **290** *100.0%* | **144** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **142** *100.0%* | **368** *100.0%* | **75** *100.0%* | **389** *100.0%* | **134** *100.0%* | **382** *100.0%* | **29** *100.0%* | **105** *100.0%* | **359** *100.0%* | **163** *100.0%* | **-** **-** |
| No Answer | **3** | - | 2 | - | - | 3 | - | - | 1 | - | - | - | - | 1 | 2 | - | 3 | 2 | 1 | - | 2 | 2 | 1 | - |
| Excellent | **92** *17.6%* | 23 *25.3%* D | 30 *22.2%* D | 26 *16.9%* D | 10 *7.6%* | 45 *14.9%* | 42 *21.0%* e | 79 *27.2%* HI | 7 *4.9%* | 6 *7.3%* | 92 *43.2%* KL | - - | - - | 22 *15.5%* | 69 *18.8%* | 7 *9.3%* | 78 *20.1%* O | 24 *17.9%* | 67 *17.5%* | - - ** | 24 *22.9%* | 67 *18.7%* | 25 *15.3%* | - - |
| Very good | **121** *23.2%* | 15 *16.5%* | 37 *27.4%* a | 37 *24.0%* | 30 *22.9%* | 61 *20.2%* | 60 *30.0%* E | 96 *33.1%* HI | 21 *14.6%* I | 3 *3.7%* | 121 *56.8%* KL | - - | - - | 27 *19.0%* | 90 *24.5%* | 17 *22.7%* | 96 *24.7%* | 33 *24.6%* | 85 *22.3%* | 5 *17.2%* ** | 28 *26.7%* | 82 *22.8%* | 39 *23.9%* | - - |
| Good | **147** *28.2%* | 18 *19.8%* | 31 *23.0%* | 50 *32.5%* Ab | 45 *34.4%* AB | 89 *29.5%* | 53 *26.5%* | 67 *23.1%* | 62 *43.1%* GI | 15 *18.3%* | - - | 147 *100.0%* JL | - - | 36 *25.4%* | 108 *29.3%* | 19 *25.3%* | 111 *28.5%* | 34 *25.4%* | 112 *29.3%* | 12 *41.4%* ** | 22 *21.0%* | 98 *27.3%* | 49 *30.1%* | - - |
| Fair | **120** *23.0%* | 24 *26.4%* | 25 *18.5%* | 31 *20.1%* | 38 *29.0%* Bc | 75 *24.8%* f | 37 *18.5%* | 39 *13.4%* | 40 *27.8%* G | 41 *50.0%* GH | - - | - - | 120 *74.1%* JK | 43 *30.3%* N | 74 *20.1%* | 21 *28.0%* | 80 *20.6%* | 30 *22.4%* | 89 *23.3%* | 10 *34.5%* ** | 20 *19.0%* | 89 *24.8%* | 31 *19.0%* | - - |
| Poor | **42** *8.0%* | 11 *12.1%* | 12 *8.9%* | 10 *6.5%* | 8 *6.1%* | 32 *10.6%* F | 8 *4.0%* | 9 *3.1%* | 14 *9.7%* G | 17 *20.7%* GH | - - | - - | 42 *25.9%* JK | 14 *9.9%* | 27 *7.3%* | 11 *14.7%* P | 24 *6.2%* | 13 *9.7%* | 29 *7.6%* | 2 *6.9%* ** | 11 *10.5%* | 23 *6.4%* | 19 *11.7%* U | - - |
| HEDIS/CAHPS SUMMARY RATE - Excellent/Very good | **213** *40.8%* | 38 *41.8%* d | 67 *49.6%* D | 63 *40.9%* d | 40 *30.5%* | 106 *35.1%* | 102 *51.0%* E | 175 *60.3%* HI | 28 *19.4%* i | 9 *11.0%* | 213 *100.0%* KL | - - | - - | 49 *34.5%* | 159 *43.2%* m | 24 *32.0%* | 174 *44.7%* O | 57 *42.5%* | 152 *39.8%* | 5 *17.2%* ** | 52 *49.5%* | 149 *41.5%* | 64 *39.3%* | - - |

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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **522**<br>***100.0%*** | **91**<br>***100.0%*** | **135**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **303**<br>***100.0%*** | **199**<br>***100.0%*** | **289**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **160**<br>***100.0%*** | **142**<br>***100.0%*** | **368**<br>***100.0%*** | **75**<br>***100.0%*** | **390**<br>***100.0%*** | **135**<br>***100.0%*** | **381**<br>***100.0%*** | **29**<br>***100.0%*** | **106**<br>***100.0%*** | **360**<br>***100.0%*** | **162**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **3** | - | 2 | - | - | 2 | 1 | 1 | - | - | - | - | 2 | 1 | 2 | - | 2 | 1 | 2 | - | 1 | 1 | 2 | - |
| Yes | **435**<br>***83.3%*** | 79<br>*86.8%* | 115<br>*85.2%* | 126<br>*81.8%* | 107<br>*81.7%* | 253<br>*83.5%* | 166<br>*83.4%* | 234<br>*81.0%* | 129<br>*89.0%*<br>G | 68<br>*82.9%* | 181<br>*85.0%* | 120<br>*81.6%* | 132<br>*82.5%* | 119<br>*83.8%* | 306<br>*83.2%* | 59<br>*78.7%* | 331<br>*84.9%* | 112<br>*83.0%* | 317<br>*83.2%* | 24<br>*82.8%*<br>** | 88<br>*83.0%* | 308<br>*85.6%*<br>V | 127<br>*78.4%* | -<br>- |
| No | **87**<br>***16.7%*** | 12<br>*13.2%* | 20<br>*14.8%* | 28<br>*18.2%* | 24<br>*18.3%* | 50<br>*16.5%* | 33<br>*16.6%* | 55<br>*19.0%*<br>H | 16<br>*11.0%* | 14<br>*17.1%* | 32<br>*15.0%* | 27<br>*18.4%* | 28<br>*17.5%* | 23<br>*16.2%* | 62<br>*16.8%* | 16<br>*21.3%* | 59<br>*15.1%* | 23<br>*17.0%* | 64<br>*16.8%* | 5<br>*17.2%*<br>** | 18<br>*17.0%* | 52<br>*14.4%* | 35<br>*21.6%*<br>U | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **435**<br>***83.3%*** | 79<br>*86.8%* | 115<br>*85.2%* | 126<br>*81.8%* | 107<br>*81.7%* | 253<br>*83.5%* | 166<br>*83.4%* | 234<br>*81.0%* | 129<br>*89.0%*<br>G | 68<br>*82.9%* | 181<br>*85.0%* | 120<br>*81.6%* | 132<br>*82.5%* | 119<br>*83.8%* | 306<br>*83.2%* | 59<br>*78.7%* | 331<br>*84.9%* | 112<br>*83.0%* | 317<br>*83.2%* | 24<br>*82.8%*<br>** | 88<br>*83.0%* | 308<br>*85.6%*<br>V | 127<br>*78.4%* | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q61. Is this because of any medical, behavioral, or other health condition?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **435**<br>***100.0%*** | **79**<br>***100.0%*** | **115**<br>***100.0%*** | **126**<br>***100.0%*** | **107**<br>***100.0%*** | **253**<br>***100.0%*** | **166**<br>***100.0%*** | **234**<br>***100.0%*** | **129**<br>***100.0%*** | **68**<br>***100.0%*** | **181**<br>***100.0%*** | **120**<br>***100.0%*** | **132**<br>***100.0%*** | **119**<br>***100.0%*** | **306**<br>***100.0%*** | **59**<br>***100.0%*** | **331**<br>***100.0%*** | **112**<br>***100.0%*** | **317**<br>***100.0%*** | **24**<br>***100.0%*** | **88**<br>***100.0%*** | **308**<br>***100.0%*** | **127**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **433**<br>***100.0%*** | **79**<br>***100.0%*** | **115**<br>***100.0%*** | **125**<br>***100.0%*** | **106**<br>***100.0%*** | **251**<br>***100.0%*** | **166**<br>***100.0%*** | **232**<br>***100.0%*** | **129**<br>***100.0%*** | **68**<br>***100.0%*** | **181**<br>***100.0%*** | **119**<br>***100.0%*** | **131**<br>***100.0%*** | **119**<br>***100.0%*** | **304**<br>***100.0%*** | **59**<br>***100.0%*** | **331**<br>***100.0%*** | **112**<br>***100.0%*** | **315**<br>***100.0%*** | **24**<br>***100.0%*** | **88**<br>***100.0%*** | **307**<br>***100.0%*** | **126**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **2** | - | - | 1 | 1 | 2 | - | 2 | - | - | - | 1 | 1 | - | 2 | - | - | - | 2 | - | - | 1 | 1 | - |
| Yes | **412**<br>***95.2%*** | 76<br>*96.2%* | 113<br>*98.3%*<br>C | 114<br>*91.2%* | 102<br>*96.2%* | 235<br>*93.6%* | 161<br>*97.0%* | 221<br>*95.3%* | 121<br>*93.8%* | 66<br>*97.1%* | 171<br>*94.5%* | 114<br>*95.8%* | 125<br>*95.4%* | 113<br>*95.0%* | 290<br>*95.4%* | 56<br>*94.9%* | 317<br>*95.8%* | 105<br>*93.8%* | 302<br>*95.9%* | 21<br>*87.5%*<br>** | 84<br>*95.5%* | 293<br>*95.4%* | 119<br>*94.4%* | -<br>- |
| No | **21**<br>***4.8%*** | 3<br>*3.8%* | 2<br>*1.7%* | 11<br>*8.8%*<br>B | 4<br>*3.8%* | 16<br>*6.4%* | 5<br>*3.0%* | 11<br>*4.7%* | 8<br>*6.2%* | 2<br>*2.9%* | 10<br>*5.5%* | 5<br>*4.2%* | 6<br>*4.6%* | 6<br>*5.0%* | 14<br>*4.6%* | 3<br>*5.1%* | 14<br>*4.2%* | 7<br>*6.3%* | 13<br>*4.1%* | 3<br>*12.5%*<br>** | 4<br>*4.5%* | 14<br>*4.6%* | 7<br>*5.6%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **412**<br>***95.2%*** | 76<br>*96.2%* | 113<br>*98.3%*<br>C | 114<br>*91.2%* | 102<br>*96.2%* | 235<br>*93.6%* | 161<br>*97.0%* | 221<br>*95.3%* | 121<br>*93.8%* | 66<br>*97.1%* | 171<br>*94.5%* | 114<br>*95.8%* | 125<br>*95.4%* | 113<br>*95.0%* | 290<br>*95.4%* | 56<br>*94.9%* | 317<br>*95.8%* | 105<br>*93.8%* | 302<br>*95.9%* | 21<br>*87.5%*<br>** | 84<br>*95.5%* | 293<br>*95.4%* | 119<br>*94.4%* | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q62. Is this a condition that has lasted or is expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **412**<br>***100.0%*** | **76**<br>***100.0%*** | **113**<br>***100.0%*** | **114**<br>***100.0%*** | **102**<br>***100.0%*** | **235**<br>***100.0%*** | **161**<br>***100.0%*** | **221**<br>***100.0%*** | **121**<br>***100.0%*** | **66**<br>***100.0%*** | **171**<br>***100.0%*** | **114**<br>***100.0%*** | **125**<br>***100.0%*** | **113**<br>***100.0%*** | **290**<br>***100.0%*** | **56**<br>***100.0%*** | **317**<br>***100.0%*** | **105**<br>***100.0%*** | **302**<br>***100.0%*** | **21**<br>***100.0%*** | **84**<br>***100.0%*** | **293**<br>***100.0%*** | **119**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **406**<br>***100.0%*** | **74**<br>***100.0%*** | **112**<br>***100.0%*** | **112**<br>***100.0%*** | **101**<br>***100.0%*** | **231**<br>***100.0%*** | **160**<br>***100.0%*** | **219**<br>***100.0%*** | **118**<br>***100.0%*** | **65**<br>***100.0%*** | **171**<br>***100.0%*** | **110**<br>***100.0%*** | **123**<br>***100.0%*** | **113**<br>***100.0%*** | **284**<br>***100.0%*** | **56**<br>***100.0%*** | **312**<br>***100.0%*** | **104**<br>***100.0%*** | **297**<br>***100.0%*** | **21**<br>***100.0%*** | **83**<br>***100.0%*** | **290**<br>***100.0%*** | **116**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **6** | 2 | 1 | 2 | 1 | 4 | 1 | 2 | 3 | 1 | - | 4 | 2 | - | 6 | - | 5 | 1 | 5 | - | 1 | 3 | 3 | - |
| Yes | **397**<br>***97.8%*** | 71<br>*95.9%* | 110<br>*98.2%* | 111<br>*99.1%* | 99<br>*98.0%* | 226<br>*97.8%* | 158<br>*98.8%* | 214<br>*97.7%* | 116<br>*98.3%* | 63<br>*96.9%* | 168<br>*98.2%* | 108<br>*98.2%* | 119<br>*96.7%* | 111<br>*98.2%* | 278<br>*97.9%* | 55<br>*98.2%* | 305<br>*97.8%* | 103<br>*99.0%* | 290<br>*97.6%* | 21<br>*100.0%*<br>** | 82<br>*98.8%* | 283<br>*97.6%* | 114<br>*98.3%* | -<br>- |
| No | **9**<br>***2.2%*** | 3<br>*4.1%* | 2<br>*1.8%* | 1<br>*0.9%* | 2<br>*2.0%* | 5<br>*2.2%* | 2<br>*1.3%* | 5<br>*2.3%* | 2<br>*1.7%* | 2<br>*3.1%* | 3<br>*1.8%* | 2<br>*1.8%* | 4<br>*3.3%* | 2<br>*1.8%* | 6<br>*2.1%* | 1<br>*1.8%* | 7<br>*2.2%* | 1<br>*1.0%* | 7<br>*2.4%* | -<br>-<br>** | 1<br>*1.2%* | 7<br>*2.4%* | 2<br>*1.7%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **397**<br>***97.8%*** | 71<br>*95.9%* | 110<br>*98.2%* | 111<br>*99.1%* | 99<br>*98.0%* | 226<br>*97.8%* | 158<br>*98.8%* | 214<br>*97.7%* | 116<br>*98.3%* | 63<br>*96.9%* | 168<br>*98.2%* | 108<br>*98.2%* | 119<br>*96.7%* | 111<br>*98.2%* | 278<br>*97.9%* | 55<br>*98.2%* | 305<br>*97.8%* | 103<br>*99.0%* | 290<br>*97.6%* | 21<br>*100.0%*<br>** | 82<br>*98.8%* | 283<br>*97.6%* | 114<br>*98.3%* | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **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 Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **515**<br>***100.0%*** | **91**<br>***100.0%*** | **134**<br>***100.0%*** | **151**<br>***100.0%*** | **128**<br>***100.0%*** | **298**<br>***100.0%*** | **197**<br>***100.0%*** | **284**<br>***100.0%*** | **143**<br>***100.0%*** | **81**<br>***100.0%*** | **210**<br>***100.0%*** | **143**<br>***100.0%*** | **160**<br>***100.0%*** | **140**<br>***100.0%*** | **364**<br>***100.0%*** | **74**<br>***100.0%*** | **385**<br>***100.0%*** | **134**<br>***100.0%*** | **376**<br>***100.0%*** | **29**<br>***100.0%*** | **105**<br>***100.0%*** | **356**<br>***100.0%*** | **159**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **10** | - | 3 | 3 | 3 | 7 | 3 | 6 | 2 | 1 | 3 | 4 | 2 | 3 | 6 | 1 | 7 | 2 | 7 | - | 2 | 5 | 5 | - |
| Yes | **262**<br>***50.9%*** | 44<br>*48.4%* | 65<br>*48.5%* | 79<br>*52.3%* | 67<br>*52.3%* | 153<br>*51.3%* | 99<br>*50.3%* | 112<br>*39.4%* | 84<br>*58.7%*<br>G | 63<br>*77.8%*<br>GH | 74<br>*35.2%* | 77<br>*53.8%*<br>J | 110<br>*68.8%*<br>JK | 79<br>*56.4%*<br>n | 175<br>*48.1%* | 39<br>*52.7%* | 201<br>*52.2%* | 78<br>*58.2%*<br>R | 181<br>*48.1%* | 21<br>*72.4%*<br>** | 57<br>*54.3%* | 170<br>*47.8%* | 92<br>*57.9%*<br>U | -<br>- |
| No | **253**<br>***49.1%*** | 47<br>*51.6%* | 69<br>*51.5%* | 72<br>*47.7%* | 61<br>*47.7%* | 145<br>*48.7%* | 98<br>*49.7%* | 172<br>*60.6%*<br>HI | 59<br>*41.3%*<br>I | 18<br>*22.2%* | 136<br>*64.8%*<br>KL | 66<br>*46.2%*<br>L | 50<br>*31.3%* | 61<br>*43.6%* | 189<br>*51.9%*<br>m | 35<br>*47.3%* | 184<br>*47.8%* | 56<br>*41.8%* | 195<br>*51.9%*<br>Q | 8<br>*27.6%*<br>** | 48<br>*45.7%* | 186<br>*52.2%*<br>V | 67<br>*42.1%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **262**<br>***50.9%*** | 44<br>*48.4%* | 65<br>*48.5%* | 79<br>*52.3%* | 67<br>*52.3%* | 153<br>*51.3%* | 99<br>*50.3%* | 112<br>*39.4%* | 84<br>*58.7%*<br>G | 63<br>*77.8%*<br>GH | 74<br>*35.2%* | 77<br>*53.8%*<br>J | 110<br>*68.8%*<br>JK | 79<br>*56.4%*<br>n | 175<br>*48.1%* | 39<br>*52.7%* | 201<br>*52.2%* | 78<br>*58.2%*<br>R | 181<br>*48.1%* | 21<br>*72.4%*<br>** | 57<br>*54.3%* | 170<br>*47.8%* | 92<br>*57.9%*<br>U | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q64. Is this because of any medical, behavioral, or other health condition?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **262** *100.0%* | **44** *100.0%* | **65** *100.0%* | **79** *100.0%* | **67** *100.0%* | **153** *100.0%* | **99** *100.0%* | **112** *100.0%* | **84** *100.0%* | **63** *100.0%* | **74** *100.0%* | **77** *100.0%* | **110** *100.0%* | **79** *100.0%* | **175** *100.0%* | **39** *100.0%* | **201** *100.0%* | **78** *100.0%* | **181** *100.0%* | **21** *100.0%* | **57** *100.0%* | **170** *100.0%* | **92** *100.0%* | **-** **-** |
| **Total Valid Responses** | **258** *100.0%* | **44** *100.0%* | **64** *100.0%* | **78** *100.0%* | **66** *100.0%* | **151** *100.0%* | **98** *100.0%* | **110** *100.0%* | **82** *100.0%* | **63** *100.0%* | **72** *100.0%* | **75** *100.0%* | **110** *100.0%* | **77** *100.0%* | **173** *100.0%* | **39** *100.0%* | **197** *100.0%* | **76** *100.0%* | **179** *100.0%* | **20** *100.0%* | **56** *100.0%* | **168** *100.0%* | **90** *100.0%* | **-** **-** |
| No Answer | **4** | - | 1 | 1 | 1 | 2 | 1 | 2 | 2 | - | 2 | 2 | - | 2 | 2 | - | 4 | 2 | 2 | 1 | 1 | 2 | 2 | - |
| Yes | **247** *95.7%* | 41 *93.2%* | 61 *95.3%* | 74 *94.9%* | 65 *98.5%* | 142 *94.0%* | 97 *99.0%* e | 102 *92.7%* | 81 *98.8%* g | 61 *96.8%* | 67 *93.1%* | 72 *96.0%* | 107 *97.3%* | 73 *94.8%* | 166 *96.0%* | 37 *94.9%* | 189 *95.9%* | 72 *94.7%* | 172 *96.1%* | 18 *90.0%* ** | 54 *96.4%* | 162 *96.4%* | 85 *94.4%* | - - |
| No | **11** *4.3%* | 3 *6.8%* | 3 *4.7%* | 4 *5.1%* | 1 *1.5%* | 9 *6.0%* f | 1 *1.0%* | 8 *7.3%* h | 1 *1.2%* | 2 *3.2%* | 5 *6.9%* | 3 *4.0%* | 3 *2.7%* | 4 *5.2%* | 7 *4.0%* | 2 *5.1%* | 8 *4.1%* | 4 *5.3%* | 7 *3.9%* | 2 *10.0%* ** | 2 *3.6%* | 6 *3.6%* | 5 *5.6%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **247** *95.7%* | 41 *93.2%* | 61 *95.3%* | 74 *94.9%* | 65 *98.5%* | 142 *94.0%* | 97 *99.0%* e | 102 *92.7%* | 81 *98.8%* g | 61 *96.8%* | 67 *93.1%* | 72 *96.0%* | 107 *97.3%* | 73 *94.8%* | 166 *96.0%* | 37 *94.9%* | 189 *95.9%* | 72 *94.7%* | 172 *96.1%* | 18 *90.0%* ** | 54 *96.4%* | 162 *96.4%* | 85 *94.4%* | - - |

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- Count
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q65. Is this a condition that has lasted or is expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **247**<br>***100.0%*** | **41**<br>***100.0%*** | **61**<br>***100.0%*** | **74**<br>***100.0%*** | **65**<br>***100.0%*** | **142**<br>***100.0%*** | **97**<br>***100.0%*** | **102**<br>***100.0%*** | **81**<br>***100.0%*** | **61**<br>***100.0%*** | **67**<br>***100.0%*** | **72**<br>***100.0%*** | **107**<br>***100.0%*** | **73**<br>***100.0%*** | **166**<br>***100.0%*** | **37**<br>***100.0%*** | **189**<br>***100.0%*** | **72**<br>***100.0%*** | **172**<br>***100.0%*** | **18**<br>***100.0%*** | **54**<br>***100.0%*** | **162**<br>***100.0%*** | **85**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **246**<br>***100.0%*** | **41**<br>***100.0%*** | **61**<br>***100.0%*** | **74**<br>***100.0%*** | **64**<br>***100.0%*** | **141**<br>***100.0%*** | **97**<br>***100.0%*** | **102**<br>***100.0%*** | **81**<br>***100.0%*** | **60**<br>***100.0%*** | **67**<br>***100.0%*** | **72**<br>***100.0%*** | **106**<br>***100.0%*** | **72**<br>***100.0%*** | **166**<br>***100.0%*** | **37**<br>***100.0%*** | **188**<br>***100.0%*** | **72**<br>***100.0%*** | **171**<br>***100.0%*** | **18**<br>***100.0%*** | **54**<br>***100.0%*** | **161**<br>***100.0%*** | **85**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **1** | - | - | - | 1 | 1 | - | - | - | 1 | - | - | 1 | 1 | - | - | 1 | - | 1 | - | - | 1 | - | - |
| Yes | **240**<br>***97.6%*** | 40<br>*97.6%* | 58<br>*95.1%* | 74<br>*100.0%*<br>b | 62<br>*96.9%* | 137<br>*97.2%* | 95<br>*97.9%* | 98<br>*96.1%* | 80<br>*98.8%* | 59<br>*98.3%* | 65<br>*97.0%* | 71<br>*98.6%* | 103<br>*97.2%* | 70<br>*97.2%* | 162<br>*97.6%* | 37<br>*100.0%* | 182<br>*96.8%* | 70<br>*97.2%* | 167<br>*97.7%* | 18<br>*100.0%*<br>** | 52<br>*96.3%* | 157<br>*97.5%* | 83<br>*97.6%* | -<br>- |
| No | **6**<br>***2.4%*** | 1<br>*2.4%* | 3<br>*4.9%*<br>c | -<br>- | 2<br>*3.1%* | 4<br>*2.8%* | 2<br>*2.1%* | 4<br>*3.9%* | 1<br>*1.2%* | 1<br>*1.7%* | 2<br>*3.0%* | 1<br>*1.4%* | 3<br>*2.8%* | 2<br>*2.8%* | 4<br>*2.4%* | -<br>- | 6<br>*3.2%* | 2<br>*2.8%* | 4<br>*2.3%* | -<br>-<br>** | 2<br>*3.7%* | 4<br>*2.5%* | 2<br>*2.4%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **240**<br>***97.6%*** | 40<br>*97.6%* | 58<br>*95.1%* | 74<br>*100.0%*<br>b | 62<br>*96.9%* | 137<br>*97.2%* | 95<br>*97.9%* | 98<br>*96.1%* | 80<br>*98.8%* | 59<br>*98.3%* | 65<br>*97.0%* | 71<br>*98.6%* | 103<br>*97.2%* | 70<br>*97.2%* | 162<br>*97.6%* | 37<br>*100.0%* | 182<br>*96.8%* | 70<br>*97.2%* | 167<br>*97.7%* | 18<br>*100.0%*<br>** | 52<br>*96.3%* | 157<br>*97.5%* | 83<br>*97.6%* | -<br>- |

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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **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 Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **516**<br>***100.0%*** | **91**<br>***100.0%*** | **133**<br>***100.0%*** | **153**<br>***100.0%*** | **129**<br>***100.0%*** | **298**<br>***100.0%*** | **199**<br>***100.0%*** | **288**<br>***100.0%*** | **144**<br>***100.0%*** | **77**<br>***100.0%*** | **211**<br>***100.0%*** | **145**<br>***100.0%*** | **158**<br>***100.0%*** | **141**<br>***100.0%*** | **364**<br>***100.0%*** | **75**<br>***100.0%*** | **384**<br>***100.0%*** | **133**<br>***100.0%*** | **379**<br>***100.0%*** | **29**<br>***100.0%*** | **104**<br>***100.0%*** | **357**<br>***100.0%*** | **159**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **9** | - | 4 | 1 | 2 | 7 | 1 | 2 | 1 | 5 | 2 | 2 | 4 | 2 | 6 | - | 8 | 3 | 4 | - | 3 | 4 | 5 | - |
| Yes | **176**<br>***34.1%*** | 26<br>*28.6%* | 47<br>*35.3%* | 47<br>*30.7%* | 53<br>*41.1%*<br>ac | 100<br>*33.6%* | 70<br>*35.2%* | 77<br>*26.7%* | 62<br>*43.1%*<br>G | 36<br>*46.8%*<br>G | 62<br>*29.4%* | 43<br>*29.7%* | 69<br>*43.7%*<br>JK | 48<br>*34.0%* | 124<br>*34.1%* | 28<br>*37.3%* | 136<br>*35.4%* | 62<br>*46.6%*<br>R | 112<br>*29.6%* | 17<br>*58.6%*<br>** | 45<br>*43.3%* | 108<br>*30.3%* | 68<br>*42.8%*<br>U | -<br>- |
| No | **340**<br>***65.9%*** | 65<br>*71.4%*<br>d | 86<br>*64.7%* | 106<br>*69.3%*<br>d | 76<br>*58.9%* | 198<br>*66.4%* | 129<br>*64.8%* | 211<br>*73.3%*<br>HI | 82<br>*56.9%* | 41<br>*53.2%* | 149<br>*70.6%*<br>L | 102<br>*70.3%*<br>L | 89<br>*56.3%* | 93<br>*66.0%* | 240<br>*65.9%* | 47<br>*62.7%* | 248<br>*64.6%* | 71<br>*53.4%* | 267<br>*70.4%*<br>Q | 12<br>*41.4%*<br>** | 59<br>*56.7%* | 249<br>*69.7%*<br>V | 91<br>*57.2%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **176**<br>***34.1%*** | 26<br>*28.6%* | 47<br>*35.3%* | 47<br>*30.7%* | 53<br>*41.1%*<br>ac | 100<br>*33.6%* | 70<br>*35.2%* | 77<br>*26.7%* | 62<br>*43.1%*<br>G | 36<br>*46.8%*<br>G | 62<br>*29.4%* | 43<br>*29.7%* | 69<br>*43.7%*<br>JK | 48<br>*34.0%* | 124<br>*34.1%* | 28<br>*37.3%* | 136<br>*35.4%* | 62<br>*46.6%*<br>R | 112<br>*29.6%* | 17<br>*58.6%*<br>** | 45<br>*43.3%* | 108<br>*30.3%* | 68<br>*42.8%*<br>U | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q67. Is this because of any medical, behavioral, or other health condition?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **176** *100.0%* | **26** *100.0%* | **47** *100.0%* | **47** *100.0%* | **53** *100.0%* | **100** *100.0%* | **70** *100.0%* | **77** *100.0%* | **62** *100.0%* | **36** *100.0%* | **62** *100.0%* | **43** *100.0%* | **69** *100.0%* | **48** *100.0%* | **124** *100.0%* | **28** *100.0%* | **136** *100.0%* | **62** *100.0%* | **112** *100.0%* | **17** *100.0%* | **45** *100.0%* | **108** *100.0%* | **68** *100.0%* | **-** **-** |
| **Total Valid Responses** | **170** *100.0%* | **25** *100.0%* | **46** *100.0%* | **45** *100.0%* | **51** *100.0%* | **95** *100.0%* | **69** *100.0%* | **72** *100.0%* | **61** *100.0%* | **36** *100.0%* | **59** *100.0%* | **41** *100.0%* | **68** *100.0%* | **47** *100.0%* | **119** *100.0%* | **28** *100.0%* | **130** *100.0%* | **61** *100.0%* | **107** *100.0%* | **17** *100.0%* | **44** *100.0%* | **104** *100.0%* | **66** *100.0%* | **-** **-** |
| No Answer | **6** | 1 | 1 | 2 | 2 | 5 | 1 | 5 | 1 | - | 3 | 2 | 1 | 1 | 5 | - | 6 | 1 | 5 | - | 1 | 4 | 2 | - |
| Yes | **154** *90.6%* | 23 *92.0%* ** | 42 *91.3%* | 42 *93.3%* | 44 *86.3%* | 81 *85.3%* | 67 *97.1%* E | 59 *81.9%* | 59 *96.7%* G | 35 *97.2%* G | 54 *91.5%* | 34 *82.9%* | 64 *94.1%* k | 45 *95.7%* | 106 *89.1%* | 27 *96.4%* ** | 116 *89.2%* | 52 *85.2%* | 100 *93.5%* q | 14 *82.4%* ** | 38 *86.4%* | 96 *92.3%* | 58 *87.9%* | - - |
| No | **16** *9.4%* | 2 *8.0%* ** | 4 *8.7%* | 3 *6.7%* | 7 *13.7%* | 14 *14.7%* F | 2 *2.9%* | 13 *18.1%* HI | 2 *3.3%* | 1 *2.8%* | 5 *8.5%* | 7 *17.1%* l | 4 *5.9%* | 2 *4.3%* | 13 *10.9%* | 1 *3.6%* ** | 14 *10.8%* | 9 *14.8%* r | 7 *6.5%* | 3 *17.6%* ** | 6 *13.6%* | 8 *7.7%* | 8 *12.1%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **154** *90.6%* | 23 *92.0%* ** | 42 *91.3%* | 42 *93.3%* | 44 *86.3%* | 81 *85.3%* | 67 *97.1%* E | 59 *81.9%* | 59 *96.7%* G | 35 *97.2%* G | 54 *91.5%* | 34 *82.9%* | 64 *94.1%* k | 45 *95.7%* | 106 *89.1%* | 27 *96.4%* ** | 116 *89.2%* | 52 *85.2%* | 100 *93.5%* q | 14 *82.4%* ** | 38 *86.4%* | 96 *92.3%* | 58 *87.9%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q68. Is this a condition that has lasted or is expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **154** *100.0%* | **23** *100.0%* | **42** *100.0%* | **42** *100.0%* | **44** *100.0%* | **81** *100.0%* | **67** *100.0%* | **59** *100.0%* | **59** *100.0%* | **35** *100.0%* | **54** *100.0%* | **34** *100.0%* | **64** *100.0%* | **45** *100.0%* | **106** *100.0%* | **27** *100.0%* | **116** *100.0%* | **52** *100.0%* | **100** *100.0%* | **14** *100.0%* | **38** *100.0%* | **96** *100.0%* | **58** *100.0%* | **-** **-** |
| **Total Valid Responses** | **153** *100.0%* | **23** *100.0%* | **42** *100.0%* | **42** *100.0%* | **43** *100.0%* | **81** *100.0%* | **66** *100.0%* | **58** *100.0%* | **59** *100.0%* | **35** *100.0%* | **53** *100.0%* | **34** *100.0%* | **64** *100.0%* | **45** *100.0%* | **106** *100.0%* | **27** *100.0%* | **115** *100.0%* | **52** *100.0%* | **100** *100.0%* | **14** *100.0%* | **38** *100.0%* | **95** *100.0%* | **58** *100.0%* | **-** **-** |
| No Answer | **1** | - | - | - | 1 | - | 1 | 1 | - | - | 1 | - | - | - | - | - | 1 | - | - | - | - | 1 | - | - |
| Yes | **148** *96.7%* | 22 *95.7%* ** | 39 *92.9%* | 42 *100.0%* b | 42 *97.7%* | 77 *95.1%* | 65 *98.5%* | 53 *91.4%* | 59 *100.0%* G | 35 *100.0%* g | 51 *96.2%* | 33 *97.1%* | 62 *96.9%* | 45 *100.0%* | 101 *95.3%* | 27 *100.0%* ** | 110 *95.7%* | 49 *94.2%* | 98 *98.0%* | 14 *100.0%* ** | 35 *92.1%* | 91 *95.8%* | 57 *98.3%* | - - |
| No | **5** *3.3%* | 1 *4.3%* ** | 3 *7.1%* c | - - | 1 *2.3%* | 4 *4.9%* | 1 *1.5%* | 5 *8.6%* Hi | - - | - - | 2 *3.8%* | 1 *2.9%* | 2 *3.1%* | - - | 5 *4.7%* | - - ** | 5 *4.3%* | 3 *5.8%* | 2 *2.0%* | - - ** | 3 *7.9%* | 4 *4.2%* | 1 *1.7%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **148** *96.7%* | 22 *95.7%* ** | 39 *92.9%* | 42 *100.0%* b | 42 *97.7%* | 77 *95.1%* | 65 *98.5%* | 53 *91.4%* | 59 *100.0%* G | 35 *100.0%* g | 51 *96.2%* | 33 *97.1%* | 62 *96.9%* | 45 *100.0%* | 101 *95.3%* | 27 *100.0%* ** | 110 *95.7%* | 49 *94.2%* | 98 *98.0%* | 14 *100.0%* ** | 35 *92.1%* | 91 *95.8%* | 57 *98.3%* | - - |

Cell Contents:
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- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | - - |
| **Total Valid Responses** | **515** *100.0%* | **90** *100.0%* | **135** *100.0%* | **152** *100.0%* | **127** *100.0%* | **298** *100.0%* | **198** *100.0%* | **286** *100.0%* | **142** *100.0%* | **79** *100.0%* | **210** *100.0%* | **146** *100.0%* | **156** *100.0%* | **140** *100.0%* | **364** *100.0%* | **73** *100.0%* | **385** *100.0%* | **135** *100.0%* | **376** *100.0%* | **29** *100.0%* | **106** *100.0%* | **355** *100.0%* | **160** *100.0%* | - - |
| No Answer | **10** | 1 | 2 | 2 | 4 | 7 | 2 | 4 | 3 | 3 | 3 | 1 | 6 | 3 | 6 | 2 | 7 | 1 | 7 | - | 1 | 6 | 4 | - |
| Yes | **115** *22.3%* | 15 *16.7%* | 33 *24.4%* | 39 *25.7%* | 23 *18.1%* | 73 *24.5%* | 38 *19.2%* | 49 *17.1%* | 36 *25.4%* G | 29 *36.7%* Gh | 45 *21.4%* | 29 *19.9%* | 39 *25.0%* | 31 *22.1%* | 83 *22.8%* | 21 *28.8%* | 83 *21.6%* | 38 *28.1%* r | 76 *20.2%* | 7 *24.1%* ** | 31 *29.2%* | 67 *18.9%* | 48 *30.0%* U | - - |
| No | **400** *77.7%* | 75 *83.3%* | 102 *75.6%* | 113 *74.3%* | 104 *81.9%* | 225 *75.5%* | 160 *80.8%* | 237 *82.9%* HI | 106 *74.6%* i | 50 *63.3%* | 165 *78.6%* | 117 *80.1%* | 117 *75.0%* | 109 *77.9%* | 281 *77.2%* | 52 *71.2%* | 302 *78.4%* | 97 *71.9%* | 300 *79.8%* q | 22 *75.9%* ** | 75 *70.8%* | 288 *81.1%* V | 112 *70.0%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **115** *22.3%* | 15 *16.7%* | 33 *24.4%* | 39 *25.7%* | 23 *18.1%* | 73 *24.5%* | 38 *19.2%* | 49 *17.1%* | 36 *25.4%* G | 29 *36.7%* Gh | 45 *21.4%* | 29 *19.9%* | 39 *25.0%* | 31 *22.1%* | 83 *22.8%* | 21 *28.8%* | 83 *21.6%* | 38 *28.1%* r | 76 *20.2%* | 7 *24.1%* ** | 31 *29.2%* | 67 *18.9%* | 48 *30.0%* U | - - |

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- Column Percentage
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q70. Is this because of any medical, behavioral, or other health condition?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **115** *100.0%* | **15** *100.0%* | **33** *100.0%* | **39** *100.0%* | **23** *100.0%* | **73** *100.0%* | **38** *100.0%* | **49** *100.0%* | **36** *100.0%* | **29** *100.0%* | **45** *100.0%* | **29** *100.0%* | **39** *100.0%* | **31** *100.0%* | **83** *100.0%* | **21** *100.0%* | **83** *100.0%* | **38** *100.0%* | **76** *100.0%* | **7** *100.0%* | **31** *100.0%* | **67** *100.0%* | **48** *100.0%* | **-** **-** |
| **Total Valid Responses** | **111** *100.0%* | **14** *100.0%* | **32** *100.0%* | **39** *100.0%* | **21** *100.0%* | **69** *100.0%* | **38** *100.0%* | **48** *100.0%* | **33** *100.0%* | **29** *100.0%* | **42** *100.0%* | **28** *100.0%* | **39** *100.0%* | **28** *100.0%* | **83** *100.0%* | **19** *100.0%* | **81** *100.0%* | **38** *100.0%* | **72** *100.0%* | **7** *100.0%* | **31** *100.0%* | **63** *100.0%* | **48** *100.0%* | **-** **-** |
| No Answer | **4** | 1 | 1 | - | 2 | 4 | - | 1 | 3 | - | 3 | 1 | - | 3 | - | 2 | 2 | - | 4 | - | - | 4 | - | - |
| Yes | **99** *89.2%* | 13 *92.9%* ** | 31 *96.9%* C | 31 *79.5%* | 20 *95.2%* ** | 64 *92.8%* f | 31 *81.6%* | 39 *81.3%* | 30 *90.9%* | 29 *100.0%* ** | 35 *83.3%* | 23 *82.1%* ** | 39 *100.0%* J | 27 *96.4%* ** | 72 *86.7%* | 19 *100.0%* ** | 72 *88.9%* | 34 *89.5%* | 64 *88.9%* | 5 *71.4%* ** | 29 *93.5%* | 56 *88.9%* | 43 *89.6%* | - - |
| No | **12** *10.8%* | 1 *7.1%* ** | 1 *3.1%* | 8 *20.5%* B | 1 *4.8%* ** | 5 *7.2%* | 7 *18.4%* e | 9 *18.8%* | 3 *9.1%* | - - ** | 7 *16.7%* L | 5 *17.9%* ** | - - | 1 *3.6%* ** | 11 *13.3%* | - - ** | 9 *11.1%* | 4 *10.5%* | 8 *11.1%* | 2 *28.6%* ** | 2 *6.5%* | 7 *11.1%* | 5 *10.4%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **99** *89.2%* | 13 *92.9%* ** | 31 *96.9%* C | 31 *79.5%* | 20 *95.2%* ** | 64 *92.8%* f | 31 *81.6%* | 39 *81.3%* | 30 *90.9%* | 29 *100.0%* ** | 35 *83.3%* | 23 *82.1%* ** | 39 *100.0%* J | 27 *96.4%* ** | 72 *86.7%* | 19 *100.0%* ** | 72 *88.9%* | 34 *89.5%* | 64 *88.9%* | 5 *71.4%* ** | 29 *93.5%* | 56 *88.9%* | 43 *89.6%* | - - |

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- Count
- Column Percentage
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q71. Is this a condition that has lasted or is expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **99** *100.0%* | **13** *100.0%* | **31** *100.0%* | **31** *100.0%* | **20** *100.0%* | **64** *100.0%* | **31** *100.0%* | **39** *100.0%* | **30** *100.0%* | **29** *100.0%* | **35** *100.0%* | **23** *100.0%* | **39** *100.0%* | **27** *100.0%* | **72** *100.0%* | **19** *100.0%* | **72** *100.0%* | **34** *100.0%* | **64** *100.0%* | **5** *100.0%* | **29** *100.0%* | **56** *100.0%* | **43** *100.0%* | **-** **-** |
| **Total Valid Responses** | **97** *100.0%* | **13** *100.0%* | **31** *100.0%* | **30** *100.0%* | **20** *100.0%* | **62** *100.0%* | **31** *100.0%* | **38** *100.0%* | **29** *100.0%* | **29** *100.0%* | **34** *100.0%* | **23** *100.0%* | **38** *100.0%* | **27** *100.0%* | **70** *100.0%* | **19** *100.0%* | **70** *100.0%* | **33** *100.0%* | **63** *100.0%* | **5** *100.0%* | **28** *100.0%* | **54** *100.0%* | **43** *100.0%* | **-** **-** |
| No Answer | **2** | - | - | 1 | - | 2 | - | 1 | 1 | - | 1 | - | 1 | - | 2 | - | 2 | 1 | 1 | - | 1 | 2 | - | - |
| Yes | **96** *99.0%* | 13 *100.0%* ** | 31 *100.0%* | 29 *96.7%* | 20 *100.0%* ** | 61 *98.4%* | 31 *100.0%* | 38 *100.0%* | 29 *100.0%* ** | 28 *96.6%* ** | 34 *100.0%* | 23 *100.0%* ** | 37 *97.4%* | 27 *100.0%* ** | 69 *98.6%* | 19 *100.0%* ** | 69 *98.6%* | 33 *100.0%* | 62 *98.4%* | 5 *100.0%* ** | 28 *100.0%* ** | 54 *100.0%* | 42 *97.7%* | - - |
| No | **1** *1.0%* | - - ** | - - | 1 *3.3%* | - - ** | 1 *1.6%* | - - | - - | - - ** | 1 *3.4%* ** | - - | - - ** | 1 *2.6%* | - - ** | 1 *1.4%* | - - ** | 1 *1.4%* | - - | 1 *1.6%* | - - ** | - - ** | - - | 1 *2.3%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **96** *99.0%* | 13 *100.0%* ** | 31 *100.0%* | 29 *96.7%* | 20 *100.0%* ** | 61 *98.4%* | 31 *100.0%* | 38 *100.0%* | 29 *100.0%* ** | 28 *96.6%* ** | 34 *100.0%* | 23 *100.0%* ** | 37 *97.4%* | 27 *100.0%* ** | 69 *98.6%* | 19 *100.0%* ** | 69 *98.6%* | 33 *100.0%* | 62 *98.4%* | 5 *100.0%* ** | 28 *100.0%* ** | 54 *100.0%* | 42 *97.7%* | - - |

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- Count
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total** | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **K** | **L** | **M** | **N** | **O** | **P** | **Q** | **R** | **S** | **T** | **U** | **V** | **W** |
| **Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>***100.0%*** | **91**<br>***100.0%*** | **137**<br>***100.0%*** | **154**<br>***100.0%*** | **131**<br>***100.0%*** | **305**<br>***100.0%*** | **200**<br>***100.0%*** | **290**<br>***100.0%*** | **145**<br>***100.0%*** | **82**<br>***100.0%*** | **213**<br>***100.0%*** | **147**<br>***100.0%*** | **162**<br>***100.0%*** | **143**<br>***100.0%*** | **370**<br>***100.0%*** | **75**<br>***100.0%*** | **392**<br>***100.0%*** | **136**<br>***100.0%*** | **383**<br>***100.0%*** | **29**<br>***100.0%*** | **107**<br>***100.0%*** | **361**<br>***100.0%*** | **164**<br>***100.0%*** | **-**<br>**-** |
| **Total Valid Responses** | **518**<br>***100.0%*** | **90**<br>***100.0%*** | **137**<br>***100.0%*** | **152**<br>***100.0%*** | **128**<br>***100.0%*** | **301**<br>***100.0%*** | **197**<br>***100.0%*** | **286**<br>***100.0%*** | **144**<br>***100.0%*** | **80**<br>***100.0%*** | **210**<br>***100.0%*** | **145**<br>***100.0%*** | **160**<br>***100.0%*** | **142**<br>***100.0%*** | **365**<br>***100.0%*** | **75**<br>***100.0%*** | **386**<br>***100.0%*** | **134**<br>***100.0%*** | **379**<br>***100.0%*** | **29**<br>***100.0%*** | **105**<br>***100.0%*** | **356**<br>***100.0%*** | **162**<br>***100.0%*** | **-**<br>**-** |
| No Answer | **7** | 1 | - | 2 | 3 | 4 | 3 | 4 | 1 | 2 | 3 | 2 | 2 | 1 | 5 | - | 6 | 2 | 4 | - | 2 | 5 | 2 | - |
| Yes | **290**<br>***56.0%*** | 49<br>*54.4%* | 67<br>*48.9%* | 88<br>*57.9%* | 79<br>*61.7%*<br>B | 177<br>*58.8%*<br>f | 101<br>*51.3%* | 140<br>*49.0%* | 95<br>*66.0%*<br>G | 48<br>*60.0%*<br>g | 56<br>*26.7%* | 98<br>*67.6%*<br>J | 134<br>*83.8%*<br>JK | 84<br>*59.2%* | 198<br>*54.2%* | 50<br>*66.7%*<br>P | 205<br>*53.1%* | 81<br>*60.4%* | 206<br>*54.4%* | 19<br>*65.5%*<br>** | 62<br>*59.0%* | 205<br>*57.6%* | 85<br>*52.5%* | -<br>- |
| No | **228**<br>***44.0%*** | 41<br>*45.6%* | 70<br>*51.1%*<br>D | 64<br>*42.1%* | 49<br>*38.3%* | 124<br>*41.2%* | 96<br>*48.7%*<br>e | 146<br>*51.0%*<br>Hi | 49<br>*34.0%* | 32<br>*40.0%* | 154<br>*73.3%*<br>KL | 47<br>*32.4%*<br>L | 26<br>*16.3%* | 58<br>*40.8%* | 167<br>*45.8%* | 25<br>*33.3%* | 181<br>*46.9%*<br>O | 53<br>*39.6%* | 173<br>*45.6%* | 10<br>*34.5%*<br>** | 43<br>*41.0%* | 151<br>*42.4%* | 77<br>*47.5%* | -<br>- |
| HEDIS/CAHPS SUMMARY RATE - Yes | **290**<br>***56.0%*** | 49<br>*54.4%* | 67<br>*48.9%* | 88<br>*57.9%* | 79<br>*61.7%*<br>B | 177<br>*58.8%*<br>f | 101<br>*51.3%* | 140<br>*49.0%* | 95<br>*66.0%*<br>G | 48<br>*60.0%*<br>g | 56<br>*26.7%* | 98<br>*67.6%*<br>J | 134<br>*83.8%*<br>JK | 84<br>*59.2%* | 198<br>*54.2%* | 50<br>*66.7%*<br>P | 205<br>*53.1%* | 81<br>*60.4%* | 206<br>*54.4%* | 19<br>*65.5%*<br>** | 62<br>*59.0%* | 205<br>*57.6%* | 85<br>*52.5%* | -<br>- |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q73. Has this problem lasted or is it expected to last for at least 12 months?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **290** *100.0%* | **49** *100.0%* | **67** *100.0%* | **88** *100.0%* | **79** *100.0%* | **177** *100.0%* | **101** *100.0%* | **140** *100.0%* | **95** *100.0%* | **48** *100.0%* | **56** *100.0%* | **98** *100.0%* | **134** *100.0%* | **84** *100.0%* | **198** *100.0%* | **50** *100.0%* | **205** *100.0%* | **81** *100.0%* | **206** *100.0%* | **19** *100.0%* | **62** *100.0%* | **205** *100.0%* | **85** *100.0%* | **-** **-** |
| **Total Valid Responses** | **282** *100.0%* | **49** *100.0%* | **64** *100.0%* | **86** *100.0%* | **76** *100.0%* | **171** *100.0%* | **99** *100.0%* | **135** *100.0%* | **93** *100.0%* | **47** *100.0%* | **54** *100.0%* | **94** *100.0%* | **132** *100.0%* | **83** *100.0%* | **191** *100.0%* | **49** *100.0%* | **200** *100.0%* | **77** *100.0%* | **202** *100.0%* | **17** *100.0%* | **60** *100.0%* | **199** *100.0%* | **83** *100.0%* | **-** **-** |
| No Answer | **8** | - | 3 | 2 | 3 | 6 | 2 | 5 | 2 | 1 | 2 | 4 | 2 | 1 | 7 | 1 | 5 | 4 | 4 | 2 | 2 | 6 | 2 | - |
| Yes | **274** *97.2%* | 46 *93.9%* | 62 *96.9%* | 85 *98.8%* | 74 *97.4%* | 163 *95.3%* | 99 *100.0%* E | 132 *97.8%* | 89 *95.7%* | 46 *97.9%* | 53 *98.1%* | 88 *93.6%* | 131 *99.2%* K | 81 *97.6%* | 185 *96.9%* | 49 *100.0%* | 193 *96.5%* | 76 *98.7%* | 195 *96.5%* | 17 *100.0%* ** | 59 *98.3%* | 193 *97.0%* | 81 *97.6%* | - - |
| No | **8** *2.8%* | 3 *6.1%* | 2 *3.1%* | 1 *1.2%* | 2 *2.6%* | 8 *4.7%* F | - - | 3 *2.2%* | 4 *4.3%* | 1 *2.1%* | 1 *1.9%* | 6 *6.4%* L | 1 *0.8%* | 2 *2.4%* | 6 *3.1%* | - - | 7 *3.5%* | 1 *1.3%* | 7 *3.5%* | - - ** | 1 *1.7%* | 6 *3.0%* | 2 *2.4%* | - - |
| HEDIS/CAHPS SUMMARY RATE - Yes | **274** *97.2%* | 46 *93.9%* | 62 *96.9%* | 85 *98.8%* | 74 *97.4%* | 163 *95.3%* | 99 *100.0%* E | 132 *97.8%* | 89 *95.7%* | 46 *97.9%* | 53 *98.1%* | 88 *93.6%* | 131 *99.2%* K | 81 *97.6%* | 185 *96.9%* | 49 *100.0%* | 193 *96.5%* | 76 *98.7%* | 195 *96.5%* | 17 *100.0%* ** | 59 *98.3%* | 193 *97.0%* | 81 *97.6%* | - - |

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  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | | RESPONDENT AGE (Q78) | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q74. What is your child's age?** | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **523** *100.0%* | **90** *100.0%* | **136** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **198** *100.0%* | **288** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **160** *100.0%* | **142** *100.0%* | **369** *100.0%* | **75** *100.0%* | **392** *100.0%* | **134** *100.0%* | **383** *100.0%* | **28** *100.0%* | **106** *100.0%* | **359** *100.0%* | **164** *100.0%* | **-** **-** |
| No Answer | **2** | 1 | 1 | - | - | - | 2 | 2 | - | - | - | - | 2 | 1 | 1 | - | - | 2 | - | 1 | 1 | 2 | - | - |
| Less than 1 year old | **8** *1.5%* | 5 *5.6%* bCD | 2 *1.5%* | 1 *0.6%* | - - | 2 *0.7%* | 5 *2.5%* e | 7 *2.4%* h | - - | 1 *1.2%* | 7 *3.3%* Kl | - - | 1 *0.6%* | 1 *0.7%* | 7 *1.9%* | 2 *2.7%* | 6 *1.5%* | 2 *1.5%* | 6 *1.6%* | - - ** | 2 *1.9%* | 8 *2.2%* v | - - | - - |
| 1 | **10** *1.9%* | 3 *3.3%* D | 4 *2.9%* D | 3 *1.9%* | - - | 5 *1.6%* | 5 *2.5%* | 4 *1.4%* | 4 *2.8%* | 2 *2.4%* | 9 *4.2%* KL | 1 *0.7%* | - - | 3 *2.1%* | 7 *1.9%* | - - | 10 *2.6%* | 1 *0.7%* | 8 *2.1%* | - - ** | 1 *0.9%* | 6 *1.7%* | 4 *2.4%* | - - |
| 2 | **13** *2.5%* | 4 *4.4%* CD | 8 *5.9%* CD | 1 *0.6%* | - - | 7 *2.3%* | 6 *3.0%* | 7 *2.4%* | 3 *2.1%* | 3 *3.7%* | 9 *4.2%* l | 2 *1.4%* | 2 *1.3%* | 5 *3.5%* | 8 *2.2%* | 3 *4.0%* | 9 *2.3%* | 8 *6.0%* R | 5 *1.3%* | 2 *7.1%* ** | 6 *5.7%* | 5 *1.4%* | 8 *4.9%* U | - - |
| 3 | **21** *4.0%* | 5 *5.6%* D | 11 *8.1%* CD | 4 *2.6%* | 1 *0.8%* | 12 *3.9%* | 9 *4.5%* | 14 *4.9%* | 3 *2.1%* | 4 *4.9%* | 16 *7.5%* KL | 2 *1.4%* | 3 *1.9%* | 4 *2.8%* | 17 *4.6%* | 5 *6.7%* | 14 *3.6%* | 5 *3.7%* | 16 *4.2%* | - - ** | 5 *4.7%* | 13 *3.6%* | 8 *4.9%* | - - |
| 4 | **23** *4.4%* | 6 *6.7%* C | 11 *8.1%* CD | 2 *1.3%* | 3 *2.3%* | 14 *4.6%* | 9 *4.5%* | 14 *4.9%* | 5 *3.4%* | 4 *4.9%* | 14 *6.6%* L | 6 *4.1%* | 3 *1.9%* | 6 *4.2%* | 17 *4.6%* | - - | 19 *4.8%* o | 10 *7.5%* R | 13 *3.4%* | 2 *7.1%* ** | 8 *7.5%* | 18 *5.0%* | 5 *3.0%* | - - |
| 5 | **19** *3.6%* | 7 *7.8%* Cd | 7 *5.1%* c | 2 *1.3%* | 3 *2.3%* | 9 *3.0%* | 10 *5.1%* | 11 *3.8%* | 5 *3.4%* | 3 *3.7%* | 10 *4.7%* | 3 *2.0%* | 6 *3.8%* | 2 *1.4%* | 17 *4.6%* m | 4 *5.3%* | 15 *3.8%* | 7 *5.2%* | 11 *2.9%* | 2 *7.1%* ** | 5 *4.7%* | 13 *3.6%* | 6 *3.7%* | - - |
| 6 | **21** *4.0%* | 5 *5.6%* | 7 *5.1%* | 3 *1.9%* | 5 *3.8%* | 14 *4.6%* | 6 *3.0%* | 14 *4.9%* | 4 *2.8%* | 3 *3.7%* | 10 *4.7%* | 6 *4.1%* | 5 *3.1%* | 5 *3.5%* | 15 *4.1%* | 6 *8.0%* P | 12 *3.1%* | 5 *3.7%* | 16 *4.2%* | 2 *7.1%* ** | 3 *2.8%* | 13 *3.6%* | 8 *4.9%* | - - |
| 7 | **33** *6.3%* | 4 *4.4%* | 20 *14.7%* ACD | 6 *3.9%* | 3 *2.3%* | 19 *6.2%* | 13 *6.6%* | 21 *7.3%* | 7 *4.8%* | 5 *6.1%* | 15 *7.0%* | 8 *5.4%* | 10 *6.3%* | 8 *5.6%* | 24 *6.5%* | 3 *4.0%* | 28 *7.1%* | 11 *8.2%* | 22 *5.7%* | - - ** | 11 *10.4%* | 25 *7.0%* | 8 *4.9%* | - - |
| 8 | **25** *4.8%* | 3 *3.3%* | 9 *6.6%* | 7 *4.5%* | 4 *3.1%* | 13 *4.3%* | 11 *5.6%* | 14 *4.9%* | 9 *6.2%* | 2 *2.4%* | 11 *5.2%* | 6 *4.1%* | 8 *5.0%* | 7 *4.9%* | 18 *4.9%* | 4 *5.3%* | 18 *4.6%* | 5 *3.7%* | 20 *5.2%* | - - ** | 5 *4.7%* | 16 *4.5%* | 9 *5.5%* | - - |
| 9 | **38** *7.3%* | 4 *4.4%* | 14 *10.3%* d | 13 *8.4%* | 6 *4.6%* | 20 *6.6%* | 17 *8.6%* | 22 *7.6%* | 11 *7.6%* | 5 *6.1%* | 9 *4.2%* | 16 *10.9%* J | 13 *8.1%* | 13 *9.2%* | 25 *6.8%* | 7 *9.3%* | 28 *7.1%* | 9 *6.7%* | 29 *7.6%* | 2 *7.1%* ** | 7 *6.6%* | 27 *7.5%* | 11 *6.7%* | - - |
| 10 | **27** *5.2%* | 2 *2.2%* | 6 *4.4%* | 9 *5.8%* | 9 *6.9%* | 17 *5.6%* | 9 *4.5%* | 12 *4.2%* | 9 *6.2%* | 6 *7.3%* | 6 *2.8%* | 11 *7.5%* J | 10 *6.3%* | 6 *4.2%* | 21 *5.7%* | 2 *2.7%* | 22 *5.6%* | 10 *7.5%* | 17 *4.4%* | - - ** | 10 *9.4%* | 18 *5.0%* | 9 *5.5%* | - - |
| 11 | **31** *5.9%* | 2 *2.2%* | 9 *6.6%* | 10 *6.5%* | 9 *6.9%* | 18 *5.9%* | 12 *6.1%* | 19 *6.6%* | 8 *5.5%* | 3 *3.7%* | 13 *6.1%* | 7 *4.8%* | 10 *6.3%* | 8 *5.6%* | 23 *6.2%* | 6 *8.0%* | 23 *5.9%* | 4 *3.0%* | 27 *7.0%* q | 1 *3.6%* ** | 3 *2.8%* | 24 *6.7%* | 7 *4.3%* | - - |
| 12 | **27** *5.2%* | - - | 9 *6.6%* A | 13 *8.4%* A | 5 *3.8%* a | 17 *5.6%* | 9 *4.5%* | 9 *3.1%* | 10 *6.9%* g | 6 *7.3%* g | 8 *3.8%* | 10 *6.8%* | 8 *5.0%* | 11 *7.7%* n | 14 *3.8%* | 5 *6.7%* | 18 *4.6%* | 4 *3.0%* | 23 *6.0%* | 3 *10.7%* ** | 1 *0.9%* | 16 *4.5%* | 11 *6.7%* | - - |
| 13 | **46** *8.8%* | 4 *4.4%* | 5 *3.7%* | 21 *13.6%* AB | 15 *11.5%* aB | 31 *10.2%* | 12 *6.1%* | 29 *10.1%* | 10 *6.9%* | 6 *7.3%* | 16 *7.5%* | 13 *8.8%* | 17 *10.6%* | 11 *7.7%* | 33 *8.9%* | 3 *4.0%* | 36 *9.2%* | 11 *8.2%* | 34 *8.9%* | 1 *3.6%* ** | 10 *9.4%* | 33 *9.2%* | 13 *7.9%* | - - |
| 14 or older | **181** *34.6%* | 36 *40.0%* B | 14 *10.3%* | 59 *38.3%* B | 68 *51.9%* aBC | 107 *35.1%* | 65 *32.8%* | 91 *31.6%* | 57 *39.3%* | 29 *35.4%* | 60 *28.2%* | 56 *38.1%* J | 64 *40.0%* J | 52 *36.6%* | 123 *33.3%* | 25 *33.3%* | 134 *34.2%* | 42 *31.3%* | 136 *35.5%* | 13 *46.4%* ** | 29 *27.4%* | 124 *34.5%* | 57 *34.8%* | - - |

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Statistics:
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  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q75. Is your child male or female?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **523** *100.0%* | **91** *100.0%* | **136** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **199** *100.0%* | **289** *100.0%* | **144** *100.0%* | **82** *100.0%* | **213** *100.0%* | **146** *100.0%* | **161** *100.0%* | **143** *100.0%* | **368** *100.0%* | **75** *100.0%* | **391** *100.0%* | **135** *100.0%* | **382** *100.0%* | **29** *100.0%* | **106** *100.0%* | **360** *100.0%* | **163** *100.0%* | **-** **-** |
| No Answer | **2** | - | 1 | - | - | - | 1 | 1 | 1 | - | - | 1 | 1 | - | 2 | - | 1 | 1 | 1 | - | 1 | 1 | 1 | - |
| Male | **295** ***56.4%*** | 49 *53.8%* | 86 *63.2%* D | 89 *57.8%* | 65 *49.6%* | 165 *54.1%* | 117 *58.8%* | 173 *59.9%* h | 72 *50.0%* | 42 *51.2%* | 115 *54.0%* | 82 *56.2%* | 95 *59.0%* | 81 *56.6%* | 206 *56.0%* | 46 *61.3%* | 216 *55.2%* | 66 *48.9%* | 226 *59.2%* Q | 13 *44.8%* ** | 53 *50.0%* | 204 *56.7%* | 91 *55.8%* | - - |
| Female | **228** ***43.6%*** | 42 *46.2%* | 50 *36.8%* | 65 *42.2%* | 66 *50.4%* B | 140 *45.9%* | 82 *41.2%* | 116 *40.1%* | 72 *50.0%* g | 40 *48.8%* | 98 *46.0%* | 64 *43.8%* | 66 *41.0%* | 62 *43.4%* | 162 *44.0%* | 29 *38.7%* | 175 *44.8%* | 69 *51.1%* R | 156 *40.8%* | 16 *55.2%* ** | 53 *50.0%* | 156 *43.3%* | 72 *44.2%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q76. Is your child of Hispanic or Latino origin or descent?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **499** *100.0%* | **88** *100.0%* | **130** *100.0%* | **147** *100.0%* | **126** *100.0%* | **284** *100.0%* | **198** *100.0%* | **280** *100.0%* | **135** *100.0%* | **76** *100.0%* | **208** *100.0%* | **137** *100.0%* | **151** *100.0%* | **131** *100.0%* | **356** *100.0%* | **71** *100.0%* | **376** *100.0%* | **129** *100.0%* | **365** *100.0%* | **28** *100.0%* | **101** *100.0%* | **337** *100.0%* | **162** *100.0%* | **-** **-** |
| No Answer | **26** | 3 | 7 | 7 | 5 | 21 | 2 | 10 | 10 | 6 | 5 | 10 | 11 | 12 | 14 | 4 | 16 | 7 | 18 | 1 | 6 | 24 | 2 | - |
| Yes, Hispanic or Latino | **27** *5.4%* | 2 *2.3%* | 11 *8.5%* ad | 9 *6.1%* | 4 *3.2%* | 11 *3.9%* | 14 *7.1%* | 14 *5.0%* | 9 *6.7%* | 2 *2.6%* | 7 *3.4%* | 14 *10.2%* JL | 6 *4.0%* | 7 *5.3%* | 20 *5.6%* | 4 *5.6%* | 18 *4.8%* | 9 *7.0%* | 18 *4.9%* | 4 *14.3%* ** | 5 *5.0%* | 13 *3.9%* | 14 *8.6%* U | - - |
| No, not Hispanic or Latino | **472** *94.6%* | 86 *97.7%* b | 119 *91.5%* | 138 *93.9%* | 122 *96.8%* b | 273 *96.1%* | 184 *92.9%* | 266 *95.0%* | 126 *93.3%* | 74 *97.4%* | 201 *96.6%* K | 123 *89.8%* | 145 *96.0%* K | 124 *94.7%* | 336 *94.4%* | 67 *94.4%* | 358 *95.2%* | 120 *93.0%* | 347 *95.1%* | 24 *85.7%* ** | 96 *95.0%* | 324 *96.1%* V | 148 *91.4%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q77. What is your race? Please mark one or more.** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| Total Valid Responses | **594** | 101 | 151 | 173 | 157 | 346 | 226 | 328 | 160 | 95 | 239 | 163 | 188 | 163 | 418 | 84 | 445 | 150 | 438 | 37 | 113 | 402 | 192 | - |
| **Total Respondents** | **521** *100.0%* | **91** *100.0%* | **136** *100.0%* | **152** *100.0%* | **131** *100.0%* | **303** *100.0%* | **199** *100.0%* | **288** *100.0%* | **143** *100.0%* | **82** *100.0%* | **211** *100.0%* | **145** *100.0%* | **162** *100.0%* | **141** *100.0%* | **368** *100.0%* | **73** *100.0%* | **390** *100.0%* | **133** *100.0%* | **382** *100.0%* | **27** *100.0%* | **106** *100.0%* | **360** *100.0%* | **161** *100.0%* | **-** **-** |
| White | **252** *48.4%* | 39 *42.9%* | 63 *46.3%* | 73 *48.0%* | 76 *58.0%* Abc | 153 *50.5%* | 96 *48.2%* | 156 *54.2%* I | 66 *46.2%* i | 27 *32.9%* | 116 *55.0%* L | 67 *46.2%* | 69 *42.6%* | 64 *45.4%* | 182 *49.5%* | 41 *56.2%* | 196 *50.3%* | 57 *42.9%* | 193 *50.5%* | 12 *44.4%* ** | 45 *42.5%* | 184 *51.1%* v | 68 *42.2%* | - - |
| Black or African-American | **288** *55.3%* | 57 *62.6%* D | 75 *55.1%* | 83 *54.6%* | 63 *48.1%* | 162 *53.5%* | 110 *55.3%* | 145 *50.3%* | 82 *57.3%* | 56 *68.3%* G | 104 *49.3%* | 84 *57.9%* | 97 *59.9%* J | 81 *57.4%* | 200 *54.3%* | 34 *46.6%* | 211 *54.1%* | 78 *58.6%* | 206 *53.9%* | 15 *55.6%* ** | 63 *59.4%* | 192 *53.3%* | 96 *59.6%* | - - |
| Asian | **17** *3.3%* | 3 *3.3%* | 5 *3.7%* | 2 *1.3%* | 6 *4.6%* c | 8 *2.6%* | 6 *3.0%* | 5 *1.7%* | 6 *4.2%* | 4 *4.9%* | 6 *2.8%* | 4 *2.8%* | 6 *3.7%* | 6 *4.3%* | 11 *3.0%* | 3 *4.1%* | 12 *3.1%* | 4 *3.0%* | 13 *3.4%* | 3 *11.1%* ** | 1 *0.9%* | 13 *3.6%* | 4 *2.5%* | - - |
| Native Hawaiian or other Pacific Islander | **2** *0.4%* | - - | - - | 1 *0.7%* | 1 *0.8%* | 2 *0.7%* | - - | 1 *0.3%* | - - | - - | - - | 1 *0.7%* | 1 *0.6%* | 1 *0.7%* | 1 *0.3%* | 1 *1.4%* | 1 *0.3%* | 1 *0.8%* | 1 *0.3%* | 1 *3.7%* ** | - - | 1 *0.3%* | 1 *0.6%* | - - |
| American Indian or Alaska Native | **15** *2.9%* | 1 *1.1%* | 2 *1.5%* | 6 *3.9%* | 6 *4.6%* | 12 *4.0%* | 3 *1.5%* | 9 *3.1%* | 2 *1.4%* | 4 *4.9%* | 5 *2.4%* | 3 *2.1%* | 7 *4.3%* | 5 *3.5%* | 10 *2.7%* | 2 *2.7%* | 11 *2.8%* | 6 *4.5%* | 9 *2.4%* | 5 *18.5%* ** | 1 *0.9%* | 5 *1.4%* | 10 *6.2%* U | - - |
| Other | **20** *3.8%* | 1 *1.1%* | 6 *4.4%* | 8 *5.3%* a | 5 *3.8%* | 9 *3.0%* | 11 *5.5%* | 12 *4.2%* | 4 *2.8%* | 4 *4.9%* | 8 *3.8%* | 4 *2.8%* | 8 *4.9%* | 6 *4.3%* | 14 *3.8%* | 3 *4.1%* | 14 *3.6%* | 4 *3.0%* | 16 *4.2%* | 1 *3.7%* ** | 3 *2.8%* | 7 *1.9%* | 13 *8.1%* U | - - |

Cell Contents:
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q78. What is your age?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **513** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **302** *100.0%* | **198** *100.0%* | **285** *100.0%* | **141** *100.0%* | **80** *100.0%* | **208** *100.0%* | **144** *100.0%* | **159** *100.0%* | **142** *100.0%* | **360** *100.0%* | **74** *100.0%* | **382** *100.0%* | **131** *100.0%* | **377** *100.0%* | **28** *100.0%* | **103** *100.0%* | **353** *100.0%* | **160** *100.0%* | **-** **-** |
| No Answer | **12** | - | - | - | - | 3 | 2 | 5 | 4 | 2 | 5 | 3 | 3 | 1 | 10 | 1 | 10 | 5 | 6 | 1 | 4 | 8 | 4 | - |
| Under 18 | **64** *12.5%* | 64 *70.3%* BCD | - - | - - | - - | 41 *13.6%* | 18 *9.1%* | 42 *14.7%* | 15 *10.6%* | 7 *8.8%* | 23 *11.1%* | 13 *9.0%* | 28 *17.6%* jK | 17 *12.0%* | 44 *12.2%* | 7 *9.5%* | 46 *12.0%* | 15 *11.5%* | 49 *13.0%* | 1 *3.6%* ** | 14 *13.6%* | 64 *18.1%* V | - - | - - |
| 18 to 24 | **27** *5.3%* | 27 *29.7%* BCD | - - | - - | - - | 16 *5.3%* | 10 *5.1%* | 15 *5.3%* | 5 *3.5%* | 7 *8.8%* | 15 *7.2%* | 5 *3.5%* | 7 *4.4%* | 8 *5.6%* | 19 *5.3%* | 4 *5.4%* | 21 *5.5%* | 10 *7.6%* | 17 *4.5%* | 1 *3.6%* ** | 9 *8.7%* | 20 *5.7%* | 7 *4.4%* | - - |
| 25 to 34 | **137** *26.7%* | - - | 137 *100.0%* ACD | - - | - - | 78 *25.8%* | 57 *28.8%* | 80 *28.1%* | 37 *26.2%* | 17 *21.3%* | 67 *32.2%* Kl | 31 *21.5%* | 37 *23.3%* | 43 *30.3%* | 94 *26.1%* | 23 *31.1%* | 101 *26.4%* | 45 *34.4%* R | 91 *24.1%* | 11 *39.3%* ** | 34 *33.0%* | 81 *22.9%* | 56 *35.0%* U | - - |
| 35 to 44 | **154** *30.0%* | - - | - - | 154 *100.0%* ABD | - - | 78 *25.8%* | 71 *35.9%* E | 83 *29.1%* | 43 *30.5%* | 27 *33.8%* | 63 *30.3%* | 50 *34.7%* l | 41 *25.8%* | 50 *35.2%* | 102 *28.3%* | 24 *32.4%* | 109 *28.5%* | 30 *22.9%* | 122 *32.4%* Q | 6 *21.4%* ** | 24 *23.3%* | 98 *27.8%* | 56 *35.0%* u | - - |
| 45 to 54 | **83** *16.2%* | - - | - - | - - | 83 *63.4%* ABC | 56 *18.5%* | 27 *13.6%* | 40 *14.0%* | 26 *18.4%* | 15 *18.8%* | 26 *12.5%* | 26 *18.1%* | 31 *19.5%* j | 16 *11.3%* | 63 *17.5%* m | 10 *13.5%* | 68 *17.8%* | 21 *16.0%* | 60 *15.9%* | 7 *25.0%* ** | 14 *13.6%* | 60 *17.0%* | 23 *14.4%* | - - |
| 55 to 64 | **29** *5.7%* | - - | - - | - - | 29 *22.1%* ABC | 22 *7.3%* f | 7 *3.5%* | 15 *5.3%* | 11 *7.8%* | 2 *2.5%* | 9 *4.3%* | 14 *9.7%* JL | 6 *3.8%* | 6 *4.2%* | 22 *6.1%* | 5 *6.8%* | 19 *5.0%* | 7 *5.3%* | 22 *5.8%* | 1 *3.6%* ** | 6 *5.8%* | 18 *5.1%* | 11 *6.9%* | - - |
| 65 to 74 | **16** *3.1%* | - - | - - | - - | 16 *12.2%* ABC | 10 *3.3%* | 6 *3.0%* | 7 *2.5%* | 4 *2.8%* | 5 *6.3%* g | 4 *1.9%* | 3 *2.1%* | 9 *5.7%* j | 2 *1.4%* | 13 *3.6%* | 1 *1.4%* | 15 *3.9%* | 2 *1.5%* | 14 *3.7%* | - - ** | 2 *1.9%* | 10 *2.8%* | 6 *3.8%* | - - |
| 75 or older | **3** *0.6%* | - - | - - | - - | 3 *2.3%* bc | 1 *0.3%* | 2 *1.0%* | 3 *1.1%* | - - | - - | 1 *0.5%* | 2 *1.4%* | - - | - - | 3 *0.8%* | - - | 3 *0.8%* | 1 *0.8%* | 2 *0.5%* | 1 *3.6%* ** | - - | 2 *0.6%* | 1 *0.6%* | - - |
| TMG SUMMARY RATE - Members under 18 | **64** *12.5%* | 64 *70.3%* | - - | - - | - - | 41 *13.6%* | 18 *9.1%* | 42 *14.7%* | 15 *10.6%* | 7 *8.8%* | 23 *11.1%* | 13 *9.0%* | 28 *17.6%* | 17 *12.0%* | 44 *12.2%* | 7 *9.5%* | 46 *12.0%* | 15 *11.5%* | 49 *13.0%* | 1 *3.6%* | 14 *13.6%* | 64 *18.1%* | - - | - - |
| TMG SUMMARY RATE - Members 18 to 34 | **164** *32.0%* | 27 *29.7%* CD | 137 *100.0%* ACD | - - | - - | 94 *31.1%* | 67 *33.8%* | 95 *33.3%* | 42 *29.8%* | 24 *30.0%* | 82 *39.4%* KL | 36 *25.0%* | 44 *27.7%* | 51 *35.9%* | 113 *31.4%* | 27 *36.5%* | 122 *31.9%* | 55 *42.0%* R | 108 *28.6%* | 12 *42.9%* ** | 43 *41.7%* | 101 *28.6%* | 63 *39.4%* U | - - |
| TMG SUMMARY RATE - Members 35 to 44 | **154** *30.0%* | - - | - - | 154 *100.0%* | - - | 78 *25.8%* | 71 *35.9%* | 83 *29.1%* | 43 *30.5%* | 27 *33.8%* | 63 *30.3%* | 50 *34.7%* | 41 *25.8%* | 50 *35.2%* | 102 *28.3%* | 24 *32.4%* | 109 *28.5%* | 30 *22.9%* | 122 *32.4%* | 6 *21.4%* | 24 *23.3%* | 98 *27.8%* | 56 *35.0%* | - - |
| TMG SUMMARY RATE - Members 45 to 54 | **83** *16.2%* | - - | - - | - - | 83 *63.4%* | 56 *18.5%* | 27 *13.6%* | 40 *14.0%* | 26 *18.4%* | 15 *18.8%* | 26 *12.5%* | 26 *18.1%* | 31 *19.5%* | 16 *11.3%* | 63 *17.5%* | 10 *13.5%* | 68 *17.8%* | 21 *16.0%* | 60 *15.9%* | 7 *25.0%* | 14 *13.6%* | 60 *17.0%* | 23 *14.4%* | - - |
| TMG SUMMARY RATE - Members 55 or older | **48** *9.4%* | - - | - - | - - | 48 *36.6%* ABC | 33 *10.9%* | 15 *7.6%* | 25 *8.8%* | 15 *10.6%* | 7 *8.8%* | 14 *6.7%* | 19 *13.2%* J | 15 *9.4%* | 8 *5.6%* | 38 *10.6%* m | 6 *8.1%* | 37 *9.7%* | 10 *7.6%* | 38 *10.1%* | 2 *7.1%* ** | 8 *7.8%* | 30 *8.5%* | 18 *11.3%* | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q79. Are you male or female?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **514** *100.0%* | **88** *100.0%* | **135** *100.0%* | **153** *100.0%* | **130** *100.0%* | **301** *100.0%* | **198** *100.0%* | **286** *100.0%* | **140** *100.0%* | **80** *100.0%* | **209** *100.0%* | **143** *100.0%* | **159** *100.0%* | **141** *100.0%* | **362** *100.0%* | **72** *100.0%* | **385** *100.0%* | **131** *100.0%* | **377** *100.0%* | **28** *100.0%* | **103** *100.0%* | **353** *100.0%* | **161** *100.0%* | **-** **-** |
| No Answer | **11** | 3 | 2 | 1 | 1 | 4 | 2 | 4 | 5 | 2 | 4 | 4 | 3 | 2 | 8 | 3 | 7 | 5 | 6 | 1 | 4 | 8 | 3 | - |
| Male | **35** *6.8%* | 10 *11.4%* B | 3 *2.2%* | 11 *7.2%* b | 10 *7.7%* B | 23 *7.6%* | 10 *5.1%* | 16 *5.6%* | 9 *6.4%* | 9 *11.3%* g | 16 *7.7%* | 9 *6.3%* | 10 *6.3%* | 8 *5.7%* | 27 *7.5%* | 7 *9.7%* | 26 *6.8%* | 7 *5.3%* | 27 *7.2%* | 2 *7.1%* ** | 5 *4.9%* | 29 *8.2%* v | 6 *3.7%* | - - |
| Female | **479** *93.2%* | 78 *88.6%* | 132 *97.8%* AcD | 142 *92.8%* | 120 *92.3%* | 278 *92.4%* | 188 *94.9%* | 270 *94.4%* i | 131 *93.6%* | 71 *88.8%* | 193 *92.3%* | 134 *93.7%* | 149 *93.7%* | 133 *94.3%* | 335 *92.5%* | 65 *90.3%* | 359 *93.2%* | 124 *94.7%* | 350 *92.8%* | 26 *92.9%* ** | 98 *95.1%* | 324 *91.8%* | 155 *96.3%* u | - - |

Cell Contents:
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- Column Percentage
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q80. What is the highest grade or level of school that you have completed?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525**<br>*100.0%* | **91**<br>*100.0%* | **137**<br>*100.0%* | **154**<br>*100.0%* | **131**<br>*100.0%* | **305**<br>*100.0%* | **200**<br>*100.0%* | **290**<br>*100.0%* | **145**<br>*100.0%* | **82**<br>*100.0%* | **213**<br>*100.0%* | **147**<br>*100.0%* | **162**<br>*100.0%* | **143**<br>*100.0%* | **370**<br>*100.0%* | **75**<br>*100.0%* | **392**<br>*100.0%* | **136**<br>*100.0%* | **383**<br>*100.0%* | **29**<br>*100.0%* | **107**<br>*100.0%* | **361**<br>*100.0%* | **164**<br>*100.0%* | **-**<br>**-** |
| **Total Valid Responses** | **505**<br>*100.0%* | **85**<br>*100.0%* | **135**<br>*100.0%* | **149**<br>*100.0%* | **131**<br>*100.0%* | **305**<br>*100.0%* | **200**<br>*100.0%* | **282**<br>*100.0%* | **138**<br>*100.0%* | **77**<br>*100.0%* | **208**<br>*100.0%* | **142**<br>*100.0%* | **152**<br>*100.0%* | **137**<br>*100.0%* | **356**<br>*100.0%* | **73**<br>*100.0%* | **379**<br>*100.0%* | **131**<br>*100.0%* | **369**<br>*100.0%* | **28**<br>*100.0%* | **103**<br>*100.0%* | **345**<br>*100.0%* | **160**<br>*100.0%* | **-**<br>**-** |
| No Answer | **20** | 6 | 2 | 5 | - | - | - | 8 | 7 | 5 | 5 | 5 | 10 | 6 | 14 | 2 | 13 | 5 | 14 | 1 | 4 | 16 | 4 | - |
| 8th grade or less | **31**<br>*6.1%* | 9<br>*10.6%*<br>bd | 6<br>*4.4%* | 9<br>*6.0%* | 6<br>*4.6%* | 31<br>*10.2%*<br>F | -<br>- | 17<br>*6.0%* | 4<br>*2.9%* | 10<br>*13.0%*<br>GH | 8<br>*3.8%* | 8<br>*5.6%* | 15<br>*9.9%*<br>J | 8<br>*5.8%* | 23<br>*6.5%* | 7<br>*9.6%* | 20<br>*5.3%* | 10<br>*7.6%* | 21<br>*5.7%* | 1<br>*3.6%*<br>** | 9<br>*8.7%* | 22<br>*6.4%* | 9<br>*5.6%* | -<br>- |
| Some high school, but did not graduate | **101**<br>*20.0%* | 21<br>*24.7%* | 27<br>*20.0%* | 29<br>*19.5%* | 23<br>*17.6%* | 101<br>*33.1%*<br>F | -<br>- | 49<br>*17.4%* | 27<br>*19.6%* | 24<br>*31.2%*<br>Gh | 33<br>*15.9%* | 27<br>*19.0%* | 41<br>*27.0%*<br>J | 29<br>*21.2%* | 70<br>*19.7%* | 15<br>*20.5%* | 72<br>*19.0%* | 28<br>*21.4%* | 73<br>*19.8%* | 5<br>*17.9%*<br>** | 23<br>*22.3%* | 70<br>*20.3%* | 31<br>*19.4%* | -<br>- |
| High school graduate or GED | **173**<br>*34.3%* | 27<br>*31.8%* | 45<br>*33.3%* | 40<br>*26.8%* | 60<br>*45.8%*<br>ABC | 173<br>*56.7%*<br>F | -<br>- | 91<br>*32.3%* | 51<br>*37.0%* | 26<br>*33.8%* | 65<br>*31.3%* | 54<br>*38.0%* | 51<br>*33.6%* | 42<br>*30.7%* | 126<br>*35.4%* | 24<br>*32.9%* | 126<br>*33.2%* | 41<br>*31.3%* | 129<br>*35.0%* | 10<br>*35.7%*<br>** | 31<br>*30.1%* | 120<br>*34.8%* | 53<br>*33.1%* | -<br>- |
| Some college or 2-year degree | **161**<br>*31.9%* | 21<br>*24.7%* | 43<br>*31.9%* | 60<br>*40.3%*<br>AD | 35<br>*26.7%* | -<br>- | 161<br>*80.5%*<br>E | 95<br>*33.7%*<br>I | 49<br>*35.5%*<br>I | 16<br>*20.8%* | 80<br>*38.5%*<br>L | 43<br>*30.3%* | 38<br>*25.0%* | 47<br>*34.3%* | 110<br>*30.9%* | 22<br>*30.1%* | 127<br>*33.5%* | 44<br>*33.6%* | 115<br>*31.2%* | 11<br>*39.3%*<br>** | 33<br>*32.0%* | 109<br>*31.6%* | 52<br>*32.5%* | -<br>- |
| 4-year college graduate | **25**<br>*5.0%* | 5<br>*5.9%* | 12<br>*8.9%*<br>cD | 5<br>*3.4%* | 3<br>*2.3%* | -<br>- | 25<br>*12.5%*<br>E | 21<br>*7.4%*<br>HI | 3<br>*2.2%* | -<br>- | 16<br>*7.7%*<br>kl | 4<br>*2.8%* | 5<br>*3.3%* | 8<br>*5.8%* | 16<br>*4.5%* | 3<br>*4.1%* | 22<br>*5.8%* | 4<br>*3.1%* | 21<br>*5.7%* | -<br>-<br>** | 4<br>*3.9%* | 15<br>*4.3%* | 10<br>*6.3%* | -<br>- |
| More than 4-year college degree | **14**<br>*2.8%* | 2<br>*2.4%* | 2<br>*1.5%* | 6<br>*4.0%* | 4<br>*3.1%* | -<br>- | 14<br>*7.0%*<br>E | 9<br>*3.2%* | 4<br>*2.9%* | 1<br>*1.3%* | 6<br>*2.9%* | 6<br>*4.2%* | 2<br>*1.3%* | 3<br>*2.2%* | 11<br>*3.1%* | 2<br>*2.7%* | 12<br>*3.2%* | 4<br>*3.1%* | 10<br>*2.7%* | 1<br>*3.6%*<br>** | 3<br>*2.9%* | 9<br>*2.6%* | 5<br>*3.1%* | -<br>- |
| TMG SUMMARY RATE - High school graduate or less | **305**<br>*60.4%* | 57<br>*67.1%*<br>C | 78<br>*57.8%* | 78<br>*52.3%* | 89<br>*67.9%*<br>bC | 305<br>*100.0%*<br>F | -<br>- | 157<br>*55.7%* | 82<br>*59.4%* | 60<br>*77.9%*<br>GH | 106<br>*51.0%* | 89<br>*62.7%*<br>J | 107<br>*70.4%*<br>J | 79<br>*57.7%* | 219<br>*61.5%* | 46<br>*63.0%* | 218<br>*57.5%* | 79<br>*60.3%* | 223<br>*60.4%* | 16<br>*57.1%*<br>** | 63<br>*61.2%* | 212<br>*61.4%* | 93<br>*58.1%* | -<br>- |
| TMG SUMMARY RATE - Some college | **161**<br>*31.9%* | 21<br>*24.7%* | 43<br>*31.9%* | 60<br>*40.3%* | 35<br>*26.7%* | -<br>- | 161<br>*80.5%* | 95<br>*33.7%* | 49<br>*35.5%* | 16<br>*20.8%* | 80<br>*38.5%* | 43<br>*30.3%* | 38<br>*25.0%* | 47<br>*34.3%* | 110<br>*30.9%* | 22<br>*30.1%* | 127<br>*33.5%* | 44<br>*33.6%* | 115<br>*31.2%* | 11<br>*39.3%* | 33<br>*32.0%* | 109<br>*31.6%* | 52<br>*32.5%* | -<br>- |
| TMG SUMMARY RATE - 4-year college graduate or more | **39**<br>*7.7%* | 7<br>*8.2%* | 14<br>*10.4%* | 11<br>*7.4%* | 7<br>*5.3%* | -<br>- | 39<br>*19.5%*<br>E | 30<br>*10.6%*<br>hl | 7<br>*5.1%* | 1<br>*1.3%* | 22<br>*10.6%*<br>L | 10<br>*7.0%* | 7<br>*4.6%* | 11<br>*8.0%* | 27<br>*7.6%* | 5<br>*6.8%* | 34<br>*9.0%* | 8<br>*6.1%* | 31<br>*8.4%* | 1<br>*3.6%*<br>** | 7<br>*6.8%* | 24<br>*7.0%* | 15<br>*9.4%* | -<br>- |

Cell Contents:
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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

| | | RESPONDENT AGE (Q78) | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q81. How are you related to the child?** | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **525** *100.0%* | **91** *100.0%* | **137** *100.0%* | **154** *100.0%* | **131** *100.0%* | **305** *100.0%* | **200** *100.0%* | **290** *100.0%* | **145** *100.0%* | **82** *100.0%* | **213** *100.0%* | **147** *100.0%* | **162** *100.0%* | **143** *100.0%* | **370** *100.0%* | **75** *100.0%* | **392** *100.0%* | **136** *100.0%* | **383** *100.0%* | **29** *100.0%* | **107** *100.0%* | **361** *100.0%* | **164** *100.0%* | **-** **-** |
| **Total Valid Responses** | **508** *100.0%* | **91** *100.0%* | **137** *100.0%* | **150** *100.0%* | **121** *100.0%* | **296** *100.0%* | **195** *100.0%* | **281** *100.0%* | **139** *100.0%* | **80** *100.0%* | **206** *100.0%* | **143** *100.0%* | **156** *100.0%* | **141** *100.0%* | **357** *100.0%* | **71** *100.0%* | **380** *100.0%* | **129** *100.0%* | **373** *100.0%* | **27** *100.0%* | **102** *100.0%* | **347** *100.0%* | **161** *100.0%* | **-** **-** |
| No Answer | **17** | - | - | 4 | 10 | 9 | 5 | 9 | 6 | 2 | 7 | 4 | 6 | 2 | 13 | 4 | 12 | 7 | 10 | 2 | 5 | 14 | 3 | - |
| Mother or father | **440** *86.6%* | 76 *83.5%* D | 132 *96.4%* AD | 143 *95.3%* AD | 83 *68.6%* | 251 *84.8%* | 174 *89.2%* | 241 *85.8%* | 120 *86.3%* | 71 *88.8%* | 184 *89.3%* I | 124 *86.7%* | 129 *82.7%* | 127 *90.1%* | 306 *85.7%* | 62 *87.3%* | 328 *86.3%* | 110 *85.3%* | 325 *87.1%* | 23 *85.2%* ** | 87 *85.3%* | 303 *87.3%* | 137 *85.1%* | - - |
| Grandparent | **38** *7.5%* | 7 *7.7%* BC | 1 *0.7%* | 2 *1.3%* | 27 *22.3%* ABC | 27 *9.1%* | 11 *5.6%* | 19 *6.8%* | 14 *10.1%* | 5 *6.3%* | 13 *6.3%* | 11 *7.7%* | 14 *9.0%* | 5 *3.5%* | 33 *9.2%* M | 5 *7.0%* | 30 *7.9%* | 12 *9.3%* | 26 *7.0%* | 2 *7.4%* ** | 10 *9.8%* | 22 *6.3%* | 16 *9.9%* | - - |
| Aunt or uncle | **9** *1.8%* | 3 *3.3%* | 2 *1.5%* | 1 *0.7%* | 2 *1.7%* | 4 *1.4%* | 4 *2.1%* | 7 *2.5%* | 1 *0.7%* | 1 *1.3%* | 3 *1.5%* | 1 *0.7%* | 5 *3.2%* | 4 *2.8%* n | 3 *0.8%* | 1 *1.4%* | 6 *1.6%* | 3 *2.3%* | 6 *1.6%* | 2 *7.4%* ** | 1 *1.0%* | 6 *1.7%* | 3 *1.9%* | - - |
| Older brother or sister | **2** *0.4%* | - - | 1 *0.7%* | 1 *0.7%* | - - | 1 *0.3%* | 1 *0.5%* | 1 *0.4%* | 1 *0.7%* | - - | - - | 1 *0.7%* | 1 *0.6%* | 1 *0.7%* | 1 *0.3%* | - - | 1 *0.3%* | - - | 2 *0.5%* | - - ** | - - | 1 *0.3%* | 1 *0.6%* | - - |
| Other relative | **-** - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - | - - ** | - - | - - | - - | - - |
| Legal guardian | **16** *3.1%* | 4 *4.4%* b | 1 *0.7%* | 2 *1.3%* | 8 *6.6%* BC | 11 *3.7%* | 5 *2.6%* | 11 *3.9%* | 3 *2.2%* | 2 *2.5%* | 5 *2.4%* | 5 *3.5%* | 6 *3.8%* | 3 *2.1%* | 12 *3.4%* | 2 *2.8%* | 13 *3.4%* | 3 *2.3%* | 12 *3.2%* | - - ** | 3 *2.9%* | 13 *3.7%* | 3 *1.9%* | - - |
| Someone else | **3** *0.6%* | 1 *1.1%* | - - | 1 *0.7%* | 1 *0.8%* | 2 *0.7%* | - - | 2 *0.7%* | - - | 1 *1.3%* | 1 *0.5%* | 1 *0.7%* | 1 *0.6%* | 1 *0.7%* | 2 *0.6%* | 1 *1.4%* | 2 *0.5%* | 1 *0.8%* | 2 *0.5%* | - - ** | 1 *1.0%* | 2 *0.6%* | 1 *0.6%* | - - |

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Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q82. Did someone help you complete this survey?** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **361** *100.0%* | **84** *100.0%* | **81** *100.0%* | **98** *100.0%* | **90** *100.0%* | **212** *100.0%* | **133** *100.0%* | **213** *100.0%* | **97** *100.0%* | **44** *100.0%* | **149** *100.0%* | **98** *100.0%* | **112** *100.0%* | **107** *100.0%* | **242** *100.0%* | **57** *100.0%* | **256** *100.0%* | **78** *100.0%* | **280** *100.0%* | **15** *100.0%* | **63** *100.0%* | **361** *100.0%* | **-** **-** | **-** **-** |
| **Total Valid Responses** | **360** *100.0%* | **84** *100.0%* | **81** *100.0%* | **98** *100.0%* | **89** *100.0%* | **211** *100.0%* | **133** *100.0%* | **213** *100.0%* | **97** *100.0%* | **43** *100.0%* | **149** *100.0%* | **98** *100.0%* | **111** *100.0%* | **107** *100.0%* | **242** *100.0%* | **57** *100.0%* | **255** *100.0%* | **78** *100.0%* | **280** *100.0%* | **15** *100.0%* | **63** *100.0%* | **360** *100.0%* | **-** **-** | **-** **-** |
| No Answer | **1** | - | - | - | 1 | 1 | - | - | - | 1 | - | - | 1 | - | - | - | 1 | - | - | - | - | 1 | - | - |
| Yes | **13** *3.6%* | 5 *6.0%* c | 1 *1.2%* | 1 *1.0%* | 5 *5.6%* c | 12 *5.7%* F | - - | 7 *3.3%* | 1 *1.0%* | 5 *11.6%* GH | 5 *3.4%* | 2 *2.0%* | 6 *5.4%* | 6 *5.6%* | 7 *2.9%* | - - | 11 *4.3%* | 2 *2.6%* | 10 *3.6%* | - - ** | 2 *3.2%* | 13 *3.6%* | - - | - - |
| No | **347** *96.4%* | 79 *94.0%* | 80 *98.8%* | 97 *99.0%* ad | 84 *94.4%* | 199 *94.3%* | 133 *100.0%* E | 206 *96.7%* I | 96 *99.0%* I | 38 *88.4%* | 144 *96.6%* | 96 *98.0%* | 105 *94.6%* | 101 *94.4%* | 235 *97.1%* | 57 *100.0%* | 244 *95.7%* | 76 *97.4%* | 270 *96.4%* | 15 *100.0%* ** | 61 *96.8%* | 347 *96.4%* | - - | - - |

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
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CCC POPULATION

| | RESPONDENT AGE (Q78) | | | | | RESPONDENT EDUCATION (Q80) | | CHILD'S HEALTH STATUS (Q58) | | | CHILD'S MENTAL HEALTH STATUS (Q59) | | | HEALTH PLAN RATING (Q54) | | DOCTOR RATING (Q41) | | CONTACT CUSTOMER SERVICE (Q49) | | GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50) | | DATA COLLECTION METHOD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 24 or younger | 25 to 34 | 35 to 44 | 45 or older | HS/ GED/ Less | Some Colg/ Grad+ | Excellent/ Very good | Good | Fair/ Poor | Excellent/ Very good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ Sometimes | Always/ Usually | Mail | Phone | Internet |
| | | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
| **Q83. How did that person help you? Check all that apply.** | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Total Eligible** | **13**<br>***100.0%*** | **5**<br>***100.0%*** | **1**<br>***100.0%*** | **1**<br>***100.0%*** | **5**<br>***100.0%*** | **12**<br>***100.0%*** | **-**<br>**-** | **7**<br>***100.0%*** | **1**<br>***100.0%*** | **5**<br>***100.0%*** | **5**<br>***100.0%*** | **2**<br>***100.0%*** | **6**<br>***100.0%*** | **6**<br>***100.0%*** | **7**<br>***100.0%*** | **-**<br>**-** | **11**<br>***100.0%*** | **2**<br>***100.0%*** | **10**<br>***100.0%*** | **-**<br>**-** | **2**<br>***100.0%*** | **13**<br>***100.0%*** | **-**<br>**-** | **-**<br>**-** |
| Total Valid Responses | **17** | 5 | 1 | 1 | 9 | 16 | - | 10 | 2 | 5 | 5 | 4 | 8 | 6 | 11 | - | 14 | 3 | 13 | - | 3 | 17 | - | - |
| **Total Respondents** | **12**<br>***100.0%*** | **4**<br>***100.0%*** | **1**<br>***100.0%*** | **1**<br>***100.0%*** | **5**<br>***100.0%*** | **11**<br>***100.0%*** | **-**<br>**-** | **7**<br>***100.0%*** | **1**<br>***100.0%*** | **4**<br>***100.0%*** | **4**<br>***100.0%*** | **2**<br>***100.0%*** | **6**<br>***100.0%*** | **5**<br>***100.0%*** | **7**<br>***100.0%*** | **-**<br>**-** | **10**<br>***100.0%*** | **2**<br>***100.0%*** | **9**<br>***100.0%*** | **-**<br>**-** | **2**<br>***100.0%*** | **12**<br>***100.0%*** | **-**<br>**-** | **-**<br>**-** |
| Read the questions to me | **6**<br>***50.0%*** | 2<br>*50.0%*<br>** | -<br>-<br>** | 1<br>*100.0%*<br>** | 2<br>*40.0%*<br>** | 5<br>*45.5%* | -<br>- | 3<br>*42.9%*<br>** | 1<br>*100.0%*<br>** | 2<br>*50.0%*<br>** | 1<br>*25.0%*<br>** | 2<br>*100.0%*<br>** | 3<br>*50.0%*<br>** | 1<br>*20.0%*<br>** | 5<br>*71.4%*<br>** | -<br>- | 4<br>*40.0%* | -<br>-<br>** | 5<br>*55.6%*<br>** | -<br>- | -<br>- | 6<br>*50.0%* | -<br>- | -<br>- |
| Wrote down the answers I gave | **6**<br>***50.0%*** | 1<br>*25.0%*<br>** | 1<br>*100.0%*<br>** | -<br>-<br>** | 4<br>*80.0%*<br>** | 6<br>*54.5%* | -<br>- | 4<br>*57.1%*<br>** | 1<br>*100.0%*<br>** | 1<br>*25.0%*<br>** | 2<br>*50.0%*<br>** | 2<br>*100.0%*<br>** | 2<br>*33.3%*<br>** | 2<br>*40.0%*<br>** | 4<br>*57.1%*<br>** | -<br>- | 5<br>*50.0%* | 1<br>*50.0%*<br>** | 5<br>*55.6%*<br>** | -<br>- | 1<br>*50.0%* | 6<br>*50.0%* | -<br>- | -<br>- |
| Answered the questions for me | **3**<br>***25.0%*** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | 3<br>*60.0%*<br>** | 3<br>*27.3%* | -<br>- | 2<br>*28.6%*<br>** | -<br>-<br>** | 1<br>*25.0%*<br>** | 2<br>*50.0%*<br>** | -<br>-<br>** | 1<br>*16.7%*<br>** | 2<br>*40.0%*<br>** | 1<br>*14.3%*<br>** | -<br>- | 3<br>*30.0%* | 1<br>*50.0%*<br>** | 2<br>*22.2%*<br>** | -<br>- | 1<br>*50.0%* | 3<br>*25.0%* | -<br>- | -<br>- |
| Translated the questions into my language | **1**<br>***8.3%*** | 1<br>*25.0%*<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*9.1%* | -<br>- | 1<br>*14.3%*<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*16.7%*<br>** | -<br>-<br>** | 1<br>*14.3%*<br>** | -<br>- | 1<br>*10.0%* | 1<br>*50.0%*<br>** | -<br>-<br>** | -<br>- | 1<br>*50.0%* | 1<br>*8.3%* | -<br>- | -<br>- |
| Helped in some other way | **1**<br>***8.3%*** | 1<br>*25.0%*<br>** | -<br>-<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*9.1%* | -<br>- | -<br>-<br>** | -<br>-<br>** | 1<br>*25.0%*<br>** | -<br>-<br>** | -<br>-<br>** | 1<br>*16.7%*<br>** | 1<br>*20.0%*<br>** | -<br>-<br>** | -<br>- | 1<br>*10.0%* | -<br>-<br>** | 1<br>*11.1%*<br>** | -<br>- | -<br>- | 1<br>*8.3%* | -<br>- | -<br>- |

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  Minimum Base: 30 (**), Small Base: 30 (*)

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2014

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**General Population Results by Demographics and Survey Items**

**Page 1** Q84. In the last 6 months, how many days did you usually have to wait between making an initial appointment for your child with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.
(GENERAL POPULATION)

**Page 2** Q85. In the last 6 months, how many days did you usually have to wait between making an initial appointment for your child with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment to see an Ear, Nose, and Throat specialist for a chronic ear infection.
(GENERAL POPULATION)

**Page 3** Q86. In the last 6 months, how long did you usually have to wait between making an appointment for your child for a regular or routine care visit with a provider and actually seeing a provider?
(GENERAL POPULATION)

**Page 4** Q87. In the last 6 months, when your child was referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?
(GENERAL POPULATION)

**Page 5** Q88. In the last 6 months, not counting the times your child needed health care right away, how many days did you usually have to wait between making an appointment for your child for a routine lab or x-ray services and actually getting the lab or x-ray services?
(GENERAL POPULATION)

**Page 6** Q89. In the last 6 months, how many days did you usually have to wait between making an appointment for your child for an urgent lab or x-ray services and actually getting the lab or x-ray services?
(GENERAL POPULATION)

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Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey with CCC Measure (646299)

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| | | ==== RESPONDENT'S AGE (Q78) ===== | | | | = RESPONDENT'S = EDUCATION (Q80) | | ======== CHILD'S ====== == HEALTH STATUS(Q58)== | | | =HEALTH PLAN= =RATING (Q54)= | | ===DOCTOR === =RATING(Q41)= | | =CONTACT CUST= =SERVICE (Q49)= | | =GOT INFO/HELP= =FROM CUST SVC= (Q50) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | General Population Total | 24 or younger | 25-34 | 35-44 | 45+ | HS/ GED/ Less | Some Colg/ Grad+ | Exclnt/ Very Good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ S'times | Always/ Usually |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) |
| Total | 630 | 105 | 199 | 144 | 102 | 319 | 230 | 414 | 112 | 37 | 119 | 436 | 63 | 418 | 135 | 434 | 29 | 102 |
| Total Valid Responses | 390<br>100.0% | 76<br>100.0% | 140<br>100.0% | 101<br>100.0% | 63<br>100.0% | 207<br>100.0% | 172<br>100.0% | 282<br>100.0% | 80<br>100.0% | 24<br>100.0% | 79<br>100.0% | 299<br>100.0% | 40<br>100.0% | 295<br>100.0% | 96<br>100.0% | 291<br>100.0% | 20<br>100.0% | 73<br>100.0% |
| No Answer | 107 | 7 | 11 | 9 | 11 | 29 | 8 | 27 | 12 | 6 | 13 | 33 | 8 | 42 | 16 | 35 | 3 | 12 |
| Same day | 131<br>33.6% | 23<br>30.3% | 46<br>32.9% | 31<br>30.7% | 27<br>42.9% | 67<br>32.4% | 61<br>35.5% | 95<br>33.7% | 26<br>32.5% | 7<br>29.2% | 26<br>32.9% | 102<br>34.1% | 9<br>22.5% | 106<br>35.9%<br>m | 28<br>29.2% | 103<br>35.4% | 2<br>10.0% | 23<br>31.5%<br>Q |
| 1-2 days | 128<br>32.8% | 30<br>39.5%<br>E | 45<br>32.1% | 34<br>33.7% | 15<br>23.8% | 69<br>33.3% | 54<br>31.4% | 97<br>34.4%<br>i | 20<br>25.0% | 10<br>41.7% | 21<br>26.6% | 102<br>34.1% | 10<br>25.0% | 100<br>33.9% | 37<br>38.5% | 89<br>30.6% | 8<br>40.0% | 29<br>39.7% |
| 3-7 days | 91<br>23.3% | 21<br>27.6% | 32<br>22.9% | 24<br>23.8% | 13<br>20.6% | 44<br>21.3% | 44<br>25.6% | 60<br>21.3% | 24<br>30.0% | 7<br>29.2% | 23<br>29.1% | 65<br>21.7% | 15<br>37.5%<br>N | 64<br>21.7% | 22<br>22.9% | 68<br>23.4% | 7<br>35.0% | 15<br>20.5% |
| 8-14 days | 23<br>5.9% | - | 8<br>5.7% | 8<br>7.9% | 6<br>9.5% | 16<br>7.7% | 7<br>4.1% | 18<br>6.4% | 5<br>6.2% | - | 5<br>6.3% | 18<br>6.0% | 4<br>10.0% | 15<br>5.1% | 5<br>5.2% | 18<br>6.2% | 1<br>5.0% | 4<br>5.5% |
| 15-30 days | 9<br>2.3% | 2<br>2.6% | 4<br>2.9% | 1<br>1.0% | 2<br>3.2% | 6<br>2.9% | 3<br>1.7% | 7<br>2.5% | 2<br>2.5% | - | 2<br>2.5% | 6<br>2.0% | 2<br>5.0% | 6<br>2.0% | 4<br>4.2% | 5<br>1.7% | 2<br>10.0% | 2<br>2.7% |
| More than 30 days | 8<br>2.1% | - | 5<br>3.6% | 3<br>3.0% | - | 5<br>2.4% | 3<br>1.7% | 5<br>1.8% | 3<br>3.8% | - | 2<br>2.5% | 6<br>2.0% | - | 4<br>1.4% | - | 8<br>2.7% | - | - |
| My child did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months | 133 | 22 | 48 | 34 | 28 | 83 | 50 | 105 | 20 | 7 | 27 | 104 | 15 | 81 | 23 | 108 | 6 | 17 |
| TMG SUMMARY RATE - Same day/1-2 days | 259<br>66.4% | 53<br>69.7% | 91<br>65.0% | 65<br>64.4% | 42<br>66.7% | 136<br>65.7% | 115<br>66.9% | 192<br>68.1%<br>i | 46<br>57.5% | 17<br>70.8% | 47<br>59.5% | 204<br>68.2% | 19<br>47.5% | 206<br>69.8%<br>M | 65<br>67.7% | 192<br>66.0% | 10<br>50.0% | 52<br>71.2%<br>q |
| MEAN | 2.2 | 2.1 | 2.2 | 2.2 | 2.1 | 2.2 | 2.1 | 2.1 | 2.3 | 2.0 | 2.3 | 2.1 | 2.5 | 2.1 | 2.2 | 2.2 | 2.6 | 2.1 |

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Louisiana Healthcare Connections
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Q85. In the last 6 months, how many days did you usually have to wait between making an initial appointment for your child with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment to see an Ear, Nose, and Throat specialist for a chronic ear infection.

(GENERAL POPULATION)

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| | General Population Total | 24 or younger | 25-34 | 35-44 | 45+ | HS/ GED/ Less | Some Colg/ Grad+ | Exclnt/ Very Good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ S'times | Always/ Usually |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) |
| Total | 630 | 105 | 199 | 144 | 102 | 319 | 230 | 414 | 112 | 37 | 119 | 436 | 63 | 418 | 135 | 434 | 29 | 102 |
| Total Valid Responses | 196 | 32 | 70 | 51 | 35 | 111 | 79 | 127 | 50 | 17 | 52 | 137 | 28 | 140 | 58 | 137 | 12 | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 109 | 9 | 14 | 9 | 7 | 27 | 11 | 30 | 9 | 6 | 13 | 35 | 6 | 43 | 11 | 42 | 1 | 9 |
| Same day | 48 | 14 | 18 | 7 | 6 | 39 | 7 | 35 | 7 | 4 | 11 | 35 | 3 | 38 | 13 | 35 | 2 | 11 |
| | 24.5% | 43.8% | 25.7% | 13.7% | 17.1% | 35.1% | 8.9% | 27.6% | 14.0% | 23.5% | 21.2% | 25.5% | 10.7% | 27.1% | 22.4% | 25.5% | 16.7% | 25.6% |
| | | cDE | d | | | G | | I | | | | | | M | | | | |
| 1-2 days | 50 | 6 | 17 | 14 | 9 | 28 | 20 | 36 | 11 | 3 | 10 | 38 | 6 | 35 | 19 | 31 | 3 | 15 |
| | 25.5% | 18.8% | 24.3% | 27.5% | 25.7% | 25.2% | 25.3% | 28.3% | 22.0% | 17.6% | 19.2% | 27.7% | 21.4% | 25.0% | 32.8% | 22.6% | 25.0% | 34.9% |
| 3-7 days | 59 | 5 | 23 | 20 | 11 | 30 | 27 | 33 | 18 | 8 | 20 | 38 | 12 | 40 | 17 | 41 | 3 | 12 |
| | 30.1% | 15.6% | 32.9% | 39.2% | 31.4% | 27.0% | 34.2% | 26.0% | 36.0% | 47.1% | 38.5% | 27.7% | 42.9% | 28.6% | 29.3% | 29.9% | 25.0% | 27.9% |
| | | | B | B | | | | | | h | | | | | | | | |
| 8-14 days | 18 | 5 | 5 | 5 | 3 | 7 | 11 | 12 | 5 | 1 | 6 | 12 | 2 | 14 | 3 | 15 | - | 3 |
| | 9.2% | 15.6% | 7.1% | 9.8% | 8.6% | 6.3% | 13.9% | 9.4% | 10.0% | 5.9% | 11.5% | 8.8% | 7.1% | 10.0% | 5.2% | 10.9% | | 7.0% |
| | | | | | | | f | | | | | | | | | | | |
| 15-30 days | 13 | 1 | 6 | 1 | 4 | 6 | 7 | 8 | 4 | 1 | 4 | 8 | 4 | 7 | 5 | 8 | 4 | 1 |
| | 6.6% | 3.1% | 8.6% | 2.0% | 11.4% | 5.4% | 8.9% | 6.3% | 8.0% | 5.9% | 7.7% | 5.8% | 14.3% | 5.0% | 8.6% | 5.8% | 33.3% | 2.3% |
| | | | d | | d | | | | | | | | | | | | R | |
| More than 30 days | 8 | 1 | 1 | 4 | 2 | 1 | 7 | 3 | 5 | - | 1 | 6 | 1 | 6 | 1 | 7 | - | 1 |
| | 4.1% | 3.1% | 1.4% | 7.8% | 5.7% | 0.9% | 8.9% | 2.4% | 10.0% | | 1.9% | 4.4% | 3.6% | 4.3% | 1.7% | 5.1% | | 2.3% |
| | | | | | | | F | | h | | | | | | | | | |
| My child did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months | 325 | 64 | 115 | 84 | 60 | 181 | 140 | 257 | 53 | 14 | 54 | 264 | 29 | 235 | 66 | 255 | 16 | 50 |
| TMG SUMMARY RATE - Same day/1-2 days | 98 | 20 | 35 | 21 | 15 | 67 | 27 | 71 | 18 | 7 | 21 | 73 | 9 | 73 | 32 | 66 | 5 | 26 |
| | 50.0% | 62.5% | 50.0% | 41.2% | 42.9% | 60.4% | 34.2% | 55.9% | 36.0% | 41.2% | 40.4% | 53.3% | 32.1% | 52.1% | 55.2% | 48.2% | 41.7% | 60.5% |
| | | d | | | | G | | I | | | | | | M | | | | |
| MEAN | 2.6 | 2.2 | 2.5 | 2.8 | 2.9 | 2.2 | 3.2 | 2.5 | 3.1 | 2.5 | 2.7 | 2.5 | 3.0 | 2.5 | 2.5 | 2.6 | 3.1 | 2.3 |

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey with CCC Measure (646299)

Q86. In the last 6 months, how long did you usually have to wait between making an appointment for your child for a regular or routine care visit with a provider and actually seeing a provider?

(GENERAL POPULATION)

| | | ==== RESPONDENT'S AGE (Q78) ===== | | | | = RESPONDENT'S = EDUCATION (Q80) | | ======== CHILD'S ====== == HEALTH STATUS(Q58)== | | | =HEALTH PLAN= =RATING (Q54)= | | ===DOCTOR === =RATING(Q41)= | | =CONTACT CUST= =SERVICE (Q49)= | | =GOT INFO/HELP= =FROM CUST SVC= (Q50) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | General Population Total | 24 or younger | 25-34 | 35-44 | 45+ | HS/ GED/ Less | Some Colg/ Grad+ | Exclnt/ Very Good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ S'times | Always/ Usually |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) |
| Total | 630 | 105 | 199 | 144 | 102 | 319 | 230 | 414 | 112 | 37 | 119 | 436 | 63 | 418 | 135 | 434 | 29 | 102 |
| Total Valid Responses | 326<br>100.0% | 69<br>100.0% | 117<br>100.0% | 87<br>100.0% | 48<br>100.0% | 173<br>100.0% | 145<br>100.0% | 234<br>100.0% | 62<br>100.0% | 26<br>100.0% | 65<br>100.0% | 253<br>100.0% | 36<br>100.0% | 251<br>100.0% | 85<br>100.0% | 238<br>100.0% | 18<br>100.0% | 65<br>100.0% |
| No Answer | 102 | 5 | 8 | 11 | 9 | 24 | 9 | 25 | 11 | 4 | 13 | 29 | 7 | 39 | 13 | 33 | 2 | 10 |
| 6 weeks or less | 314<br>96.3% | 67<br>97.1% | 114<br>97.4% | 83<br>95.4% | 45<br>93.8% | 163<br>94.2% | 143<br>98.6%<br>F | 226<br>96.6% | 58<br>93.5% | 26<br>100.0%<br>HI | 62<br>95.4% | 244<br>96.4% | 36<br>100.0%<br>N | 245<br>97.6% | 81<br>95.3% | 230<br>96.6% | 16<br>88.9% | 63<br>96.9% |
| More than 6 weeks | 12<br>3.7% | 2<br>2.9% | 3<br>2.6% | 4<br>4.6% | 3<br>6.2% | 10<br>5.8%<br>G | 2<br>1.4% | 8<br>3.4% | 4<br>6.5% | - | 3<br>4.6% | 9<br>3.6% | - | 6<br>2.4% | 4<br>4.7% | 8<br>3.4% | 2<br>11.1% | 2<br>3.1% |
| My child did not need an appointment with a provider for a regular or routine care visit in the last 6 months | 202 | 31 | 74 | 46 | 45 | 122 | 76 | 155 | 39 | 7 | 41 | 154 | 20 | 128 | 37 | 163 | 9 | 27 |
| TMG SUMMARY RATE - 6 weeks or less | 314<br>96.3% | 67<br>97.1% | 114<br>97.4% | 83<br>95.4% | 45<br>93.8% | 163<br>94.2% | 143<br>98.6%<br>F | 226<br>96.6% | 58<br>93.5% | 26<br>100.0%<br>HI | 62<br>95.4% | 244<br>96.4% | 36<br>100.0%<br>N | 245<br>97.6% | 81<br>95.3% | 230<br>96.6% | 16<br>88.9% | 63<br>96.9% |
| MEAN | 1.0 | 1.0 | 1.0 | 1.0 | 1.1 | 1.1 | 1.0 | 1.0 | 1.1 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.1 | 1.0 |

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey with CCC Measure (646299)

Q87. In the last 6 months, when your child was referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?

(GENERAL POPULATION)

| | | ==== RESPONDENT'S AGE (Q78) ===== | | | | = RESPONDENT'S = EDUCATION (Q80) | | ======== CHILD'S ====== == HEALTH STATUS(Q58)== | | | =HEALTH PLAN= =RATING (Q54)= | | ===DOCTOR === =RATING(Q41)= | | =CONTACT CUST= =SERVICE (Q49)= | | =GOT INFO/HELP= =FROM CUST SVC= (Q50) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | General Population Total | 24 or younger | 25-34 | 35-44 | 45+ | HS/ GED/ Less | Some Colg/ Grad+ | Exclnt/ Very Good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ S'times | Always/ Usually |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) |
| Total | 630 | 105 | 199 | 144 | 102 | 319 | 230 | 414 | 112 | 37 | 119 | 436 | 63 | 418 | 135 | 434 | 29 | 102 |
| Total Valid Responses | 130<br>100.0% | 20<br>100.0% | 49<br>100.0% | 36<br>100.0% | 22<br>100.0% | 72<br>100.0% | 53<br>100.0% | 71<br>100.0% | 42<br>100.0% | 16<br>100.0% | 35<br>100.0% | 92<br>100.0% | 18<br>100.0% | 94<br>100.0% | 48<br>100.0% | 81<br>100.0% | 8<br>100.0% | 39<br>100.0% |
| No Answer | 105 | 7 | 15 | 6 | 9 | 29 | 6 | 29 | 9 | 5 | 14 | 31 | 6 | 44 | 13 | 36 | 2 | 10 |
| Within 1 month (30 days) of referral | 110<br>84.6% | 18<br>90.0% | 40<br>81.6% | 31<br>86.1% | 19<br>86.4% | 67<br>93.1%<br>G | 39<br>73.6% | 57<br>80.3% | 36<br>85.7% | 16<br>100.0%<br>HI | 32<br>91.4% | 76<br>82.6% | 15<br>83.3% | 79<br>84.0% | 39<br>81.2% | 70<br>86.4% | 5<br>62.5% | 33<br>84.6% |
| More than 1 month (31 days) after referral | 20<br>15.4% | 2<br>10.0% | 9<br>18.4% | 5<br>13.9% | 3<br>13.6% | 5<br>6.9% | 14<br>26.4%<br>F | 14<br>19.7% | 6<br>14.3% | - | 3<br>8.6% | 16<br>17.4% | 3<br>16.7% | 15<br>16.0% | 9<br>18.8% | 11<br>13.6% | 3<br>37.5% | 6<br>15.4% |
| My child was not referred to a specialist in the last 6 months | 395 | 78 | 135 | 102 | 71 | 218 | 171 | 314 | 61 | 16 | 70 | 313 | 39 | 280 | 74 | 317 | 19 | 53 |
| TMG SUMMARY RATE - Within 1 month (30 days) of referral | 110<br>84.6% | 18<br>90.0% | 40<br>81.6% | 31<br>86.1% | 19<br>86.4% | 67<br>93.1%<br>G | 39<br>73.6% | 57<br>80.3% | 36<br>85.7% | 16<br>100.0%<br>HI | 32<br>91.4% | 76<br>82.6% | 15<br>83.3% | 79<br>84.0% | 39<br>81.2% | 70<br>86.4% | 5<br>62.5% | 33<br>84.6% |
| MEAN | 1.2 | 1.1 | 1.2 | 1.1 | 1.1 | 1.1 | 1.3 | 1.2 | 1.1 | 1.0 | 1.1 | 1.2 | 1.2 | 1.2 | 1.2 | 1.1 | 1.4 | 1.2 |

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Louisiana Healthcare Connections
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Q88. In the last 6 months, not counting the times your child needed health care right away, how many days did you usually have to wait between making an appointment for your child for a routine lab or x-ray services and actually getting the lab or x-ray services?
(GENERAL POPULATION)

| | | ==== RESPONDENT'S AGE (Q78) ===== | | | | = RESPONDENT'S = EDUCATION (Q80) | | ======== CHILD'S ====== == HEALTH STATUS(Q58)== | | | =HEALTH PLAN= =RATING (Q54)= | | ===DOCTOR === =RATING(Q41)= | | =CONTACT CUST= =SERVICE (Q49)= | | =GOT INFO/HELP= =FROM CUST SVC= (Q50) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | General Population Total | 24 or younger | 25-34 | 35-44 | 45+ | HS/ GED/ Less | Some Colg/ Grad+ | Exclnt/ Very Good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ S'times | Always/ Usually |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) |
| Total | 630 | 105 | 199 | 144 | 102 | 319 | 230 | 414 | 112 | 37 | 119 | 436 | 63 | 418 | 135 | 434 | 29 | 102 |
| Total Valid Responses | 109<br>100.0% | 17<br>100.0% | 39<br>100.0% | 31<br>100.0% | 17<br>100.0% | 61<br>100.0% | 44<br>100.0% | 57<br>100.0% | 35<br>100.0% | 16<br>100.0% | 27<br>100.0% | 78<br>100.0% | 14<br>100.0% | 82<br>100.0% | 45<br>100.0% | 63<br>100.0% | 11<br>100.0% | 32<br>100.0% |
| No Answer | 101 | 7 | 8 | 7 | 10 | 25 | 7 | 27 | 9 | 3 | 13 | 27 | 6 | 40 | 14 | 31 | 1 | 12 |
| 21 days or less | 104<br>95.4%<br>c | 16<br>94.1% | 36<br>92.3% | 30<br>96.8% | 17<br>100.0% | 58<br>95.1% | 42<br>95.5% | 57<br>100.0%<br>i | 32<br>91.4% | 14<br>87.5% | 27<br>100.0%<br>L | 74<br>94.9% | 12<br>85.7% | 80<br>97.6% | 41<br>91.1% | 62<br>98.4% | 11<br>100.0%<br>R | 28<br>87.5% |
| 22 days or more | 5<br>4.6% | 1<br>5.9% | 3<br>7.7% | 1<br>3.2% | - | 3<br>4.9% | 2<br>4.5% | - | 3<br>8.6% | 2<br>12.5% | - | 4<br>5.1% | 2<br>14.3% | 2<br>2.4% | 4<br>8.9% | 1<br>1.6% | - | 4<br>12.5% |
| My child did not need an apointment for a routine lab or x-ray services in the last 6 months | 420 | 81 | 152 | 106 | 75 | 233 | 179 | 330 | 68 | 18 | 79 | 331 | 43 | 296 | 76 | 340 | 17 | 58 |
| TMG SUMMARY RATE - 21 days or less | 104<br>95.4%<br>c | 16<br>94.1% | 36<br>92.3% | 30<br>96.8% | 17<br>100.0% | 58<br>95.1% | 42<br>95.5% | 57<br>100.0%<br>i | 32<br>91.4% | 14<br>87.5% | 27<br>100.0%<br>L | 74<br>94.9% | 12<br>85.7% | 80<br>97.6% | 41<br>91.1% | 62<br>98.4% | 11<br>100.0%<br>R | 28<br>87.5% |
| MEAN | 1.0 | 1.1 | 1.1 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.1 | 1.1 | 1.0 | 1.1 | 1.1 | 1.0 | 1.1 | 1.0 | 1.0 | 1.1 |

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Louisiana Healthcare Connections
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Q89. In the last 6 months, how many days did you usually have to wait between making an appointment for your child for an urgent lab or x-ray services and actually getting the lab or x-ray services?

(GENERAL POPULATION)

| | | ==== RESPONDENT'S AGE (Q78) ===== | | | | = RESPONDENT'S = EDUCATION (Q80) | | ======== CHILD'S ====== == HEALTH STATUS(Q58)== | | | =HEALTH PLAN= =RATING (Q54)= | | ===DOCTOR === =RATING(Q41)= | | =CONTACT CUST= =SERVICE (Q49)= | | =GOT INFO/HELP= =FROM CUST SVC= (Q50) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | General Population Total | 24 or younger | 25-34 | 35-44 | 45+ | HS/ GED/ Less | Some Colg/ Grad+ | Exclnt/ Very Good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ S'times | Always/ Usually |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) |
| Total | 630 | 105 | 199 | 144 | 102 | 319 | 230 | 414 | 112 | 37 | 119 | 436 | 63 | 418 | 135 | 434 | 29 | 102 |
| Total Valid Responses | 117<br>100.0% | 15<br>100.0% | 36<br>100.0% | 35<br>100.0% | 26<br>100.0% | 64<br>100.0% | 48<br>100.0% | 63<br>100.0% | 34<br>100.0% | 19<br>100.0% | 29<br>100.0% | 83<br>100.0% | 14<br>100.0% | 88<br>100.0% | 46<br>100.0% | 70<br>100.0% | 12<br>100.0% | 31<br>100.0% |
| No Answer | 104 | 8 | 13 | 6 | 7 | 27 | 7 | 29 | 9 | 4 | 13 | 31 | 6 | 41 | 17 | 31 | 1 | 15 |
| Same day | 73<br>62.4% | 10<br>66.7% | 22<br>61.1% | 22<br>62.9% | 17<br>65.4% | 36<br>56.2% | 34<br>70.8% | 38<br>60.3% | 24<br>70.6% | 10<br>52.6% | 20<br>69.0% | 51<br>61.4% | 7<br>50.0% | 55<br>62.5% | 25<br>54.3% | 48<br>68.6% | 6<br>50.0% | 18<br>58.1% |
| 1-2 days | 26<br>22.2% | 4<br>26.7% | 7<br>19.4% | 8<br>22.9% | 5<br>19.2% | 18<br>28.1%<br>g | 7<br>14.6% | 17<br>27.0% | 5<br>14.7% | 4<br>21.1% | 4<br>13.8% | 21<br>25.3% | 4<br>28.6% | 19<br>21.6% | 15<br>32.6%<br>P | 11<br>15.7% | 4<br>33.3% | 9<br>29.0% |
| 3-7 days | 13<br>11.1% | 1<br>6.7% | 5<br>13.9% | 4<br>11.4% | 3<br>11.5% | 7<br>10.9% | 5<br>10.4% | 5<br>7.9% | 4<br>11.8% | 4<br>21.1% | 4<br>13.8% | 7<br>8.4% | 2<br>14.3% | 10<br>11.4% | 5<br>10.9% | 7<br>10.0% | 1<br>8.3% | 4<br>12.9% |
| 8-14 days | 3<br>2.6% | - | 1<br>2.8% | 1<br>2.9% | 1<br>3.8% | 2<br>3.1% | 1<br>2.1% | 1<br>1.6% | 1<br>2.9% | 1<br>5.3% | 1<br>3.4% | 2<br>2.4% | 1<br>7.1% | 2<br>2.3% | 1<br>2.2% | 2<br>2.9% | 1<br>8.3% | - |
| 15-30 days | 2<br>1.7% | - | 1<br>2.8% | - | - | 1<br>1.6% | 1<br>2.1% | 2<br>3.2% | - | - | - | 2<br>2.4% | - | 2<br>2.3% | - | 2<br>2.9% | - | - |
| More than 30 days | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| My child did not need an appointment for an urgent lab or x-ray services in the last 6 months | 409 | 82 | 150 | 103 | 69 | 228 | 175 | 322 | 69 | 14 | 77 | 322 | 43 | 289 | 72 | 333 | 16 | 56 |
| TMG SUMMARY RATE - Same day/1-2 days | 99<br>84.6% | 14<br>93.3% | 29<br>80.6% | 30<br>85.7% | 22<br>84.6% | 54<br>84.4% | 41<br>85.4% | 55<br>87.3% | 29<br>85.3% | 14<br>73.7% | 24<br>82.8% | 72<br>86.7% | 11<br>78.6% | 74<br>84.1% | 40<br>87.0% | 59<br>84.3% | 10<br>83.3% | 27<br>87.1% |
| MEAN | 1.6 | 1.4 | 1.7 | 1.5 | 1.5 | 1.7 | 1.5 | 1.6 | 1.5 | 1.8 | 1.5 | 1.6 | 1.8 | 1.6 | 1.6 | 1.6 | 1.8 | 1.5 |

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

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Q84. In the last 6 months, how many days did you usually have to wait between making an initial appointment for your child with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.
(CCC POPULATION)

| | | ==== RESPONDENT'S AGE (Q78) ===== | | | | = RESPONDENT'S = EDUCATION (Q80) | | ======== CHILD'S ====== == HEALTH STATUS(Q58)== | | | =HEALTH PLAN= =RATING (Q54)= | | ===DOCTOR === =RATING(Q41)= | | =CONTACT CUST= =SERVICE (Q49)= | | =GOT INFO/HELP= =FROM CUST SVC= (Q50) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | CCC Population Total | 24 or younger | 25-34 | 35-44 | 45+ | HS/ GED/ Less | Some Colg/ Grad+ | Exclnt/ Very Good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ S'times | Always/ Usually |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) |
| Total | 525 | 91 | 137 | 154 | 131 | 305 | 200 | 290 | 145 | 82 | 143 | 370 | 75 | 392 | 136 | 383 | 29 | 107 |
| Total Valid Responses | 402<br>100.0% | 76<br>100.0% | 105<br>100.0% | 121<br>100.0% | 91<br>100.0% | 232<br>100.0% | 154<br>100.0% | 226<br>100.0% | 113<br>100.0% | 57<br>100.0% | 110<br>100.0% | 282<br>100.0% | 55<br>100.0% | 303<br>100.0% | 105<br>100.0% | 293<br>100.0% | 24<br>100.0% | 81<br>100.0% |
| No Answer | 36 | 5 | 8 | 9 | 11 | 24 | 9 | 14 | 10 | 12 | 11 | 23 | 4 | 29 | 8 | 27 | 1 | 7 |
| Same day | 112<br>27.9% | 20<br>26.3% | 27<br>25.7% | 37<br>30.6% | 26<br>28.6% | 72<br>31.0% | 37<br>24.0% | 67<br>29.6% | 27<br>23.9% | 16<br>28.1% | 24<br>21.8% | 85<br>30.1%<br>k | 13<br>23.6% | 90<br>29.7% | 30<br>28.6% | 81<br>27.6% | 9<br>37.5% | 21<br>25.9% |
| 1-2 days | 124<br>30.8% | 26<br>34.2% | 35<br>33.3% | 34<br>28.1% | 25<br>27.5% | 74<br>31.9% | 43<br>27.9% | 67<br>29.6% | 36<br>31.9% | 21<br>36.8% | 33<br>30.0% | 88<br>31.2% | 17<br>30.9% | 92<br>30.4% | 35<br>33.3% | 87<br>29.7% | 4<br>16.7% | 31<br>38.3%<br>Q |
| 3-7 days | 109<br>27.1% | 22<br>28.9% | 28<br>26.7% | 34<br>28.1% | 23<br>25.3% | 56<br>24.1% | 50<br>32.5%<br>f | 61<br>27.0% | 33<br>29.2% | 13<br>22.8% | 36<br>32.7% | 72<br>25.5% | 19<br>34.5% | 79<br>26.1% | 32<br>30.5% | 77<br>26.3% | 9<br>37.5% | 23<br>28.4% |
| 8-14 days | 28<br>7.0% | 1<br>1.3% | 7<br>6.7%<br>b | 9<br>7.4%<br>B | 10<br>11.0%<br>B | 14<br>6.0% | 14<br>9.1% | 18<br>8.0% | 6<br>5.3% | 3<br>5.3% | 10<br>9.1% | 18<br>6.4% | 2<br>3.6% | 21<br>6.9% | 6<br>5.7% | 21<br>7.2% | 1<br>4.2% | 5<br>6.2% |
| 15-30 days | 20<br>5.0% | 5<br>6.6% | 7<br>6.7% | 3<br>2.5% | 5<br>5.5% | 12<br>5.2% | 5<br>3.2% | 9<br>4.0% | 7<br>6.2% | 4<br>7.0% | 6<br>5.5% | 11<br>3.9% | 4<br>7.3% | 13<br>4.3% | 2<br>1.9% | 18<br>6.1%<br>O | 1<br>4.2% | 1<br>1.2% |
| More than 30 days | 9<br>2.2% | 2<br>2.6% | 1<br>1.0% | 4<br>3.3% | 2<br>2.2% | 4<br>1.7% | 5<br>3.2% | 4<br>1.8% | 4<br>3.5% | - | 1<br>0.9% | 8<br>2.8% | - | 8<br>2.6% | - | 9<br>3.1% | - | - |
| My child did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months | 87 | 10 | 24 | 24 | 29 | 49 | 37 | 50 | 22 | 13 | 22 | 65 | 16 | 60 | 23 | 63 | 4 | 19 |
| TMG SUMMARY RATE - Same day/1-2 days | 236<br>58.7% | 46<br>60.5% | 62<br>59.0% | 71<br>58.7% | 51<br>56.0% | 146<br>62.9%<br>G | 80<br>51.9% | 134<br>59.3% | 63<br>55.8% | 37<br>64.9% | 57<br>51.8% | 173<br>61.3%<br>k | 30<br>54.5% | 182<br>60.1% | 65<br>61.9% | 168<br>57.3% | 13<br>54.2% | 52<br>64.2% |
| MEAN | 2.4 | 2.4 | 2.4 | 2.3 | 2.4 | 2.3 | 2.5 | 2.3 | 2.5 | 2.3 | 2.5 | 2.3 | 2.4 | 2.3 | 2.2 | 2.4 | 2.2 | 2.2 |

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey with CCC Measure (646299)

Q85. In the last 6 months, how many days did you usually have to wait between making an initial appointment for your child with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment to see an Ear, Nose, and Throat specialist for a chronic ear infection.

(CCC POPULATION)

| | CCC Population Total | ==== RESPONDENT'S AGE (Q78) ===== 24 or younger | 25-34 | 35-44 | 45+ | = RESPONDENT'S = EDUCATION (Q80) HS/ GED/ Less | Some Colg/ Grad+ | ======== CHILD'S ====== == HEALTH STATUS(Q58)== Very Good | Good | Fair/ Poor | =HEALTH PLAN= =RATING (Q54)= 0-7 | 8-10 | ===DOCTOR === =RATING(Q41)= 0-7 | 8-10 | =CONTACT CUST= =SERVICE (Q49)= Yes | No | =GOT INFO/HELP= =FROM CUST SVC= (Q50) Never/ S'times | Always/ Usually |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) |
| Total | 525 | 91 | 137 | 154 | 131 | 305 | 200 | 290 | 145 | 82 | 143 | 370 | 75 | 392 | 136 | 383 | 29 | 107 |
| Total Valid Responses | 273<br>100.0% | 55<br>100.0% | 75<br>100.0% | 74<br>100.0% | 62<br>100.0% | 157<br>100.0% | 106<br>100.0% | 141<br>100.0% | 83<br>100.0% | 46<br>100.0% | 75<br>100.0% | 192<br>100.0% | 39<br>100.0% | 210<br>100.0% | 84<br>100.0% | 187<br>100.0% | 19<br>100.0% | 65<br>100.0% |
| No Answer | 28 | 4 | 6 | 6 | 7 | 16 | 7 | 15 | 2 | 11 | 8 | 20 | 3 | 21 | 5 | 22 | 1 | 4 |
| Same day | 46<br>16.8% | 12<br>21.8%<br>e | 12<br>16.0% | 13<br>17.6% | 6<br>9.7% | 33<br>21.0%<br>G | 10<br>9.4% | 24<br>17.0% | 9<br>10.8% | 11<br>23.9%<br>i | 8<br>10.7% | 38<br>19.8%<br>K | 2<br>5.1% | 43<br>20.5%<br>M | 18<br>21.4% | 27<br>14.4% | 4<br>21.1% | 14<br>21.5% |
| 1-2 days | 68<br>24.9% | 13<br>23.6% | 19<br>25.3% | 15<br>20.3% | 21<br>33.9%<br>d | 48<br>30.6%<br>G | 20<br>18.9% | 37<br>26.2% | 22<br>26.5% | 8<br>17.4% | 19<br>25.3% | 48<br>25.0% | 8<br>20.5% | 48<br>22.9% | 18<br>21.4% | 50<br>26.7% | 3<br>15.8% | 15<br>23.1% |
| 3-7 days | 85<br>31.1% | 15<br>27.3% | 23<br>30.7% | 26<br>35.1% | 18<br>29.0% | 43<br>27.4% | 38<br>35.8% | 38<br>27.0% | 31<br>37.3% | 16<br>34.8% | 25<br>33.3% | 56<br>29.2% | 15<br>38.5% | 65<br>31.0% | 30<br>35.7% | 54<br>28.9% | 6<br>31.6% | 24<br>36.9% |
| 8-14 days | 27<br>9.9% | 6<br>10.9% | 5<br>6.7% | 9<br>12.2% | 7<br>11.3% | 10<br>6.4% | 16<br>15.1%<br>F | 18<br>12.8%<br>i | 5<br>6.0% | 4<br>8.7% | 8<br>10.7% | 19<br>9.9% | 3<br>7.7% | 23<br>11.0% | 6<br>7.1% | 21<br>11.2% | -<br> | 6<br>9.2% |
| 15-30 days | 27<br>9.9% | 5<br>9.1% | 11<br>14.7%<br>d | 4<br>5.4% | 6<br>9.7% | 15<br>9.6% | 11<br>10.4% | 13<br>9.2% | 11<br>13.3% | 3<br>6.5% | 9<br>12.0% | 17<br>8.9% | 8<br>20.5%<br>n | 16<br>7.6% | 8<br>9.5% | 19<br>10.2% | 5<br>26.3%<br>R | 3<br>4.6% |
| More than 30 days | 20<br>7.3% | 4<br>7.3% | 5<br>6.7% | 7<br>9.5% | 4<br>6.5% | 8<br>5.1% | 11<br>10.4% | 11<br>7.8% | 5<br>6.0% | 4<br>8.7% | 6<br>8.0% | 14<br>7.3% | 3<br>7.7% | 15<br>7.1% | 4<br>4.8% | 16<br>8.6% | 1<br>5.3% | 3<br>4.6% |
| My child did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months | 224 | 32 | 56 | 74 | 62 | 132 | 87 | 134 | 60 | 25 | 60 | 158 | 33 | 161 | 47 | 174 | 9 | 38 |
| TMG SUMMARY RATE - Same day/1-2 days | 114<br>41.8% | 25<br>45.5% | 31<br>41.3% | 28<br>37.8% | 27<br>43.5% | 81<br>51.6%<br>G | 30<br>28.3% | 61<br>43.3% | 31<br>37.3% | 19<br>41.3% | 27<br>36.0% | 86<br>44.8% | 10<br>25.6% | 91<br>43.3%<br>M | 36<br>42.9% | 77<br>41.2% | 7<br>36.8% | 29<br>44.6% |
| MEAN | 2.9 | 2.8 | 3.0 | 3.0 | 3.0 | 2.7 | 3.3 | 2.9 | 3.0 | 2.8 | 3.1 | 2.8 | 3.4 | 2.8 | 2.8 | 3.0 | 3.1 | 2.7 |

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey with CCC Measure (646299)

Q86. In the last 6 months, how long did you usually have to wait between making an appointment for your child for a regular or routine care visit with a provider and actually seeing a provider?

(CCC POPULATION)

| | | ==== RESPONDENT'S AGE (Q78) ===== | | | | = RESPONDENT'S = EDUCATION (Q80) | | ======== CHILD'S ====== == HEALTH STATUS(Q58)== | | | =HEALTH PLAN= =RATING (Q54)= | | ===DOCTOR === =RATING(Q41)= | | =CONTACT CUST= =SERVICE (Q49)= | | =GOT INFO/HELP= =FROM CUST SVC= (Q50) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | CCC Population Total | 24 or younger | 25-34 | 35-44 | 45+ | HS/ GED/ Less | Some Colg/ Grad+ | Exclnt/ Very Good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ S'times | Always/ Usually |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) |
| Total | 525 | 91 | 137 | 154 | 131 | 305 | 200 | 290 | 145 | 82 | 143 | 370 | 75 | 392 | 136 | 383 | 29 | 107 |
| Total Valid Responses | 357<br>100.0% | 66<br>100.0% | 97<br>100.0% | 104<br>100.0% | 83<br>100.0% | 206<br>100.0% | 139<br>100.0% | 198<br>100.0% | 99<br>100.0% | 57<br>100.0% | 91<br>100.0% | 256<br>100.0% | 49<br>100.0% | 275<br>100.0% | 98<br>100.0% | 255<br>100.0% | 23<br>100.0% | 75<br>100.0% |
| No Answer | 32 | 3 | 6 | 11 | 8 | 17 | 10 | 14 | 9 | 9 | 8 | 24 | 6 | 24 | 7 | 24 | - | 7 |
| 6 weeks or less | 335<br>93.8% | 62<br>93.9% | 91<br>93.8% | 95<br>91.3% | 81<br>97.6%<br>d | 192<br>93.2% | 134<br>96.4% | 193<br>97.5%<br>I | 88<br>88.9% | 52<br>91.2% | 80<br>87.9% | 246<br>96.1%<br>K | 45<br>91.8% | 265<br>96.4% | 93<br>94.9% | 238<br>93.3% | 21<br>91.3% | 72<br>96.0% |
| More than 6 weeks | 22<br>6.2% | 4<br>6.1% | 6<br>6.2% | 9<br>8.7%<br>e | 2<br>2.4% | 14<br>6.8% | 5<br>3.6% | 5<br>2.5% | 11<br>11.1%<br>H | 5<br>8.8% | 11<br>12.1%<br>L | 10<br>3.9% | 4<br>8.2% | 10<br>3.6% | 5<br>5.1% | 17<br>6.7% | 2<br>8.7% | 3<br>4.0% |
| My child did not need an appointment with a provider for a regular or routine care visit in the last 6 months | 136 | 22 | 34 | 39 | 40 | 82 | 51 | 78 | 37 | 16 | 44 | 90 | 20 | 93 | 31 | 104 | 6 | 25 |
| TMG SUMMARY RATE - 6 weeks or less | 335<br>93.8% | 62<br>93.9% | 91<br>93.8% | 95<br>91.3% | 81<br>97.6%<br>d | 192<br>93.2% | 134<br>96.4% | 193<br>97.5%<br>I | 88<br>88.9% | 52<br>91.2% | 80<br>87.9% | 246<br>96.1%<br>K | 45<br>91.8% | 265<br>96.4% | 93<br>94.9% | 238<br>93.3% | 21<br>91.3% | 72<br>96.0% |
| MEAN | 1.1 | 1.1 | 1.1 | 1.1 | 1.0 | 1.1 | 1.0 | 1.0 | 1.1 | 1.1 | 1.1 | 1.0 | 1.1 | 1.0 | 1.1 | 1.1 | 1.1 | 1.0 |

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

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Q87. In the last 6 months, when your child was referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?

(CCC POPULATION)

| | CCC Population Total | ==== RESPONDENT'S AGE (Q78) ===== 24 or younger | 25-34 | 35-44 | 45+ | = RESPONDENT'S = EDUCATION (Q80) HS/ GED/ Less | Some Colg/ Grad+ | ======== CHILD'S ====== == HEALTH STATUS(Q58)== Exclnt/ Very Good | Good | Fair/ Poor | =HEALTH PLAN= =RATING (Q54)= 0-7 | 8-10 | ===DOCTOR === =RATING(Q41)= 0-7 | 8-10 | =CONTACT CUST= =SERVICE (Q49)= Yes | No | =GOT INFO/HELP= =FROM CUST SVC= (Q50) Never/ S'times | Always/ Usually |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) |
| Total | 525 | 91 | 137 | 154 | 131 | 305 | 200 | 290 | 145 | 82 | 143 | 370 | 75 | 392 | 136 | 383 | 29 | 107 |
| Total Valid Responses | 220 | 40 | 62 | 62 | 50 | 117 | 92 | 103 | 69 | 47 | 67 | 147 | 35 | 162 | 74 | 143 | 16 | 58 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 33 | 7 | 9 | 6 | 8 | 22 | 7 | 16 | 8 | 9 | 9 | 24 | 4 | 28 | 8 | 24 | 1 | 7 |
| Within 1 month (30 days) of referral | 177 | 35 | 49 | 47 | 42 | 100 | 69 | 80 | 57 | 39 | 53 | 119 | 24 | 133 | 60 | 115 | 14 | 46 |
| | 80.5% | 87.5% | 79.0% | 75.8% | 84.0% | 85.5% g | 75.0% | 77.7% | 82.6% | 83.0% | 79.1% | 81.0% | 68.6% | 82.1% | 81.1% | 80.4% | 87.5% | 79.3% |
| More than 1 month (31 days) after referral | 43 | 5 | 13 | 15 | 8 | 17 | 23 | 23 | 12 | 8 | 14 | 28 | 11 | 29 | 14 | 28 | 2 | 12 |
| | 19.5% | 12.5% | 21.0% | 24.2% | 16.0% | 14.5% | 25.0% f | 22.3% | 17.4% | 17.0% | 20.9% | 19.0% | 31.4% | 17.9% | 18.9% | 19.6% | 12.5% | 20.7% |
| My child was not referred to a specialist in the last 6 months | 272 | 44 | 66 | 86 | 73 | 166 | 101 | 171 | 68 | 26 | 67 | 199 | 36 | 202 | 54 | 216 | 12 | 42 |
| TMG SUMMARY RATE - Within 1 month (30 days) of referral | 177 | 35 | 49 | 47 | 42 | 100 | 69 | 80 | 57 | 39 | 53 | 119 | 24 | 133 | 60 | 115 | 14 | 46 |
| | 80.5% | 87.5% | 79.0% | 75.8% | 84.0% | 85.5% g | 75.0% | 77.7% | 82.6% | 83.0% | 79.1% | 81.0% | 68.6% | 82.1% | 81.1% | 80.4% | 87.5% | 79.3% |
| MEAN | 1.2 | 1.1 | 1.2 | 1.2 | 1.2 | 1.1 | 1.2 | 1.2 | 1.2 | 1.2 | 1.2 | 1.2 | 1.3 | 1.2 | 1.2 | 1.2 | 1.1 | 1.2 |

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Child Survey with CCC Measure (646299)

Q88. In the last 6 months, not counting the times your child needed health care right away, how many days did you usually have to wait between making an appointment for your child for a routine lab or x-ray services and actually getting the lab or x-ray services?
(CCC POPULATION)

| | | ==== RESPONDENT'S AGE (Q78) ===== | | | | = RESPONDENT'S = EDUCATION (Q80) | | ======== CHILD'S ====== == HEALTH STATUS(Q58)== | | | =HEALTH PLAN= =RATING (Q54)= | | ===DOCTOR === =RATING(Q41)= | | =CONTACT CUST= =SERVICE (Q49)= | | =GOT INFO/HELP= =FROM CUST SVC= (Q50) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | CCC Population Total | 24 or younger | 25-34 | 35-44 | 45+ | HS/ GED/ Less | Some Colg/ Grad+ | Exclnt/ Very Good | Good | Fair/ Poor | 0-7 | 8-10 | 0-7 | 8-10 | Yes | No | Never/ S'times | Always/ Usually |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) |
| Total | 525 | 91 | 137 | 154 | 131 | 305 | 200 | 290 | 145 | 82 | 143 | 370 | 75 | 392 | 136 | 383 | 29 | 107 |
| Total Valid Responses | 162<br>100.0% | 32<br>100.0% | 41<br>100.0% | 48<br>100.0% | 38<br>100.0% | 86<br>100.0% | 70<br>100.0% | 79<br>100.0% | 46<br>100.0% | 37<br>100.0% | 45<br>100.0% | 113<br>100.0% | 22<br>100.0% | 124<br>100.0% | 59<br>100.0% | 101<br>100.0% | 16<br>100.0% | 43<br>100.0% |
| No Answer | 30 | 4 | 8 | 7 | 8 | 17 | 9 | 12 | 7 | 9 | 9 | 20 | 6 | 22 | 7 | 23 | 1 | 6 |
| 21 days or less | 154<br>95.1% | 31<br>96.9% | 37<br>90.2% | 46<br>95.8% | 38<br>100.0%<br>C | 83<br>96.5% | 66<br>94.3% | 76<br>96.2% | 44<br>95.7% | 34<br>91.9% | 41<br>91.1% | 109<br>96.5% | 19<br>86.4% | 122<br>98.4% | 55<br>93.2% | 97<br>96.0% | 14<br>87.5% | 41<br>95.3% |
| 22 days or more | 8<br>4.9% | 1<br>3.1% | 4<br>9.8% | 2<br>4.2% | - | 3<br>3.5% | 4<br>5.7% | 3<br>3.8% | 2<br>4.3% | 3<br>8.1% | 4<br>8.9% | 4<br>3.5% | 3<br>13.6% | 2<br>1.6% | 4<br>6.8% | 4<br>4.0% | 2<br>12.5% | 2<br>4.7% |
| My child did not need an apointment for a routine lab or x-ray services in the last 6 months | 333 | 55 | 88 | 99 | 85 | 202 | 121 | 199 | 92 | 36 | 89 | 237 | 47 | 246 | 70 | 259 | 12 | 58 |
| TMG SUMMARY RATE - 21 days or less | 154<br>95.1% | 31<br>96.9% | 37<br>90.2% | 46<br>95.8% | 38<br>100.0%<br>C | 83<br>96.5% | 66<br>94.3% | 76<br>96.2% | 44<br>95.7% | 34<br>91.9% | 41<br>91.1% | 109<br>96.5% | 19<br>86.4% | 122<br>98.4% | 55<br>93.2% | 97<br>96.0% | 14<br>87.5% | 41<br>95.3% |
| MEAN | 1.0 | 1.0 | 1.1 | 1.0 | 1.0 | 1.0 | 1.1 | 1.0 | 1.0 | 1.1 | 1.1 | 1.0 | 1.1 | 1.0 | 1.1 | 1.0 | 1.1 | 1.0 |

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

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Q89. In the last 6 months, how many days did you usually have to wait between making an appointment for your child for an urgent lab or x-ray services and actually getting the lab or x-ray services?

(CCC POPULATION)

| | CCC Population Total | ==== RESPONDENT'S AGE (Q78) ===== 24 or younger | 25-34 | 35-44 | 45+ | = RESPONDENT'S = EDUCATION (Q80) HS/ GED/ Less | Some Colg/ Grad+ | ======== CHILD'S ====== == HEALTH STATUS(Q58)== Exclnt/ Very Good | Good | Fair/ Poor | =HEALTH PLAN= =RATING (Q54)= 0-7 | 8-10 | ===DOCTOR === =RATING(Q41)= 0-7 | 8-10 | =CONTACT CUST= =SERVICE (Q49)= Yes | No | =GOT INFO/HELP= =FROM CUST SVC= (Q50) Never/ S'times | Always/ Usually |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) |
| Total | 525 | 91 | 137 | 154 | 131 | 305 | 200 | 290 | 145 | 82 | 143 | 370 | 75 | 392 | 136 | 383 | 29 | 107 |
| Total Valid Responses | 164<br>100.0% | 30<br>100.0% | 38<br>100.0% | 49<br>100.0% | 44<br>100.0% | 91<br>100.0% | 66<br>100.0% | 72<br>100.0% | 49<br>100.0% | 42<br>100.0% | 46<br>100.0% | 112<br>100.0% | 20<br>100.0% | 126<br>100.0% | 64<br>100.0% | 99<br>100.0% | 19<br>100.0% | 45<br>100.0% |
| No Answer | 28 | 4 | 9 | 5 | 6 | 16 | 7 | 14 | 7 | 7 | 7 | 21 | 4 | 22 | 7 | 20 | - | 7 |
| Same day | 109<br>66.5% | 21<br>70.0% | 26<br>68.4% | 33<br>67.3% | 28<br>63.6% | 59<br>64.8% | 47<br>71.2% | 46<br>63.9% | 38<br>77.6%<br>hJ | 24<br>57.1% | 25<br>54.3% | 79<br>70.5%<br>k | 9<br>45.0% | 90<br>71.4%<br>M | 42<br>65.6% | 67<br>67.7% | 10<br>52.6% | 32<br>71.1% |
| 1-2 days | 30<br>18.3% | 5<br>16.7% | 3<br>7.9% | 13<br>26.5%<br>C | 8<br>18.2% | 21<br>23.1%<br>g | 8<br>12.1% | 15<br>20.8% | 6<br>12.2% | 9<br>21.4% | 8<br>17.4% | 22<br>19.6% | 7<br>35.0%<br>n | 20<br>15.9% | 14<br>21.9% | 16<br>16.2% | 5<br>26.3% | 9<br>20.0% |
| 3-7 days | 18<br>11.0% | 3<br>10.0% | 4<br>10.5% | 2<br>4.1% | 8<br>18.2%<br>D | 8<br>8.8% | 8<br>12.1% | 7<br>9.7% | 4<br>8.2% | 7<br>16.7% | 10<br>21.7%<br>L | 7<br>6.2% | 2<br>10.0% | 12<br>9.5% | 4<br>6.2% | 13<br>13.1% | 2<br>10.5% | 2<br>4.4% |
| 8-14 days | 5<br>3.0% | 1<br>3.3% | 3<br>7.9% | 1<br>2.0% | - | 2<br>2.2% | 2<br>3.0% | 2<br>2.8% | 1<br>2.0% | 2<br>4.8% | 3<br>6.5% | 2<br>1.8% | 2<br>10.0% | 2<br>1.6% | 3<br>4.7% | 2<br>2.0% | 2<br>10.5% | 1<br>2.2% |
| 15-30 days | 2<br>1.2% | - | 2<br>5.3% | - | - | 1<br>1.1% | 1<br>1.5% | 2<br>2.8% | - | - | - | 2<br>1.8% | - | 2<br>1.6% | 1<br>1.6% | 1<br>1.0% | - | 1<br>2.2% |
| More than 30 days | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| My child did not need an appointment for an urgent lab or x-ray services in the last 6 months | 333 | 57 | 90 | 100 | 81 | 198 | 127 | 204 | 89 | 33 | 90 | 237 | 51 | 244 | 65 | 264 | 10 | 55 |
| TMG SUMMARY RATE - Same day/1-2 days | 139<br>84.8% | 26<br>86.7% | 29<br>76.3% | 46<br>93.9%<br>Ce | 36<br>81.8% | 80<br>87.9% | 55<br>83.3% | 61<br>84.7% | 44<br>89.8% | 33<br>78.6% | 33<br>71.7% | 101<br>90.2%<br>K | 16<br>80.0% | 110<br>87.3% | 56<br>87.5% | 83<br>83.8% | 15<br>78.9% | 41<br>91.1% |
| MEAN | 1.5 | 1.5 | 1.7 | 1.4 | 1.5 | 1.5 | 1.5 | 1.6 | 1.3 | 1.7 | 1.8 | 1.4 | 1.8 | 1.5 | 1.5 | 1.5 | 1.8 | 1.4 |

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

# 11. Glossary of Terms

**Accreditation** is an official authorization or designation to an organization determined by a set of industry-derived standards.

**Attributes** are the questions that relate to a specific service area or composite as defined by NCQA.

**Augments** are stratified samples used to target specific responses in a particular segment, such as region, language, or member status. These responses are for internal use only, and are not to be included in the HEDIS® sample or reported to public entities.

**CCC Survey-Based Screening Tool** is used to identify children with chronic conditions. It contains five questions representing five different health consequences; four are three-part questions and one is a two-part question. 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 questions included are Q60-Q62; Q63-Q65; Q66-Q68; Q69-Q71; Q72 and Q73.

**Composites** are the means of the Summary Rates of attributes within a given service area as specified by NCQA. Each composite category represents an overall aspect of plan quality and is comprised of similar questions.

**Confidence level** is the degree of confidence, expressed as a percentage, that a reported number's true value is between the lower and upper specified range.

**Correlation Coefficient** is a statistical measure of how closely two variables or measures are related to each other. Coefficients are usually reported as *r* values.

**Disposition (Disposition Category)** is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, T=Phone, and I = Internet, if applicable) and the status of the record (M10=mail complete, T22=phone, language barrier). All record code assignments of "10" are considered valid responses according to NCQA.

**Global Proportions** are a breakout of response option results according to the Three-Point Score definition, shown as a percentage, not a mean score. Refer to the Three-Point Score definition.

**Key Drivers** are composites that have been found to impact overall health plan ratings or health care ratings among the plan members as determined by a regression analysis.

**NCQA HEDIS® Compliance Audit** is a two-part program comprised of an information-systems capabilities assessment (IS standards) and an evaluation of the health plan's ability to comply with HEDIS® specifications (HD standards). NCQA-Certified auditors use standard audit methodologies to enable purchasers to make reliable comparisons among health plans.

**Over-sampling** is sampling more than the minimum required sample size. The required sample size is 3,490 (1,650 General Population + 1,840 supplemental sample) in accordance with NCQA protocol. The overall NCQA target number of complete responses is 411.

Therefore, plans may choose to over-sample their population to achieve this target number if necessary.

**Quality Compass® 2013 (Medicaid child – All Plans, General Population)** data benchmark is a collection of CAHPS® 5.0H mean summary ratings (113 samples) for those Medicaid child plans (Non-CCC and CCC samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

**Quality Compass® 2013 (Medicaid child – All Plans, CCC Population)** data benchmark is a collection of CAHPS® 5.0H mean summary ratings (38 samples) for those Medicaid child plans (CCC samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

**Rating** questions use a scale of 0 to 10 for assessing overall experience (*doctor*, *specialist*, *health care*, and *health plan*) with zero being the worst and ten being the best.

**Significance test** is a test to determine if an observed difference is too large to have occurred by chance alone.

**Summary Rates** are single statistics generated for a survey question. In general, Summary Rates represent the percentage of respondents who chose the most favorable response options ("Always" and "Usually;" "A lot" and "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

**Supplemental Sample** is selected by the survey vendor after the General Population sample is drawn. It contains members with a prescreen status code indicating the child is more likely to have chronic conditions based on claims records. For the Medicaid Child Member Satisfaction Survey (with CCC Measurement Set) it is typically 1,840 members who were not already selected in the General Population sample. In MCO's with fewer than the required sample size, the sample includes all members with the prescreen status code who were not already selected for the General Population. This sample is sometimes referred to as Sample B.

**The Myers Group Book of Business** (calculated on a plan-level) consists of all Medicaid Child (Non-CCC and CCC) samples that conducted surveys with TMG, and submitted data to NCQA. In 2014, there were 57 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis.

**Three-Point Score** is the result of the process of assigning a value of 1, 2, or 3 to each question response category and then computing a numerical average based upon the valid responses for each question. The Three-Point values are assigned to question answer categories are on the following page.

| Response Choice 1 | Score Value |
|---|---|
| Never | 1 |
| Sometimes | 1 |
| Usually | 2 |
| Always | 3 |

| Response Choice 2 | Score Value |
|---|---|
| Not At All | 1 |
| A Little | 1 |
| Some | 2 |
| A lot | 3 |

| Response Choice 3 | Score Value |
|---|---|
| 0 – 6 | 1 |
| 7 & 8 | 2 |
| 9 & 10 | 3 |

| Response Choice 4 | Score Value |
|---|---|
| No | 1 |
| Yes | 3 |

**Trending** is the practice of looking at several years of data in a comparative format to identify trends or common links.

Please refer to the *Technical Notes* for additional information about topics not displayed in this section.

# 12. Appendix A – Question Summaries

The proportion of respondents that fall into each response category for all questions is shown beginning on Page A.1. Benchmark data and trend information are also presented where available.

Not all questions are included in composite calculations. Therefore, the codes found in the following table are used to indicate which attributes are included in the corresponding composite calculations. These codes can be found under their respective question numbers in the charts beginning on Page A.1.

| Code | Composites/Measures |
|---|---|
| GNC | Getting Needed Care |
| GCQ | Getting Care Quickly |
| HWDC | How Well Doctors Communicate |
| CS | Customer Service |
| SDM | Shared Decision Making |
| HPE | Health Promotion and Education |
| CC | Coordination of Care |
| FOF | Ease of Filling Out Forms |

| Code | CCC Composites |
|---|---|
| ATPM | Access to Prescription Medicines |
| ATSS | Access to Specialized Services |
| FCC-PD | Family-Centered Care: Personal Doctor Who Knows Child |
| FCC-GNI | Family-Centered Care: Getting Needed Information |
| CC-CCC | Coordination of Care for Children with Chronic Condition |

## Charts A.1 – A.17

# Question Summaries

**Urgent and Routine Care**

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**
**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | Plan's Summary Rate 2014 | Plan's Summary Rate 2013 | TMG Book of Business* 2014 | Quality Compass All Plans* 2013 | Significance Testing** 2014 to 2013 | Significance Testing** 2014 to TMG | Significance Testing** 2014 to All Plans |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 3 | **In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?** | **General** | 606 | Yes: 36.6%; No: 63.4% | **36.6%** | 36.5% | 34.7% | NA | **Not sig.** | **Not sig.** | **NA** |
| | | **CCC** | 519 | 44.7%; 55.3% | **44.7%** | 46.4% | NA | NA | **Not sig.** | **NA** | **NA** |
| 4 | **In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?** (If "Yes" in Q3) | **General** | 214 | Never: 0.9%; Sometimes: 11.7%; Usually: 11.2%; Always: 76.2% | **87.4%** | 90.4% | 90.0% | 90.5% | **Not sig.** | **Not sig.** | **Not sig.** |
| GCQ | | **CCC** | 226 | 0.0%; 8.0%; 11.5%; 80.5% | **92.0%** | 91.7% | NA | 92.8% | **Not sig.** | **NA** | **Not sig.** |
| 5 | **In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?** | **General** | 606 | Yes: 72.4%; No: 27.6% | **72.4%** | 69.8% | 70.4% | NA | **Not sig.** | **Not sig.** | **NA** |
| | | **CCC** | 521 | 83.3%; 16.7% | **83.3%** | 82.9% | NA | NA | **Not sig.** | **NA** | **NA** |
| 6 | **In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?** (If "Yes" in Q5) | **General** | 422 | Never: 1.4%; Sometimes: 6.9%; Usually: 16.1%; Always: 75.6% | **91.7%** | 90.2% | 88.1% | 87.9% | **Not sig.** | **Above** | **Above** |
| GCQ | | **CCC** | 418 | 0.7%; 8.6%; 16.7%; 73.9% | **90.7%** | 91.0% | NA | 90.7% | **Not sig.** | **NA** | **Not sig.** |
| 7 | **In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?** | **General** | 587 | None: 21.6%; 1 time: 21.6%; 2: 20.8%; 3: 15.0%; 4: 8.2%; 5 to 9: 10.2%; 10 or more times: 2.6% | **78.4%** | 76.0% | 74.4% | NA | **Not sig.** | **Above** | **NA** |
| | | **CCC** | 509 | 10.8%; 14.9%; 22.2%; 18.7%; 13.6%; 15.1%; 4.7% | **89.2%** | 88.4% | NA | NA | **Not sig.** | **NA** | **NA** |

* The 2014 Myers Group Book of Business, General Population consists of 57 Medicaid child (Non-CCC and CCC) samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Quality Compass® All Plans benchmark, General Population is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2013 (approximately 113 plan-specific samples). The 2013 Quality Compass® All Plans benchmark, CCC Population is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2013 (approximately 38 plan-specific samples).

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.

# Question Summaries

## Discussion of Options

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | | | | Plan's Summary Rate | | TMG Book of Business* | Quality Compass All Plans* | Significance Testing** | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 2014 | 2013 | 2014 | 2013 | 2014 to 2013 | 2014 to TMG | 2014 to All Plans |
| 8 | **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?** (If "1 time" or more in Q7) | **General** | 457 | Yes 70.9% | No 29.1% | | | **70.9%** | 75.3% | 70.3% | NA | **Not sig.** | **Not sig.** | **NA** |
| HPE | | **CCC** | 449 | 72.6% | 27.4% | | | **72.6%** | 78.3% | NA | NA | **Sig. decrease** | **NA** | **NA** |
| 9 | **In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?** (If "1 time" or more in Q7) | **General** | 455 | Never 6.2% | Sometimes 12.1% | Usually 14.3% | Always 67.5% | **81.8%** | 85.7% | NA | NA | **Not sig.** | **NA** | **NA** |
| FCC-GNI | | **CCC** | 448 | 2.7% | 12.1% | 17.2% | 68.1% | **85.3%** | 90.1% | NA | 90.3% | **Sig. decrease** | **NA** | **Below** |
| 10 | **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?** (If "1 time" or more in Q7) | **General** | 450 | Yes 29.8% | No 70.2% | | | **29.8%** | 29.3% | 30.0% | NA | **Not sig.** | **Not sig.** | **NA** |
| | | **CCC** | 446 | 44.4% | 55.6% | | | **44.4%** | 46.9% | NA | NA | **Not sig.** | **NA** | **NA** |
| 11 | **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?** (If "1 time" or more in Q7 and "Yes" in Q10) | **General** | 134 | Not at all 2.2% | A little 10.4% | Some 29.9% | A lot 57.5% | **57.5%** | 57.8% | 51.9% | NA | **Not sig.** | **Not sig.** | **NA** |
| SDM | | **CCC** | 192 | 3.1% | 11.5% | 31.3% | 54.2% | **54.2%** | 65.3% | NA | NA | **Sig. decrease** | **NA** | **NA** |
| 12 | **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?** (If "1 time" or more in Q7 and "Yes" in Q10) | **General** | 131 | Not at all 21.4% | A little 13.7% | Some 26.0% | A lot 38.9% | **38.9%** | 35.2% | 29.8% | NA | **Not sig.** | **Above** | **NA** |
| SDM | | **CCC** | 194 | 22.2% | 17.0% | 28.9% | 32.0% | **32.0%** | 37.7% | NA | NA | **Not sig.** | **NA** | **NA** |
| 13 | **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?** (If "1 time" or more in Q7 and "Yes" in Q10) | **General** | 129 | Yes 76.0% | No 24.0% | | | **76.0%** | 72.7% | 75.5% | NA | **Not sig.** | **Not sig.** | **NA** |
| SDM | | **CCC** | 194 | 76.8% | 23.2% | | | **76.8%** | 81.5% | NA | NA | **Not sig.** | **NA** | **NA** |
| 14 | **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?** (If "1 time" or more in Q7) | **General** | 443 | 0 - 3 1.4% | 4 - 7 17.8% | 8 - 10 80.8% | | **80.8%** | 79.7% | 84.0% | 83.1% | **Not sig.** | **Not sig.** | **Not sig.** |
| | | **CCC** | 443 | 2.0% | 21.4% | 76.5% | | **76.5%** | 79.3% | NA | 81.6% | **Not sig.** | **NA** | **Below** |
| | | **General** | 443 | 0 - 6 9.0% | 7 - 8 26.2% | 9 - 10 64.8% | | **64.8%** | 62.6% | 65.4% | 64.3% | **Not sig.** | **Not sig.** | **Not sig.** |
| | | **CCC** | 443 | 12.9% | 28.9% | 58.2% | | **58.2%** | 61.3% | NA | 63.2% | **Not sig.** | **NA** | **Below** |
| 15 | **In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?** (If "1 time" or more in Q7) | **General** | 445 | Never 0.9% | Sometimes 8.3% | Usually 19.3% | Always 71.5% | **90.8%** | 87.3% | 88.9% | 88.6% | **Not sig.** | **Not sig.** | **Not sig.** |
| GNC | | **CCC** | 445 | 1.6% | 9.9% | 20.7% | 67.9% | **88.5%** | 85.5% | NA | 90.1% | **Not sig.** | **NA** | **Not sig.** |

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** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.

# Question Summaries

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Daycare & Specialized Services, Medical Equipment

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | Plan's Summary Rate 2014 | Plan's Summary Rate 2013 | TMG Book of Business* 2014 | Quality Compass All Plans* 2013 | Significance Testing** 2014 to 2013 | Significance Testing** 2014 to TMG | Significance Testing** 2014 to All Plans |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 16 | **Is your child now enrolled in any kind of school or daycare?** | General | 597 | Yes 79.1%; No 20.9% | **79.1%** | 76.0% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 523 | 85.1%; 14.9% | **85.1%** | 87.2% | NA | NA | **Not sig.** | **NA** | **NA** |
| 17 | **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?** (If "Yes" in Q16) | General | 455 | Yes 9.2%; No 90.8% | **9.2%** | 7.6% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 433 | 15.2%; 84.8% | **15.2%** | 16.0% | NA | NA | **Not sig.** | **NA** | **NA** |
| 18 CC-CCC | **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?** (If "Yes" in Q16 and "Yes" in Q17) | General | 38 | Yes 94.7%; No 5.3% | **94.7%** | 92.9% | NA | NA | **Unable to Test** | **NA** | **NA** |
| | | CCC | 64 | 92.2%; 7.8% | **92.2%** | 91.2% | NA | NA | **Not sig.** | **NA** | **NA** |
| 19 | **In the last 6 months, did you get or try to get any special medical equipment or devices for your child?** | General | 588 | Yes 4.4%; No 95.6% | **4.4%** | 7.8% | NA | NA | **Sig. decrease** | **NA** | **NA** |
| | | CCC | 517 | 9.9%; 90.1% | **9.9%** | 11.2% | NA | NA | **Not sig.** | **NA** | **NA** |
| 20 ATSS | **In the last 6 months, how often was it easy to get special medical equipment or devices for your child?** (If "Yes" in Q19) | General | 25 | Never 12.0%; Sometimes 0.0%; Usually 20.0%; Always 68.0% | **88.0%** | 73.0% | NA | NA | **Unable to Test** | **NA** | **NA** |
| | | CCC | 48 | 14.6%; 6.3%; 25.0%; 54.2% | **79.2%** | 70.2% | NA | NA | **Not sig.** | **NA** | **NA** |
| 21 | **Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?** (If "Yes" in Q19) | General | 25 | Yes 80.0%; No 20.0% | **80.0%** | 76.3% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 49 | 75.5%; 24.5% | **75.5%** | 75.0% | NA | NA | **Not sig.** | **NA** | **NA** |

* The 2014 Myers Group Book of Business, General Population consists of 57 Medicaid child (Non-CCC and CCC) samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Quality Compass® All Plans benchmark, General Population is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2013 (approximately 113 plan-specific samples). The 2013 Quality Compass® All Plans benchmark, CCC Population is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2013 (approximately 38 plan-specific samples).

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.

# Question Summaries

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Specialized Services, Special Therapy & Counseling

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | Plan's Summary Rate 2014 | Plan's Summary Rate 2013 | TMG Book of Business* 2014 | Quality Compass All Plans* 2013 | Significance Testing** 2014 to 2013 | Significance Testing** 2014 to TMG | Significance Testing** 2014 to All Plans |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 22 | **In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?** | General | 587 | Yes 5.6%; No 94.4% | **5.6%** | 6.6% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 516 | 14.1%; 85.9% | **14.1%** | 18.1% | NA | NA | **Not sig.** | **NA** | **NA** |
| 23 ATSS | **In the last 6 months, how often was it easy to get this therapy for your child?** (If "Yes" in Q22) | General | 30 | Never 10.0%; Sometimes 10.0%; Usually 13.3%; Always 66.7% | **80.0%** | 67.6% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 70 | 8.6%; 15.7%; 15.7%; 60.0% | **75.7%** | 71.1% | NA | 73.4% | **Not sig.** | **NA** | **Not sig.** |
| 24 | **Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?** (If "Yes" in Q22) | General | 30 | Yes 63.3%; No 36.7% | **63.3%** | 52.9% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 70 | 65.7%; 34.3% | **65.7%** | 52.7% | NA | 64.2% | **Not sig.** | **NA** | **NA** |
| 25 | **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?** | General | 592 | Yes 12.2%; No 87.8% | **12.2%** | 10.2% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 522 | 37.4%; 62.6% | **37.4%** | 35.0% | NA | NA | **Not sig.** | **NA** | **NA** |
| 26 ATSS | **In the last 6 months, how often was it easy to get this treatment or counseling for your child?** (If "Yes" in Q25) | General | 68 | Never 14.7%; Sometimes 8.8%; Usually 20.6%; Always 55.9% | **76.5%** | 75.0% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 192 | 11.5%; 15.6%; 19.3%; 53.6% | **72.9%** | 81.2% | NA | 75.7% | **Not sig.** | **NA** | **Not sig.** |
| 27 | **Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?** (If "Yes" in Q25) | General | 69 | Yes 55.1%; No 44.9% | **55.1%** | 62.0% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 191 | 62.3%; 37.7% | **62.3%** | 66.1% | NA | 59.0% | **Not sig.** | **NA** | **Not sig.** |

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** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.

# Question Summaries

**Care Coordination, CCC**

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | | Plan's Summary Rate | | TMG Book of Business* | Quality Compass All Plans* | Significance Testing** | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2014 | 2013 | 2014 | 2013 | 2014 to 2013 | 2014 to TMG | 2014 to All Plans |
| 28 | **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?** | **General** | 585 | Yes 15.4% | No 84.6% | **15.4%** | 14.8% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | **CCC** | 512 | 30.5% | 69.5% | **30.5%** | 31.2% | NA | NA | **Not sig.** | **NA** | **NA** |
| 29 | **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?** (If "Yes" in Q28) | **General** | 85 | Yes 62.4% | No 37.6% | **62.4%** | 63.4% | NA | NA | **Not sig.** | **NA** | **NA** |
| **CC-CCC** | | **CCC** | 154 | 59.1% | 40.9% | **59.1%** | 66.0% | NA | 61.7% | **Not sig.** | **NA** | **Not sig.** |

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** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.

# Question Summaries

## Your Child's Personal Doctor

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | Plan's Summary Rate 2014 | Plan's Summary Rate 2013 | TMG Book of Business* 2014 | Quality Compass All Plans* 2013 | Significance Testing** 2014 to 2013 | Significance Testing** 2014 to TMG | Significance Testing** 2014 to All Plans |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 30 | **A personal doctor is the one your child would see if he or she needs a check-up, has a health problem, or gets sick or hurt. Does your child have a personal doctor?** | General | 587 | Yes: 85.5%; No: 14.5% | **85.5%** | 81.3% | 88.2% | NA | **Not sig.** | **Below** | **NA** |
| | | CCC | 521 | 91.9%; 8.1% | **91.9%** | 90.9% | NA | NA | **Not sig.** | **NA** | **NA** |
| 31 | **In the last 6 months, how many times did your child visit his or her personal doctor for care?** (If "Yes" in Q30) | General | 482 | None: 16.8%; 1 time: 27.2%; 2: 19.7%; 3: 14.5%; 4: 8.1%; 5 to 9: 11.8%; 10 or more times: 1.9% | **83.2%** | 83.7% | 78.1% | NA | **Not sig.** | **Above** | **NA** |
| | | CCC | 455 | 8.1%; 18.2%; 22.6%; 20.9%; 11.4%; 14.5%; 4.2% | **91.9%** | 91.0% | NA | NA | **Not sig.** | **NA** | **NA** |
| 32 HWDC | **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?** (If "Yes" in Q30 and "1 time" or more in Q31) | General | 394 | Never: 1.8%; Sometimes: 5.8%; Usually: 10.7%; Always: 81.7% | **92.4%** | 93.3% | 93.5% | 93.2% | **Not sig.** | **Not sig.** | **Not sig.** |
| | | CCC | 415 | 0.7%; 7.5%; 12.8%; 79.0% | **91.8%** | 92.7% | NA | 94.1% | **Not sig.** | **NA** | **Below** |
| 33 HWDC | **In the last 6 months, how often did your child's personal doctor listen carefully to you?** (If "Yes" in Q30 and "1 time" or more in Q31) | General | 394 | Never: 0.0%; Sometimes: 4.6%; Usually: 10.9%; Always: 84.5% | **95.4%** | 94.5% | 94.5% | 94.2% | **Not sig.** | **Not sig.** | **Not sig.** |
| | | CCC | 414 | 0.5%; 4.8%; 12.6%; 82.1% | **94.7%** | 93.5% | NA | 93.9% | **Not sig.** | **NA** | **Not sig.** |
| 34 HWDC | **In the last 6 months, how often did your child's personal doctor show respect for what you had to say?** (If "Yes" in Q30 and "1 time" or more in Q31) | General | 388 | Never: 0.3%; Sometimes: 3.9%; Usually: 7.5%; Always: 88.4% | **95.9%** | 94.8% | 95.5% | 95.3% | **Not sig.** | **Not sig.** | **Not sig.** |
| | | CCC | 412 | 0.0%; 6.1%; 10.2%; 83.7% | **93.9%** | 94.0% | NA | 95.0% | **Not sig.** | **NA** | **Not sig.** |

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Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.

# Question Summaries

**Your Child's Personal Doctor (Continued)**

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**
**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | Plan's Summary Rate 2014 | Plan's Summary Rate 2013 | TMG Book of Business* 2014 | Quality Compass All Plans* 2013 | Significance Testing** 2014 to 2013 | Significance Testing** 2014 to TMG | Significance Testing** 2014 to All Plans |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 35 | **Is your child able to talk with doctors about his or her health care?** (If "Yes" in Q30 and "1 time" or more in Q31) | **General** | 393 | Yes 69.0%; No 31.0% | **69.0%** | 66.0% | 69.1% | NA | **Not sig.** | **Not sig.** | **NA** |
| | | **CCC** | 415 | 75.9%; 24.1% | **75.9%** | 74.3% | NA | NA | **Not sig.** | **NA** | **NA** |
| 36 | **In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?** (If "Yes" in Q30, "1 time" or more in Q31, and "Yes" in Q35) | **General** | 266 | Never 0.8%; Sometimes 7.1%; Usually 13.5%; Always 78.6% | **92.1%** | 86.4% | 92.3% | NA | **Sig. increase** | **Not sig.** | **NA** |
| | | **CCC** | 309 | 1.9%; 7.1%; 17.2%; 73.8% | **90.9%** | 89.6% | NA | NA | **Not sig.** | **NA** | **NA** |
| 37 | **In the last 6 months, how often did your child's personal doctor spend enough time with your child?** (If "Yes" in Q30 and "1 time" or more in Q31) | **General** | 387 | Never 3.6%; Sometimes 8.0%; Usually 16.8%; Always 71.6% | **88.4%** | 88.9% | 88.9% | 87.7% | **Not sig.** | **Not sig.** | **Not sig.** |
| **HWDC** | | **CCC** | 413 | 3.6%; 8.2%; 18.2%; 70.0% | **88.1%** | 88.1% | NA | 89.3% | **Not sig.** | **NA** | **Not sig.** |
| 38 | **In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?** (If "Yes" in Q30 and "1 time" or more in Q31) | **General** | 384 | Yes 83.3%; No 16.7% | **83.3%** | 81.7% | 86.7% | NA | **Not sig.** | **Not sig.** | **NA** |
| **FCC-PD** | | **CCC** | 415 | 83.6%; 16.4% | **83.6%** | 85.5% | NA | 86.8% | **Not sig.** | **NA** | **Not sig.** |

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Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.

# Question Summaries

**Care Coordination**

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | Plan's Summary Rate 2014 | Plan's Summary Rate 2013 | TMG Book of Business* 2014 | Quality Compass All Plans* 2013 | Significance Testing** 2014 to 2013 | Significance Testing** 2014 to TMG | Significance Testing** 2014 to All Plans |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 39 | **In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?** (If "Yes" in Q30 and "1 time" or more in Q31) | **General** | 385 | Yes 35.8%; No 64.2% | **35.8%** | 33.7% | 41.0% | NA | **Not sig.** | **Below** | **NA** |
| | | **CCC** | 412 | 45.1%; 54.9% | **45.1%** | 49.2% | NA | NA | **Not sig.** | **NA** | **NA** |
| 40 | **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?** (If "Yes" in Q30, "1 time" or more in Q31, and "Yes" in Q39) | **General** | 137 | Never 5.8%; Sometimes 11.7%; Usually 21.2%; Always 61.3% | **82.5%** | 81.0% | 80.6% | 80.1% | **Not sig.** | **Not sig.** | **Not sig.** |
| CC | | **CCC** | 182 | 8.2%; 14.8%; 18.7%; 58.2% | **76.9%** | 76.9% | NA | 80.1% | **Not sig.** | **NA** | **Not sig.** |
| 41 | **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?** (If "Yes" in Q30) | **General** | 481 | 0 - 3 1.5%; 4 - 7 11.6%; 8 - 10 86.9% | **86.9%** | 81.6% | 87.1% | 87.1% | **Sig. increase** | **Not sig.** | **Not sig.** |
| | | **CCC** | 467 | 1.9%; 14.1%; 83.9% | **83.9%** | 84.2% | NA | 86.3% | **Not sig.** | **NA** | **Not sig.** |
| | | **General** | 481 | 0 - 6 7.9%; 7 - 8 19.1%; 9 - 10 73.0% | **73.0%** | 70.4% | 72.7% | 72.9% | **Not sig.** | **Not sig.** | **Not sig.** |
| | | **CCC** | 467 | 9.2%; 18.2%; 72.6% | **72.6%** | 72.2% | NA | 73.4% | **Not sig.** | **NA** | **Not sig.** |

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Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.

# Question Summaries

## Chronic Condition Affects Day-to-Day Life

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**
**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | | Plan's Summary Rate | | TMG Book of Business* | Quality Compass All Plans* | Significance Testing** | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2014 | 2013 | 2014 | 2013 | 2014 to 2013 | 2014 to TMG | 2014 to All Plans |
| 42 | Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months? | General | 481 | Yes 25.2% | No 74.8% | **25.2%** | 29.1% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 462 | 67.3% | 32.7% | **67.3%** | 71.8% | NA | NA | **Not sig.** | **NA** | **NA** |
| 43 FCC-PD | Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life? | General | 120 | Yes 94.2% | No 5.8% | **94.2%** | 85.7% | NA | NA | **Sig. increase** | **NA** | **NA** |
| | | CCC | 307 | 91.9% | 8.1% | **91.9%** | 92.8% | NA | 92.4% | **Not sig.** | **NA** | **Not sig.** |
| 44 FCC-PD | 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? | General | 119 | Yes 87.4% | No 12.6% | **87.4%** | 81.3% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 305 | 87.9% | 12.1% | **87.9%** | 90.0% | NA | 88.7% | **Not sig.** | **NA** | **Not sig.** |

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# Question Summaries

## Access to Specialist

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | Plan's Summary Rate 2014 | Plan's Summary Rate 2013 | TMG Book of Business* 2014 | Quality Compass All Plans* 2013 | Significance Testing** 2014 to 2013 | Significance Testing** 2014 to TMG | Significance Testing** 2014 to All Plans |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 45 | **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?** | **General** | 570 | Yes: 17.5%; No: 82.5% | **17.5%** | 17.5% | 21.6% | NA | **Not sig.** | **Below** | **NA** |
| | | **CCC** | 519 | 32.6%; 67.4% | **32.6%** | 35.8% | NA | NA | **Not sig.** | **NA** | **NA** |
| 46 GNC | **In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?** (If "Yes" in Q45) | **General** | 97 | Never: 0.0%; Sometimes: 20.6%; Usually: 17.5%; Always: 61.9% | **79.4%** | 75.0% | 80.8% | 80.5% | **Not sig.** | **Not sig.** | **Not sig.** |
| | | **CCC** | 166 | 3.0%; 19.9%; 19.9%; 57.2% | **77.1%** | 79.2% | NA | 83.2% | **Not sig.** | **NA** | **Below** |
| 47 | **How many specialists has your child seen in the last 6 months?** (If "Yes" in Q45) | **General** | 97 | None: 10.3%; 1 specialist: 63.9%; 2: 18.6%; 3: 4.1%; 4: 2.1%; 5 or more specialists: 1.0% | **89.7%** | 89.3% | 93.8% | NA | **Not sig.** | **Not sig.** | **NA** |
| | | **CCC** | 167 | 5.4%; 58.7%; 21.6%; 9.0%; 4.2%; 1.2% | **94.6%** | 93.3% | NA | NA | **Not sig.** | **NA** | **NA** |
| 48 | **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?** (If "Yes" in Q45 and "1 specialist" or more in Q47) | **General** | 87 | 0 - 3: 3.4%; 4 - 7: 10.3%; 8 - 10: 86.2% | **86.2%** | 79.7% | 83.2% | 84.5% | **Not sig.** | **Not sig.** | **Not sig.** |
| | | **CCC** | 157 | 5.1%; 10.8%; 84.1% | **84.1%** | 83.5% | NA | 85.0% | **Not sig.** | **NA** | **Not sig.** |
| | | **General** | 87 | 0 - 6: 10.3%; 7 - 8: 13.8%; 9 - 10: 75.9% | **75.9%** | 67.6% | 69.3% | 69.7% | **Not sig.** | **Not sig.** | **Not sig.** |
| | | **CCC** | 157 | 12.1%; 15.9%; 72.0% | **72.0%** | 70.7% | NA | 69.2% | **Not sig.** | **NA** | **Not sig.** |

* The 2014 Myers Group Book of Business, General Population consists of 57 Medicaid child (Non-CCC and CCC) samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Quality Compass® All Plans benchmark, General Population is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2013 (approximately 113 plan-specific samples). The 2013 Quality Compass® All Plans benchmark, CCC Population is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2013 (approximately 38 plan-specific samples).

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# Question Summaries

**Customer Service**

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | | | | Plan's Summary Rate | | TMG Book of Business* | Quality Compass All Plans* | Significance Testing** | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 2014 | 2013 | 2014 | 2013 | 2014 to 2013 | 2014 to TMG | 2014 to All Plans |
| 49 | In the last 6 months, did you get information or help from customer service at your child's health plan? | General | 569 | Yes 23.7% | No 76.3% | | | 23.7% | 24.0% | 30.9% | NA | Not sig. | Below | NA |
| | | CCC | 519 | 26.2% | 73.8% | | | 26.2% | 32.3% | NA | NA | Sig. decrease | NA | NA |
| 50 | In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? (If "Yes" in Q49) | General | 131 | Never 2.3% | Sometimes 19.8% | Usually 19.1% | Always 58.8% | 77.9% | 82.9% | 81.7% | 82.3% | Not sig. | Not sig. | Not sig. |
| CS | | CCC | 136 | 0.0% | 21.3% | 25.7% | 52.9% | 78.7% | 83.5% | NA | 83.8% | Not sig. | NA | Not sig. |
| 51 | In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? (If "Yes" in Q49) | General | 131 | Never 0.8% | Sometimes 7.6% | Usually 14.5% | Always 77.1% | 91.6% | 86.8% | 92.6% | 92.9% | Not sig. | Not sig. | Not sig. |
| CS | | CCC | 136 | 0.7% | 4.4% | 15.4% | 79.4% | 94.9% | 86.6% | NA | 93.7% | Sig. increase | NA | Not sig. |
| 52 | In the last 6 months, did your child's health plan give you any forms to fill out? | General | 564 | Yes 23.4% | No 76.6% | | | 23.4% | 20.1% | 27.6% | NA | Not sig. | Below | NA |
| | | CCC | 512 | 23.8% | 76.2% | | | 23.8% | 25.1% | NA | NA | Not sig. | NA | NA |
| 53 | In the last 6 months, how often were the forms from your child's health plan easy to fill out? | General | 548 | Never 0.2% | Sometimes 2.0% | Usually 3.5% | Always*** 94.3% | 97.8% | 96.5% | 95.5% | 95.5% | Not sig. | Above | Above |
| FOF | | CCC | 505 | 1.0% | 1.8% | 6.1% | 91.1% | 97.2% | 95.8% | NA | 95.6% | Not sig. | NA | Not sig. |

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*** Members who responded "No" to Q52 are included in "Always" of Q53, per NCQA, Volume 3, HEDIS 2014 guidelines.

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# Question Summaries

**Rating of Health Plan, Prescribed Medication, & Health Status**

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | Plan's Summary Rate 2014 | Plan's Summary Rate 2013 | TMG Book of Business* 2014 | Quality Compass All Plans* 2013 | Significance Testing** 2014 to 2013 | Significance Testing** 2014 to TMG | Significance Testing** 2014 to All Plans |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 54 | 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? | General | 555 | 0 - 3: 2.7%; 4 - 7: 18.7%; 8 - 10: 78.6% | **78.6%** | 75.5% | 83.9% | 82.9% | Not sig. | Below | Below |
| | | CCC | 513 | 4.5%; 23.4%; 72.1% | **72.1%** | 71.3% | NA | 81.1% | Not sig. | NA | Below |
| | | General | 555 | 0 - 6: 13.3%; 7 - 8: 22.7%; 9 - 10: 64.0% | **64.0%** | 59.2% | 67.7% | 66.8% | Not sig. | Not sig. | Not sig. |
| | | CCC | 513 | 17.7%; 27.1%; 55.2% | **55.2%** | 54.7% | NA | 64.7% | Not sig. | NA | Below |
| 55 | In the last 6 months, did you get or refill any prescription medicines for your child? | General | 567 | Yes: 57.8%; No: 42.2% | **57.8%** | 53.8% | NA | NA | Not sig. | NA | NA |
| | | CCC | 522 | 83.3%; 16.7% | **83.3%** | 86.3% | NA | NA | Not sig. | NA | NA |
| 56 ATPM | In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan? (If "Yes" in Q55) | General | 316 | Never: 1.9%; Sometimes: 11.7%; Usually: 12.0%; Always: 74.4% | **86.4%** | 81.6% | NA | NA | Not sig. | NA | NA |
| | | CCC | 426 | 4.2%; 12.4%; 20.2%; 63.1% | **83.3%** | 80.9% | NA | 90.6% | Not sig. | NA | Below |
| 57 | Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines? (If "Yes" in Q55) | General | 315 | Yes: 53.7%; No: 46.3% | **53.7%** | 48.5% | NA | NA | Not sig. | NA | NA |
| | | CCC | 427 | 56.7%; 43.3% | **56.7%** | 58.7% | NA | 58.6% | Not sig. | NA | Not sig. |
| 58 | In general, how would you rate your child's overall health? | General | 563 | Excellent: 39.8%; Very good: 33.7%; Good: 19.9%; Fair: 6.6%; Poor: 0.0% | **73.5%** | 70.1% | 76.7% | 74.6% | Not sig. | Not sig. | Not sig. |
| | | CCC | 517 | 21.9%; 34.2%; 28.0%; 13.7%; 2.1% | **56.1%** | 51.0% | NA | 53.9% | Not sig. | NA | Not sig. |
| 59 | In general, how would you rate your child's overall mental or emotional health? | General | 563 | Excellent: 46.7%; Very good: 22.2%; Good: 19.0%; Fair: 9.9%; Poor: 2.1% | **68.9%** | 68.4% | 75.8% | NA | Not sig. | Below | NA |
| | | CCC | 522 | 17.6%; 23.2%; 28.2%; 23.0%; 8.0% | **40.8%** | 43.2% | NA | NA | Not sig. | NA | NA |

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** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.

# Question Summaries

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Prescribed Medication & Medical Care and Services

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | | Plan's Summary Rate | | TMG Book of Business* | Quality Compass All Plans* | Significance Testing** | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2014 | 2013 | 2014 | 2013 | 2014 to 2013 | 2014 to TMG | 2014 to All Plans |
| 60 | **Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?** | General | 562 | Yes 38.6% | No 61.4% | **38.6%** | 32.5% | NA | NA | **Sig. increase** | **NA** | **NA** |
| | | CCC | 522 | 83.3% | 16.7% | **83.3%** | 86.7% | NA | NA | **Not sig.** | **NA** | **NA** |
| 61 | **Is this because of any medical, behavioral, or other health condition?** (If "Yes" in Q60) | General | 210 | Yes 78.1% | No 21.9% | **78.1%** | 83.6% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 433 | 95.2% | 4.8% | **95.2%** | 97.3% | NA | NA | **Not sig.** | **NA** | **NA** |
| 62 | **Is this a condition that has lasted or is expected to last for at least 12 months?** (If "Yes" in Q60 and "Yes" in Q61) | General | 157 | Yes 84.1% | No 15.9% | **84.1%** | 82.0% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 406 | 97.8% | 2.2% | **97.8%** | 97.5% | NA | NA | **Not sig.** | **NA** | **NA** |
| 63 | **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?** | General | 551 | Yes 16.7% | No 83.3% | **16.7%** | 18.0% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 515 | 50.9% | 49.1% | **50.9%** | 48.3% | NA | NA | **Not sig.** | **NA** | **NA** |
| 64 | **Is this because of any medical, behavioral, or other health condition?** (If "Yes" in Q63) | General | 89 | Yes 87.6% | No 12.4% | **87.6%** | 86.9% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | CCC | 258 | 95.7% | 4.3% | **95.7%** | 96.3% | NA | NA | **Not sig.** | **NA** | **NA** |
| 65 | **Is this a condition that has lasted or is expected to last for at least 12 months?** (If "Yes" in Q63 and "Yes" in Q64) | General | 76 | Yes 92.1% | No 7.9% | **92.1%** | 95.8% | NA | NA | **Unable to Test** | **NA** | **NA** |
| | | CCC | 246 | 97.6% | 2.4% | **97.6%** | 97.4% | NA | NA | **Not sig.** | **NA** | **NA** |

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** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.

# Question Summaries

## Limitations & Special Therapy

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) Yes | No | Plan's Summary Rate 2014 | Plan's Summary Rate 2013 | TMG Book of Business* 2014 | Quality Compass All Plans* 2013 | Significance Testing** 2014 to 2013 | Significance Testing** 2014 to TMG | Significance Testing** 2014 to All Plans |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 66 | **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?** | **General** | 555 | 16.9% | 83.1% | **16.9%** | 18.3% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | **CCC** | 516 | 34.1% | 65.9% | **34.1%** | 31.7% | NA | NA | **Not sig.** | **NA** | **NA** |
| 67 | **Is this because of any medical, behavioral, or other health condition?** (If "Yes" in Q66) | **General** | 84 | 64.3% | 35.7% | **64.3%** | 63.5% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | **CCC** | 170 | 90.6% | 9.4% | **90.6%** | 91.4% | NA | NA | **Not sig.** | **NA** | **NA** |
| 68 | **Is this a condition that has lasted or is expected to last for at least 12 months?** (If "Yes" in Q66 and "Yes" in Q67) | **General** | 54 | 92.6% | 7.4% | **92.6%** | 94.4% | NA | NA | **Unable to Test** | **NA** | **NA** |
| | | **CCC** | 153 | 96.7% | 3.3% | **96.7%** | 96.6% | NA | NA | **Not sig.** | **NA** | **NA** |
| 69 | **Does your child need or get special therapy such as physical, occupational, or speech therapy?** | **General** | 558 | 10.4% | 89.6% | **10.4%** | 10.3% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | **CCC** | 515 | 22.3% | 77.7% | **22.3%** | 24.0% | NA | NA | **Not sig.** | **NA** | **NA** |
| 70 | **Is this because of any medical, behavioral, or other health condition?** (If "Yes" in Q69) | **General** | 53 | 67.9% | 32.1% | **67.9%** | 69.4% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | **CCC** | 111 | 89.2% | 10.8% | **89.2%** | 87.1% | NA | NA | **Not sig.** | **NA** | **NA** |
| 71 | **Is this a condition that has lasted or is expected to last for at least 12 months?** (If "Yes" in Q69 and "Yes" in Q70) | **General** | 34 | 97.1% | 2.9% | **97.1%** | 94.1% | NA | NA | **Unable to Test** | **NA** | **NA** |
| | | **CCC** | 97 | 99.0% | 1.0% | **99.0%** | 97.2% | NA | NA | **Unable to Test** | **NA** | **NA** |

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** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.

# Question Summaries

**Louisiana Healthcare Connections**

## Emotional, Developmental, & Behavioral Problems

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in gray) | | Plan's Summary Rate | | TMG Book of Business* | Quality Compass All Plans* | Significance Testing** | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2014 | 2013 | 2014 | 2013 | 2014 to 2013 | 2014 to TMG | 2014 to All Plans |
| 72 | **Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?** | **General** | 555 | Yes 16.6% | No 83.4% | **16.6%** | 18.7% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | **CCC** | 518 | 56.0% | 44.0% | **56.0%** | 51.6% | NA | NA | **Not sig.** | **NA** | **NA** |
| 73 | **Has this problem lasted or is it expected to last for at least 12 months?** (If "Yes" in Q72) | **General** | 88 | Yes 90.9% | No 9.1% | **90.9%** | 89.7% | NA | NA | **Not sig.** | **NA** | **NA** |
| | | **CCC** | 282 | 97.2% | 2.8% | **97.2%** | 96.9% | NA | NA | **Not sig.** | **NA** | **NA** |

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** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.

# Question Summaries

## Child Demographics

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**
**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 74 | What is your child's age? | General | 563 | 0 - 4<br>22.7% | 5 - 8<br>22.9% | 9 - 13<br>25.6% | 14 or older<br>28.8% | | |
| | | CCC | 523 | 14.3% | 18.7% | 32.3% | 34.6% | | |
| 75 | Is your child male or female? | General | 563 | Male<br>51.3% | Female<br>48.7% | | | | |
| | | CCC | 523 | 56.4% | 43.6% | | | | |
| 76 | Is your child of Hispanic or Latino origin or descent? | General | 539 | Yes, Hispanic or Latino<br>8.3% | No, not Hispanic or Latino<br>91.7% | | | | |
| | | CCC | 499 | 5.4% | 94.6% | | | | |
| 77 | What is your child's race? (Mark one or more.) | General | 558 | White<br>42.8% | Black or African-American<br>56.6% | Asian<br>2.7% | Native Hawaiian or other Pacific Islander<br>0.2% | American Indian or Alaska Native<br>2.7% | Other<br>5.9% |
| | | CCC | 521 | 48.4% | 55.3% | 3.3% | 0.4% | 2.9% | 3.8% |

Note: The base for Q77 is the total number of respondents. Members were allowed to choose more than one option; therefore, the sum of all figures may equal more than 100%.

# Question Summaries

**Respondent Demographics/Completing this Survey**

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**630 Total General Population Respondents**
**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| 78 | **What is your age?** | **General** | 550 | 24 or younger<br>19.1% | 25 - 34<br>36.2% | 35 - 44<br>26.2% | 45 - 54<br>10.4% | 55 - 64<br>5.8% | 65 - 74<br>1.8% | 75 or older<br>0.5% |
| | | **CCC** | 513 | 17.7% | 26.7% | 30.0% | 16.2% | 5.7% | 3.1% | 0.6% |
| 79 | **Are you male or female?** | **General** | 551 | Male<br>6.4% | Female<br>93.6% | | | | | |
| | | **CCC** | 514 | 6.8% | 93.2% | | | | | |
| 80 | **What is the highest grade or level of school that you have completed?** | **General** | 549 | 8th grade or less<br>5.1% | Some high school, but did not graduate<br>21.3% | High school graduate or GED<br>31.7% | Some college or 2-year degree<br>31.9% | 4-year college graduate<br>7.3% | More than 4-year college degree<br>2.7% | |
| | | **CCC** | 505 | 6.1% | 20.0% | 34.3% | 31.9% | 5.0% | 2.8% | |
| 81 | **How are you related to the child?** | **General** | 545 | Mother or father<br>90.8% | Grandparent<br>6.1% | Aunt or uncle<br>0.6% | Older brother or sister<br>0.0% | Other relative<br>0.0% | Legal guardian<br>2.2% | Someone else<br>0.4% |
| | | **CCC** | 508 | 86.6% | 7.5% | 1.8% | 0.4% | 0.0% | 3.1% | 0.6% |
| 82 | **Did someone help you complete this survey?** | **General** | 358 | Yes<br>4.7% | No<br>95.3% | | | | | |
| | | **CCC** | 360 | 3.6% | 96.4% | | | | | |
| 83 | **How did that person help you? (Mark one or more.)**<br>(If Mail survey and "Yes" in Q82) | **General** | 16 | Read the questions to me<br>50.0% | Wrote down the answers I gave<br>31.3% | Answered the questions for me<br>31.3% | Translated the questions into my language<br>18.8% | Helped in some other way<br>6.3% | | |
| | | **CCC** | 12 | 50.0% | 50.0% | 25.0% | 8.3% | 8.3% | | |

Note: The base for Q83 is the total number of respondents. Members were allowed to choose more than one option; therefore, the sum of all figures may equal more than 100%.

# 13. Appendix B - Custom Questions

Your plan's custom questions are shown beginning on Page B.1. All custom questions are shown in this section, regardless of their placement on the survey tool. Your plan's Summary Rate for the current year is shown alongside the Summary Rate for the identical question from the previous year (where applicable).

The Summary Rates shown represent the percentage of respondents who answered in a positive way. Not all questions are designed for the assignment of Summary Rates, such as "Mark all that apply" questions. In this case, an "NA" is shown in the Summary Rate column.

## Charts B.1 – B.2

# Question Summaries

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

**Custom Questions**

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in grey) | | | | | | | Plan's Summary Rate 2014 | Plan's Summary Rate 2013 | Significance Testing* 2013 to 2014 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 84 | In the last 6 months, how many days did you usually have to wait between making an initial appointment for your child with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before. | General | 390 | Same day | 1-2 days | 3-7 days | 8-14 days | 15-30 days | More than 30 days | My child did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months | **66.4%** | 67.7% | **Not sig.** |
| | | | | 33.6% | 32.8% | 23.3% | 5.9% | 2.3% | 2.1% | n = 133 | | | |
| | | CCC | 402 | 27.9% | 30.8% | 27.1% | 7.0% | 5.0% | 2.2% | n = 87 | **58.7%** | 66.4% | **Sig. decrease** |
| 85 | In the last 6 months, how many days did you usually have to wait between making an initial appointment for your child with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment to see an Ear, Nose, and Throat specialist for a chronic ear infection. | General | 196 | Same day | 1-2 days | 3-7 days | 8-14 days | 15-30 days | More than 30 days | My child did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months | **50.0%** | 44.9% | **Not sig.** |
| | | | | 24.5% | 25.5% | 30.1% | 9.2% | 6.6% | 4.1% | n = 325 | | | |
| | | CCC | 273 | 16.8% | 24.9% | 31.1% | 9.9% | 9.9% | 7.3% | n = 224 | **41.8%** | 42.1% | **Not sig.** |
| 86 | In the last 6 months, how long did you usually have to wait between making an appointment for your child for a regular or routine care visit with a provider and actually seeing a provider? | General | 326 | 6 weeks or less | More than 6 weeks | My child did not need an appointment with a provider for a regular or routine care visit in the last 6 months | | | | | **96.3%** | 93.6% | **Not sig.** |
| | | | | 96.3% | 3.7% | n = 202 | | | | | | | |
| | | CCC | 357 | 93.8% | 6.2% | n = 136 | | | | | **93.8%** | 93.7% | **Not sig.** |
| 87 | In the last 6 months, when your child was referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist? | General | 130 | Within 1 month (30 days) of referral | More than 1 month (31 days) after referral | My child was not referred to a specialist in the last 6 months | | | | | **84.6%** | 82.0% | **Not sig.** |
| | | | | 84.6% | 15.4% | n = 395 | | | | | | | |
| | | CCC | 220 | 80.5% | 19.5% | n = 272 | | | | | **80.5%** | 84.7% | **Not sig.** |
| 88 | In the last 6 months, not counting the times your child needed health care right away, how many days did you usually have to wait between making an appointment for your child for a routine lab or x-ray services and actually getting the lab or x-ray services? | General | 109 | 21 days or less | 22 days or more | My child did not need an appointment for a routine lab or x-ray services in the last 6 months | | | | | **95.4%** | 93.3% | **Unable to Test** |
| | | | | 95.4% | 4.6% | n = 420 | | | | | | | |
| | | CCC | 162 | 95.1% | 4.9% | n = 333 | | | | | **95.1%** | 93.5% | **Not sig.** |

* Significance Testing - "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

# Question Summaries

**Louisiana Healthcare Connections**

**Medicaid Child with CCC CAHPS®**

## Custom Questions

**630 Total General Population Respondents**

**525 Total CCC Population Respondents**

| Q# | Survey Item | Population | Valid n | Category Responses (Summary Rate responses in grey) | | | | | | | Plan's Summary Rate | | Significance Testing* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Same day | 1-2 days | 3-7 days | 8-14 days | 15-30 days | More than 30 days | My child did not need an appointment for an urgent lab or x-ray services in the last 6 months | 2014 | 2013 | 2013 to 2014 |
| 89 | **In the last 6 months, how many days did you usually have to wait between making an appointment for your child for an urgent lab or x-ray services and actually getting the lab or x-ray services?** | **General** | 117 | 62.4% | 22.2% | 11.1% | 2.6% | 1.7% | 0.0% | n = 409 | **84.6%** | 72.9% | **Sig. increase** |
| | | **CCC** | 164 | 66.5% | 18.3% | 11.0% | 3.0% | 1.2% | 0.0% | n = 333 | **84.8%** | 76.0% | **Sig. increase** |

* Significance Testing - "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.